



**TABMA Training
Student Handbook
2019**

IMPORTANT NOTE

Please read and keep this document for your reference.

TABMA Training policies, procedures and forms are available via our website. You must ensure you are aware of our current policies and procedures by accessing our information at:

<https://tabmatraining.edu.au/>

TABMA Training acknowledges the subsidies provided by:

- Queensland Government under their funded program: User Choice 2017-2020 Program
- 2019-2020 Queensland VET Investment Plan administered by the Department of Employment, Small Business and Training's (DESBT)
- Smart and Skilled, Training Services NSW, NSW Vocational Education and Training (VET) system.

Disclaimer – Student Handbook

The information contained in the Student Handbook has been prepared as a resource to assist persons considering information about TABMA Training, responsibilities and those who are eligible under funded Program Policies and Guidelines and relevant legislation. These are subject to change. Please check with a TABMA Training representative to confirm if there are any changed information and/or updates.

Some sections of the Student Handbook are taken directly from the following documents:

- The Vocational Education and Training Pre-Qualified Supplier Agreement 2018- 19 (PQS Agreement).
- Pre-qualified Supplier Audit Evidence Requirements (User Choice 2017-2020)
- The User Choice 2017-2020 policy
- Registered Training Organisation User Choice Pre-Qualified Supplier 2017–20 Policy
- Further Education and Training Act 2014 (FET Act)
- Apprenticeship and traineeship operational policies and procedures
- The PQS marketing and disclosure fact sheet
- The Inclusive Learning Framework
- Smart and Skilled: NSW Quality Framework
- Smart and Skilled Operating Guidelines

Please ensure that all the parties to training and assessment review this document.

This handbook should be read in conjunction with program specific information and TABMA Training's Unique Student Identifier procedures.

Following this review, a Record of Induction should be signed as confirmation of induction and provision of this handbook. Your TABMA Training representative will be pleased to clarify any issues arising from your review of this handbook.

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CONTACT DETAILS:

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Postal Address	P.O. Box 185 Brisbane Market QLD 4106
Business Hours	Mon – Fri (8am – 5pm)
National Number	1300 693 483
Email	info@tabmatraining.edu.au

General Information

FITEC Australia trading as TABMA Training is an industry association, not for profit Registered Training Organisation (RTO 5343), approved as a provider of quality-assured and nationally recognised training and qualifications including:

- Forest and Wood Products
- Agriculture, Horticulture and Conservation and Land Management
- Business Services
- Construction, Plumbing and Services
- Sustainability - Competitive Systems and Practices
- Retail Services
- Transport and Logistics incl Warehousing Operations

We also offer accredited and non-accredited short courses.

The qualifications and units of competency for which we are registered to deliver are recorded on TABMA Training's Scope of Registration. A current version of our scope of registration can be viewed at www.training.gov.au.

Most qualifications and courses are conducted on site in the workplace in conjunction with the employer organisation.

Student Handbook Purpose

This student information handbook is designed to provide you with information about your rights, responsibilities, obligations and expected behaviour.

This student handbook contains important information about our policies and procedures regarding training and assessment. TABMA Training is committed to providing you with current, important and relevant industry training Australia wide. TABMA Training reserves the right to modify/update the student handbook without notice.

In general, TABMA Training delivers nationally recognised training under subsidised (funded/non-funded) training arrangements and this student handbook is written for those students, in accordance with funding requirements. Where non-funded training occurs, the information in the handbook also applies unless specifically stated.

The current version of the student handbook can be downloaded from the TABMA Training website <https://tabmatraining.edu.au>.

Welcome

We pride ourselves on our training services, and we endeavour to maintain those expectations throughout your journey with us. Below are the definitions of different types of students before, during and after the enrolment process.

Student type	Definition:
Potential student	An individual who is interested in enrolling in a learning program with TABMA Training.
Applicant	An individual who has completed a Student Enrolment Form and has made payment for a course with TABMA Training.
Enrolled student	An individual who has received a Confirmation Email.
Completed student	An individual who has received a competent outcome for all formal assessments in their enrolled accredited course or single units of competency; and has fulfilled all other training product requirements relevant to their course.

<p>What is an Apprenticeship or traineeship?</p>	<p>Apprenticeships and traineeships combine training with working in a real job, with a real employer, for a real wage. Apprentices and trainees work towards the completion of a nationally recognised qualification while learning valuable skills at work and under the guidance of a training organisation. Upon completion, you may find yourself in a great place to keep working, go on to future study or even start your own business.</p> <p>Apprenticeships and traineeships:</p> <ul style="list-style-type: none"> • combine work with structured training. • can be full-time, part-time, or school-based - where some of the training is undertaken while the apprentice or trainee is in high school. • could be undertaken by existing employees. • require employers to enter into a training contract with the apprentice or trainee, • which is a legally binding agreement to work and train together for a length of time. • work with the employers and the RTO to draw up a training plan. <p>The parties to an apprenticeship/traineeship are:</p> <ul style="list-style-type: none"> • the apprentice or trainee (the employee) • the workplace supervisor and the employer • the Australian Apprenticeship Support Network (AASN) representative • the Registered Training Organisation
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Our Mission

Our mission is to provide education services to our clients Australia-wide, through the provision of quality vocational training and assessment services.

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

Quality Policy

TABMA Training has a commitment to providing a quality service with a focus on maintaining registration according to the standards and conditions of the national VET Quality Framework, and continuous improvement in all aspects of operations.

TABMA Training is committed to high standards in the provision of training and assessment services. TABMA Training obtains and values feedback from students, industry and all stakeholders.

The VET Quality Framework

The VET Quality Framework is a system that ensures the integrity of nationally recognised training in Australia. RTOs are required to comply with the VET Quality Framework at all times. As the national regulator for the VET sector, ASQA regulates training providers against the VET Quality Framework.

The VET Quality Framework comprises includes the Standards for Registered Training Organisations 2015. The purpose of the Standards is to:

- describe the requirements that an organisation must meet in order to be an RTO in Australia

- ensure that training delivered by RTOs meets industry requirements (as set out in training packages and accredited courses) and has integrity for employment and further study
- ensure RTOs operate ethically and consider the needs of both students and industry.

What is a recognised qualification?

A recognised qualification is a course that is recognised and taught to the same standard all over Australia. This means a nationally recognised qualification is the same, no matter where you earn it and is recognised anywhere within Australia.

What's the difference between a recognised qualification and a short course?

The difference between these courses is their length, the amount of content delivered, and their design. Short courses are a great, fast way to supplement your learning, boost your skillset and equip you with the abilities you need to succeed in a particular job role or interest.

A qualification is designed to specify the skills and knowledge required to perform effectively in a workplace and is made up of components called units of competency. Units of competency are the skills and knowledge to operate effectively and how they need to be applied to perform effectively in a workplace context and are demonstrated through assessment processes.

Qualifications

TABMA Training has developed learning and assessment strategies for each qualification that we deliver within the following industry training packages:

- FWP Forest and Forest Products
- AHC Agriculture, Horticulture and Conservation and Land Management Training Package
- BSB Business Services Training Package
- CPC08 Construction, Plumbing and Services Package
- MSF Furnishing Training Package
- MSS Sustainability
- SIR Retail Services Training Package
- TLI Transport and Logistics Training Package

Our programs range from a certificate I in Conservation and Land Management to a Diploma of Forest and Forest Products.

Units of competency

Units of competency for each qualification packaging, including core and available electives, are provided with enrolment information. Participants (and employers) are requested to negotiate appropriate electives prior to enrolment, although the opportunity exists to renegotiate training plans if circumstances should change.

Course Delivery

Depending on the course, additional entry requirements may apply. Please refer to specific course information for more details.

Training delivery can be varied to suit the individual learner's needs. Training is delivered and assessed by industry experienced and qualified trainers. All students are required to attend each scheduled session as required. The trainer will moderate the learning pace, method and sequence appropriate to the learning needs.

Training may vary from distance, classroom based, and/or one on one at the workplace. Where training is delivered in the workplace, a schedule is developed in collaboration with you and your employer, prior to commencement, and documented in a Training Plan.

Practical development of skills and task competency may take place in conjunction with your workplace utilising workplace materials and equipment.

Training is competency-based not time based. Competency-based training is a method of training which develops the skills, knowledge and attitudes required to achieve competence. It is not time based and the amount of time taken on development of competency prior to assessment may vary. Your training schedule, which forms part of your training plan will indicate nominal time allowances for each unit of competency. However, as each student is different this will be a guide only. On each visit by TABMA Training, you and your employer will receive an amended schedule showing achievements to date and any re-scheduling that may be necessary.

You will be requested to undertake training between TABMA Training visits, and if a trainee, time will be provided to undertake this training as part of your working time.

Workplace training

Some programs contain mandatory workplace training, which is assessed in the workplace. Apart from the mandatory assessment of workplace training, TABMA Training offers no supervision whilst the actual workplace training is being undertaken.

Supervision is to be provided by the employer who have offered to participate in work placement.

Whilst a student is undertaking work experience with TABMA Training, as part of their course requirements, they are covered by TABMA Training's work placement insurance.

Assessment

Assessment Policy

TABMA Training assessment practices meet the requirements of the endorsed Training Packages and outcomes specified in accredited courses within its Scope of Registration.

Assessment tasks and strategies include a wide range of methods and may include:

- specific written assessments
- formal questions (including multiple
- team/individual projects or reports
- practical demonstrations
- case studies
- small or large group tasks
- discussions
- oral presentations
- portfolio
- completion of workplace tasks; and
- problem solving tasks

Broadly speaking, classroom assessments have two or three assessment tasks for each unit of competency. As a general rule for assessments, you will be provided with assessment instructions including the date the task is due for completion.

Each assessment item submitted for marking will be given a Satisfactory (S) or Not Yet Satisfactory (NYS) result. A Competent (C) and Not Yet Competent (NYC) judgement is the final result for units of competency. Students will have two opportunities for reassessment per unit of competency.

If after 3 assessment attempts have taken place and the outcome is still Not Satisfactory, your assessor will contact you for further action.

Important:

All student work must be in the student's own words and must be the students own work.

Reasonable Adjustment

Reasonable adjustment refers to the way in which evidence of the student's performance can be collected. However, Assessor's judgement of competency in awarding the final result of Competent and Not Yet Competent decision should not differ from the standards of performance indicated in the assessors marking guide.

Recognition of Prior Learning (RPL)

RPL is the formal recognition of skills and knowledge gained as a result of work experience, life experience and/or formal training.

If you believe that you have existing skills and knowledge in some aspects of the qualification in which you are enrolled, it is possible to reduce the amount of training required to complete the qualification and therefore complete your studies early.

It is important to note that RPL is an assessment only pathway. It is up to the student to provide sufficient information to be assessed as meeting current industry requirements against the packaging and unit of competency rules. While support and guidance are offered by the RTO, the responsibility rests with the student to provide evidence. It is not the responsibility of TABMA Training to complete the application for you.

In order to be awarded RPL for a unit of competency you will need to provide evidence of your existing industry skills and knowledge. This evidence can be in the form of a portfolio, which may contain (but is not limited to), the following:

- current resume
- certified copies of existing qualifications, awards, workplace tickets/licences
- letters detailing the type of work, positions held, and other relevant information of employment provide contact details for two referees who can confirm your industry knowledge and skills in context
- any other supporting documents listed in the qualification's Evidence Guide, relating to your claim for any unit of competency.
- Third party evidence of current competence
- Performance, demonstration, or skills test
- Portfolio, logbook, task book, projects or assignments
- Written presentation
- Interview (audio)
- Case studies
- Photos or video

To have your skills formally recognised, an assessor must review your supporting evidence against the requirements of each unit of competency, qualification and training package rules. If you do not apply for RPL on the enrolment form you may still apply for RPL at any time during the induction process by approaching your Trainer & Assessor.

The TABMA Training process for an application for Recognition is as follows:

- Request an RPL kit from TABMA Training that includes information about the RPL process
- Complete and return the application with supporting evidence
- A qualified assessor will assess your application within 21 working days - a request for further evidence or actions may be made
- All evidence is verified for authenticity, currency and validity.
- You are promptly advised of outcome.
- If successful, the RTO will contact you regarding the next step in your enrolment process
- All applicants can appeal an unsuccessful outcome by using the RTO Appeal process.

The assessment process is a rigorous process. It is not about how much evidence a student can provide; it is about the relationship between the experiences of the student to the requirements of the unit of competency.

IMPORTANT

- Please continue to attend class after applying for an RPL, until the evidence has been assessed and an outcome determined.

Credit Transfer

A credit transfer is a system whereby successfully completed units of study contributing towards a certificate or diploma can be transferred from one course to another. TABMA Training recognises statements of attainment and record of results issued by other registered training organisations (RTOs). Please note, this is not an assessment process.

The student must provide a copy of their AQF certification documents that must be witnessed by a Justice of the Peace or Commissioner for Declarations. TABMA Training **must** verify the authenticity of the statement of attainment and/or qualification by contacting the issuing RTO prior to approving any units as credit transfer.

The assessor has up to 10 working days to review these documents and provide an official outcome to the student via email.

To apply for credit transfer, email the certified AQF certification documents to info@tabmatraining.edu.au.

Assessment tools used by TABMA Training include:

- **Knowledge based questions** (written/short answers). These have been designed to allow you to demonstrate the underpinning skill or knowledge or theory behind the tasks to be demonstrated. It is permissible for assessors, to use oral questioning to complete written questions, providing this doesn't affect the validity of the outcome (e.g. where need for written answers part of the competency is to be demonstrated)
- **Observation:** You will demonstrate one or more task(s), selected for relevance in proving competency of the unit being assessed.
- **Individual assessment:** Students may be requested to undertake written or practical activities designed to demonstrate competency development. These activities may provide formative assessment information for the assessor (i.e. during the training and assessment process) or be part of a summative assessment (proof that competency has been developed and is able to be applied in the workplace).

- **Third Party:** students may be required to demonstrate competency over a period of time in their workplace, in a range of situations relevant to the competency being assessed. These reports will require verification from an appropriately qualified person.

Where third party evidence is required as part of the assessment process, TABMA Training will require that this be obtained over a period of time, prior to the final assessment by TABMA Training.

Following the assembly of all evidence, the TABMA Training assessor will form a judgment on the competence of the student. Feedback will be provided to the student as soon as possible.

NOTE:

Should the TABMA Training assessor observe any unsafe practice or situation during the performance of any part of an assessment, whether student related or not, the assessment process will be stopped, and appropriate intervention will be requested from the employer, workplace or student.

Resources

As the training will be delivered face to face or in the workplace, agreements may be put in place with the employer for access to the appropriate facilities and equipment required for the delivery of training and assessment.

TABMA Training may provide the learning and assessment materials in both hard copy and/or electronic format/USB.

Guarantees to Complete Training and Assessment

In the event of TABMA Training being unable to complete the training and assessment services, we will arrange for agreed training and assessment to be completed through another RTO. Fees may differ between RTOs and therefore may be incurred by the student.

Before transfer, affected students will be notified of the arrangements, and an agreement to those arrangements, including any refund of fees, will be obtained. If the transfer is not possible TABMA Training will provide a refund of any unused portion of the fees paid.

If TABMA Training is unable to complete the training and assessment to an apprentice/trainee as per its DESBT contract, the organisation will in cooperation with DESBT, make arrangements satisfactory to the Department for the continued provision of VET services to apprentices. TABMA Training will provide all reasonable assistance to the Department, including preparation and compliance with any transition plan approved by the Department, to enable the transition of apprentices/trainees to the Department or to any third party deemed appropriate by the Department.

Training Guarantee

In the unlikely event of a business interruption or training failure, TABMA Training will issue the student with a Statement of Attainment for the successful completion of units. Any refund amount will be processed within 14 working days from the date that the pro-rata refund amount is communicated to the student

TABMA Training cannot guarantee:

- a student will successfully complete a training product on its scope of registration, or
- a training product can be completed in a manner which does not meet the requirements of Standards Clause 1.1 and 1.2, or
- a student will obtain a particular employment outcome where this is outside the control of the RTO.

TABMA Training will notify current students by email of any changes to the agreed services including third party arrangements and change in ownership. This information will be communicated to students within 5 working days of confirmation that the agreed service changes have been applied.

Course Cancellation

A student may cancel their course enrolment by completing the Course Cancellation Form and returning this to info@tabmatraining.edu.au.

Completion

When TABMA Training and the employer and apprentice agree that all competencies outlined in the training plan have been achieved, the following must take place:

- The employer and apprentice agree that training to be delivered by the employer, as per the training plan, has been completed. Within 7 working days of this agreement, both parties must sign a written notice noting this agreement. The signing of this notice does not end the apprenticeship. The completion agreement form can be used for this purpose.
- Within 14 working days after agreeing, the employer and apprentice should provide TABMA Training with a copy of this signed notice (or completion agreement form).
- On receipt of the completion agreement or signed notice, TABMA Training will confirm that all training has been completed and will confirm the actual completion date of the apprenticeship (which may or may not differ from the 'proposed completion date' nominated by the employer and apprentice).
- TABMA Training must issue a qualification and list of competencies achieved to the apprentice within 21 days of the completion agreement being signed by the employer, apprentice and TABMA Training.
- Within 14 days of issuing the qualification to the apprentice, TABMA Training must send written advice of this event to DESBT and the employer. This advice can either be on a completion agreement form or on the training organisation's letterhead including the following details:
 - Employer's legal/trading names and address
 - Apprentice/trainees registration number, name and address
 - Qualification name and code that has been issued
 - Date qualification was issued
 - Actual completion date
 - TABMA Training details and signature.
- DESBT will issue a certificate of completion for the apprenticeship/traineeship to the apprentice/trainee upon receiving advice from TABMA Training and will also advise the employer in writing that the certificate has been issued.

The actual completion date of the apprenticeship/traineeship is the date agreed to by all parties and stated on the completion agreement. If TABMA Training is unable to obtain both the employer and the apprentice/trainee signature on the completion agreement, and has exhausted all avenues to resolve the issue, TABMA Training may apply to DESBT for authorisation to issue a certificate.

Client Feedback and Evaluation

TABMA Training is committed to collecting and reviewing advice and feedback from all its stakeholders involved in the delivery of its Training and Assessment services. This feedback may be sought through phone conversations, site visits with students and/or employers or through online survey collection.

Section 2. Educational and support services

TABMA Training is committed to marketing its services in an accurate, ethical and responsible manner, ensuring that all clients are provided with timely and necessary information.

Pre-enrolment requirements

Identification Documents

At enrolment, TABMA Training requires you to provide identification documents in order to determine your eligibility for a government-subsidised training place. If you wish to apply for a concession or exemption of the fees, you must also provide evidence of concession documents.

To meet the eligibility criteria for User Choice 2017-2020 (Qld) Program, the identification documents you provide include evidence of:

- Full Name.
- Date of Birth
- Queensland residency.
- Australian Citizenship or Residency Status.
- Concessional Documents – if you are claiming concessional fee, examples include valid Health Care card or Pensioner Card.

At least two (2) identification documents from the list below must be provided at enrolment:

- Driver's licence/18+ Card
- Medicare Card
- Health Care card
- Australian, New Zealand or International Passport
- Birth Certificate (Australian)

If you are unsure about your identification documents and eligibility, please contact a TABMA Training representative and we can assist you. If you are found to be eligible, you will be advised of your total co-contribution fee amount before you commence training.

Language, Literacy and Numeracy

As a part of its core business, TABMA Training must consider of language, literacy and numeracy (LLN) skills of each learner, prior to enrolment.

TABMA Training determines any support needs of its students and provides access to educational and support services necessary for a student to meet the requirements of the qualification (as specified in training packages or VET accredited courses). This includes particular requirements that students would need to meet to complete each course without disadvantage (for example, literacy, numeracy, English language or physical capability requirements).

In order to support students on their learning journey, TABMA Training requires students to undertake a Language, Literacy and Numeracy quiz to enable us to ascertain if you have any particular support needs. If areas of LLN are identified, TABMA Training will identify the support services required and document these in the student training plan. Support services may be delivered by the Trainer & Assessor or where it is outside the abilities of TABMA Training, outsourced to an external agency.

Examples of client support services may include (but is not limited to):

- providing one on one mentoring or additional tutorials

- monitoring the delivery of training and/or assessment to determine if any further LLN support is required
- providing reasonable adjustment for assessments
- providing assistive technology, equipment, resources and/or programs to increase access for students with disabilities and other students, in accordance with access and equity
- mediation services or referrals to services where support outside the expertise of TABMA Training, is required
- learning support services are consistent with the training and assessment strategies
- learning, assessment and support services are monitored and improved as necessary
- learning materials in alternative formats, for example, in large print; and
- learning and assessment programs contextualised to the workplace

TABMA Training will, where necessary, incorporate LLN into the training and assessment strategies. When developing training and assessment strategies, TABMA Training will consider:

- the LLN skills of the learner
- the LLN skills required to participate in training
- the LLN skills required in the workplace.

Where potential areas of difficulty are identified, a discussion will take place with the student with a view to identifying and agreeing methods of overcoming the potential difficulty. For example, extra time may be allowed to undertake aspects of the course. In some circumstances and with the student's agreement, a referral can be made for additional external assistance. If it is identified that the student does not have the required underpinning literacy and numeracy skills, TABMA Training and the student may need to consider carefully whether the chosen qualification is appropriate for the student to undertake.

Any additional requirements that are agreed on, will be recorded on the student's Training Plan (where a Plan is required).

Any external support may attract an additional cost are to be paid for by the student. TABMA Training does not contribute toward any external costs incurred.

Enrolment, Fees and Induction

All students must complete the Enrolment Form, which has been developed in accordance with the National VET Provider Collection (AVETMISS) specifications and includes, but is not limited to, the following information:

Course selection	Personal details (name, address, gender, D.O.B)
Language and Cultural Diversity	Disability
Schooling	Previous qualifications achieved
Employment status	Industry
Study Reason	Fees, charges and payment
Privacy Statement	A signed declaration

The purpose of the enrolment and induction procedure is to identify student needs during the enrolment and induction process to ensure that our services are suitable to each student and if necessary, their employer.

Rights and Responsibilities of all Parties

Apprenticeship and traineeship Enrolment Process

Both the employer and apprentice have defined roles and obligations to fulfil under the training contract.

Obligations of the Apprentice and Trainee

The apprentice/trainee must:

- Participate in the development of the training plan
- Observe the conditions of the relevant agreement or award
- Attend and perform work as directed by the employer
- Maintain courteous and professional behaviour
- Obey all lawful commands, conditions and obligations as stated in the training contract
- Not waste, damage or injure the property, goods or business of the employer
- Work towards achieving the competencies in the training plan
- As instructed by TABMA Training, undertake and attend any training or assessment related to the training plan
- Keep the training record updated and, in their possession, and producing it to their employer and/or training organisation when requested and ensuring the employer updates if the contract is being transferred.
- Acknowledge that all workplace instructions and other material that comes into the apprentice/trainee's possession as a result of the training remain the property of the employer
- Understand that all information obtained from the employer and given in confidence must be kept confidential.

The apprentice/trainee must not:

- terminate employment with their employer, unless the apprenticeship/traineeship is completed, or the training contract has been cancelled
- enter into a second training contract with a second employer for the same apprenticeship/traineeship currently being undertaken without the written consent of the first employer.

It is critical that parties maintain open lines of communication and attempt to resolve any disputes among themselves in the first instance. If these attempts fail, disputes should be referred to DESBT for further assistance and early intervention. For apprentices and trainees who are under the age of 18 and who are under the care of a parent/legal guardian. Please refer ATIS-020 Parent or guardian responsibilities for parent/guardian obligations.

Following receipt of your notification to join TABMA Training, you will be contacted to arrange a signup and receive an enrolment pack. In this pack, you will receive:

Literacy and Numeracy Assessment	Training Enrolment Form
Training Plan	Tuition Fee Agreement
Course information	Student Handbook

Training contract obligations

Upon signing the Training Contract, the apprentice/trainee agrees to abide by the following obligations:

- pay Student Contribution Fees (the employer or a third party may pay these on your behalf)
- attend work, do the job and follow the employer's lawful instructions
- participate in negotiating the training plan, work towards achieving the qualification/statement of attainment by undertaking the training and assessment required under the Training Plan
- obey all workplace health and safety (including dress and equipment) and code of conduct workplace rules

- keep the Training Record Book and produce it to the employer, training organisation and/or DESBT when requested
- do not terminate the apprenticeship/traineeship before completion unless you and your employer mutually agree. It is the responsibility of the student and employer to notify the Australian Apprenticeship Support Network (AASN) provider or DESBT.

TABMA Training also requires that apprentices/trainees abide by the following at all times:

- wear personal protection equipment/clothing to all training and assessment activities both on and off the job, including protective footwear
- attend off the job training on time and complete all workbooks issued in accordance with the agreed schedule
- complete all training and assessment activities to the best of their ability and in a timely manner

Absenteeism

TABMA Training will make every effort to reconfirm attendance prior to visiting your workplace.

Apprentices/trainees are required to attend all scheduled training. If for any reason an apprentice/trainee is going to arrive late to a scheduled meeting or site visit they must inform the Trainer & Assessor as soon as possible. If an apprentice/trainee is more than 30 minutes late for a training session the trainer has the right to refuse entry to the session. This may result in the apprentice/trainee failing to progress with training.

A student is required to inform their Trainer & Assessor if they will not be able to attend training, which includes:

- illness of one day or more
- dental, doctor's appointment before or during training
- other extenuating circumstances.

The student is to inform the Trainer & Assessor that they will not be able to attend training by giving 12 hours' notice by text, phone or email, with the minimal of at least an hours' notice on the day of absence.

Obligations of the Employer

Prior to registration the employer must:

- Ensure a training contract is signed by the parties before the end of the probationary period
- Select a training organisation (TABMA Training) in consultation with the apprentice
- Negotiate a training plan with the apprentice and TABMA Training
- Forward the signed training contract to the selected Australian Apprenticeships Centre before the end of the probationary period.

For the duration of the apprenticeship/traineeship the employer must:

- Deliver training and provide, or arrange to provide, the facilities, range of work and supervision as specified in the training plan
- Releasing the apprentice/trainee from work to participate in any structured training, including assessment as negotiated in the training plan, and paying the appropriate wages as specified in the relevant award or agreement
- Pay the wages and provide the entitlements specified in the relevant employment agreement or award
- Discharge all lawful obligations of an employer, including those relating to workplace health and safety
- Ensuring the apprentice/trainee has suitably qualified personnel designated to supervise and train them,
- At reasonable intervals of not more than three months, check that the training record (eProfile) has been updated.

The employer must notify DESBT in writing within 14 days of any of the following events:

- Agreement by the parties to amend or cancel the training contract
- Sale or disposal of the business by the employer
- Dissolution of a partnership
- Deciding that the apprentice/trainee is failing to make reasonable progress
- If the apprenticeship/traineeship will not be completed within the nominal term and an extension is required
- Where the purchaser of a business agrees to continue to train an apprentice/trainee, the employer must give notice to DESBT of the agreement. On receipt of this notification, the training contract is taken to be assigned to the purchaser of the business (the new employer).
- Where the parties agree to cancel the training contract, the employer must advise TABMA Training in writing of the cancellation within seven days after agreement to cancel.

The employer must not:

- Knowingly enter into a training contract with a person who is already being trained as an apprentice/trainee under a registered training contract in the same apprenticeship or traineeship by another employer
- Terminate the employment of the apprentice/trainee unless the apprenticeship/traineeship is completed, or the training contract has been cancelled.

The employer must not directly or indirectly:

- Obstruct or discourage in any way, the apprentice/trainee from participating in the training required under the training plan to be delivered by TABMA Training
- Place the apprentice/trainee at a disadvantage, because they participate or attempt to participate in the required training.

Obligations of TABMA Training

Every apprentice/trainee must have a supervising registered training organisation (SRTO). Where an apprentice/trainee has more than one training contract - for example, if the person is undertaking two part-time apprenticeships - there must be a supervising registered training organisation for each contract.

Supervising registered training organisations deliver training to apprentices/trainees under an agreed training plan. Prior to registration of the apprenticeship/traineeship, TABMA Training must agree to be the supervising registered training organisation for the apprenticeship.

Responsibilities of TABMA Training are outlined below:

- provide induction information on rights and responsibilities
- clarify the employer's capacity to train the apprentice/trainee by conducting an employer resource assessment (site visit)
- work with the employer and the apprentice to provide the facilities, services, supervision and training required under the training plan
- negotiate the training plan
- develop a training record that allows for monitoring of the apprentice's/trainee's progress
- ensure the training as agreed in the training plan is delivered
- ensure the actual completion date is agreed to by all parties to the training plan
- ensure the completion agreement is signed to acknowledge the completion of training, issue the qualification (within 21 days of signing the completion agreement) and advise DESBT and the employer, that the qualification has been issued (within 14 days after issuing the qualification)

Induction

Prior to commencing a course, all students must participate in an induction. As you start your course, we want you to feel positive about your study and be confident in knowing where to go for support. During the induction session, you will be given the chance to ask questions and the challenges you might face.

An induction session includes information about:

- Course information
- Completion of enrolment checklist to confirm required parties have received all required pre-enrolment information and completed all enrolment paperwork
- Discuss training program and assessment requirements including Recognition of Prior Learning (RPL)
- Discuss support services students can access through enrolment
- Information about assessment standards and requirements
- Complaints, Appeals and Refunds
- Legislative and occupational licensing requirements (if relevant)

Inductions for User Choice students

Please note in addition to the procedures outlined above, the following steps are also to be followed when enrolling a new student into a User Choice funded training program:

- Discuss and complete initial training plan, ensure all units of competency reflect the student's training needs (if student is from an external employer, arrange a time to meet with the student and employer at the workplace)
- Workshop schedules
- Contact information
- During the pre-enrolment interview visit, an employer resource assessment will be negotiated to assess the employer resources, support and suitability for the students training needs in their elected training program.
- During the pre-enrolment interview, the Training Facilitator will negotiate the training plan with the employer and employee. If all parties agree to the terms of the training plan all parties including; trainee, employer, and trainer (for RTO) must sign and date.
- During the pre-enrolment interview enrolment documents are to be completed that are outlined in the enrolment procedure above.

Fees and Charges

Fee for service

TABMA Training acknowledges that it has a responsibility under Clause 7.3 of the Standards for RTOs 2015 to protect the fees paid by students in advance of their training and assessment services being delivered.

To meet our responsibilities TABMA Training adopts option 3 and may accept payment of no more than \$1500 from each individual student prior to the commencement of the course. This policy is generally only applicable to fee-for-service courses as training delivered under a funded arrangement is paid in arrears. Following the course commencement, TABMA Training may require payment of additional fees in scheduled payments in advance from the student but only such that at any given time, the total amount required to be paid does not exceed \$1,500. The basis for determining the amount for scheduled payment must be based on the costs of the student's training and assessment which is yet to be delivered to the student.

You cannot commence a course unless the required fee is paid.

Funded Programs

User Choice Program - QLD

DESBT currently provides TABMA Training with public funding under the User Choice program for eligible Queensland workers completing an apprenticeship or traineeship. Student employment status is classified as either 'New Worker' or 'Existing Worker'. A New Worker is one who has worked for the employer for less than 3 months full time (or 12 months part-time or casual).

An Existing Worker is an employee who has worked with the same employer for more than 3 months full time or 12 months part time or casual, prior to the date of commencement of the apprenticeship/traineeship. For more information, go to: <https://desbt.qld.gov.au/training/providers/funded/userchoice>

The government contribution for a User Choice funding contribution is detailed in the apprentice or trainee's letter of registration from DESBT and is subject to student eligibility and their selection of an eligible Preferred Quality Supplier (PQS) as their Supervising Registered Training Organisation (SRTO). Apprentices and trainees can only receive one government contribution for a User Choice funded qualification at any single point in time, i.e. a student is not funded to undertake two apprenticeships or traineeships at the same time.

Student Contribution Fee

The Student Contribution Fee of \$1.60 per nominal hour and the nominal hours calculated for each unit of competency is determined by DESBT. Student Contribution Fees may be paid by you, your employer or a third party.

If you and/or your employer have nominated to pay the Student Contribution Fees, an estimate of the total Student Contribution Fees will be provided to you upon enrolment. Once your Training Plan has been finalised, we provide the payee of the Student Contribution Fees with a Statement of Fees; a breakdown of each unit and the price per unit of competency.

Federal incentives may be available for employers, apprentices and trainees. Visit the Australian Apprenticeship Centre at <http://www.australianapprenticeships.gov.au> for more information.

Partial Fee Exemption

It is a requirement of TABMA Training to charge 40 per cent of the Student Contribution Fee for any student who falls into one or more of the following exemption categories:

- The student was or will be under 17 at the end of February in the year in which training is provide, and the student is not at school and has not completed year 12
- The student holds a health care card or pensioner card issued under Commonwealth law, or is the partner or a dependent of a person who holds a health care card or pensioner concession card, and is named on the card
- The student issues TABMA Training with an official form under Commonwealth law confirming that the student, his or her partner or the person of whom the student is a dependent, is entitled to concessions under a health care card or pensioner concession card
- The student is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and Enrolment Form.

Concessional Partial exemption fee – calculated at \$1.60 per nominal hour for unit of competency x 40% = \$0.64 per nominal hour

Fee Exemption

TABMA Training will apply a full exemption of Student Contribution fees where the student is registered School Based Apprentice/Trainee.

Where payment of the Student Contribution Fees would cause the student or family extreme financial hardship then TABMA Training may, after considering all the information, choose to exempt the student from paying these fees. Students wishing to apply for fee exemption on the basis of financial hardship must apply in writing no later than 21 days after enrolling to:

GENERAL MANAGER
TABMA Training
P.O. Box 185
Brisbane Market QLD 4106

The letter must detail the reasons for the exemption application including a simple budget outlining expenses versus income. The outcome of the application will be provided to the student in writing within 10 working days. The student may appeal the decision by utilising the Complaints and Appeals Procedure in this Student Handbook.

Other Charges

Costs by TABMA Training are subject to change without notice. Please note that the charges set out below are non-refundable.

Fee Type	Amount	Applied
Administration fee	\$300.00	Inclusive of course payments made in full
Qualification and Record of Results re-issue fee	\$75.00	To re-issue a Qualification and Record of Results
Statement of Attainment re-issue fee	\$75.00	To re-issue a statement of attainment

Certificate 3 Guarantee Program -QLD

The Certificate 3 Guarantee program is a Queensland Government funded program that provides eligible Queenslanders the opportunity to complete their first post-school Certificate III level qualification to gain a job or improve their employment status.

Certificate III level qualifications are considered entry-level for employment in most industries and are also the education level where significant employment and career benefits are realised by graduates.

Please note that you will no longer be eligible for a government subsidised training place under the Certificate 3 Guarantee program once the Certificate III level qualification has been completed.

For further information please visit the https://desbt.qld.gov.au/_data/assets/pdf_file/0018/8145/c3g-factsheet-student.pdf.

It is a program requirement that TABMA Training charge a Student Fee (Co-contribution Fee) for students enrolling into the Certificate 3 Guarantee program. The Co-contribution Fee will be invoiced upon enrolment and must be paid prior to commencement of training. The employer or a third party may pay the Co-contribution Fee on behalf of the student; failure to meet this requirement may result in TABMA Training withholding AQF certification documentation.

Co-contribution Fees are outlined in the course fee section of each qualification brochure available on our web site. Payment of Co-contribution Fees can be made in full via eftpos, direct deposit and/or credit card.

Higher Level Skills Program - QLD

The Higher-Level Skills program provides eligible individuals with access to a subsidised training place in selected Australian Qualifications Framework (AQF) certificate IV level or above qualifications and priority skill sets, with a pre-approved registered training organisation (RTO) of their choice — otherwise known as a prequalified supplier (PQS).

The principal aim is to help individuals gain the higher-level skills required to secure employment or career advancement in a priority industry or transition to university to continue their studies. The Higher-Level Skills program also provides eligible employers or industry with the capacity to address current workforce development needs that are adversely impacting on productivity, where individual employees meet the program's eligibility requirements.

For more information, please click https://desbt.qld.gov.au/___data/assets/pdf_file/0026/7784/hls-studentfactsheet.pdf.

It is a program requirement that TABMA Training charge a Co-contribution Fee for students enrolling into Higher Level Skills. The Co-contribution Fee will be invoiced upon enrolment and must be paid prior to commencement of training. The employer or a third party may pay the Co-contribution Fee on behalf of the student; failure to meet this requirement may result in withholding AQF certification documentation.

Smart and Skilled - NSW

Smart and Skilled is a reform of the NSW vocational education and training system. It's helping people get the skills they need to find a job and advance their careers. Smart and Skilled provides eligible students with:

- an entitlement to government-subsidised training up to and including Certificate III
- government funding for higher-level courses (Certificate IV and above) in targeted priority areas.

Students can go to the Smart and Skilled website for up-to-date information. While there they can use the Course Finder to check their eligibility, find the right Smart and Skilled course and approved training provider, and estimate their student fee.

<https://smartandskilled.nsw.gov.au/are-you-eligible>

Additional Information

If you are considering accessing any state training or federal programs, please read the appropriate TABMA Training Course Brochures for additional relevant information and requirements, if any. These are available by contacting TABMA Training or on our web site at www.tabmatraining.edu.au

TABMA Training staff are willing to help with any enquiries you may have in relation to any program. If they are unable to assist at the time, your details will be referred to the person able to handle your specific inquiry. To contact us and provide information if needed our email address is info@tabmatraining.edu.au or please call us on 07 3456 7000.

Section 3 - General Student Information

Application to Defer or Suspend Training

A student may complete an application to defer or suspend training due to extenuating circumstances outside of the control of the student, which may include long term illness and family matters.

The student is required to complete an application for deferment or suspension of training by contacting the Administration Team. A representative will provide the decision on deferment or suspension of training in writing. A Statement of Attainment will be issued for all units of competency achieved.

Withdraw & Enrol into Another Qualification

If a student (not an apprentice/trainee) wishes to apply to change from their current enrolment of a qualification to another qualification on the TABMA Training Scope of Registration, an application is to be made in writing to Administration. Applications will take 14 days to process.

Units of competency already achieved under the first enrolment will be recognised by the issuance of a Statement of Attainment, unless there is a relationship between the two qualifications that could result in a credit transfer.

Consumer Protection Mechanism

TABMA Training will ensure that all information in relation to training and assessment services offered is concise and accurate and not misleading at the time of publication, including the nature of the guarantee to students, refunds and agreements between students and TABMA Training, as indicated in the enrolment form and Student Handbook. Consumers have rights under the Australian Consumer Law (ACL) 2011 to receive the services that have been offered in the agreement or enrolment form and within a reasonable timeframe as indicated.

Data Collection/Student Feedback

All students will be required to complete a Student Survey upon completion of training. TABMA Training is required to gather, analyse, record and forward the results of data collected to several authorities. The feedback provided also allows us to develop and improve our internal processes for continuous improvement of its training and assessment, client services and management of its operations.

Course Changes

TABMA Training reserves the right to make changes where necessary to timetables, delivery sequence, training hours and other details beyond our control that may affect study schedules. Students will be advised of any proposed changes as soon as practicable through written notification.

Unique Student Identifier (USI)

Student Identifier Act 2014 From 1 January 2015, each student will need a Unique Student Identifier (USI) to obtain your certificate or qualification from your registered training organisation when studying nationally recognised training in Australia. A USI gives you access to your online USI account which will help you keep all your training records together. You can log on to the website at www.usi.gov.au and get your number now.

Before commencing any nationally recognised course offered by TABMA Training, each student must provide a USI. Each student enrolment received must have a verified USI as per AVETMISS (student) reporting requirements. TABMA Training will only issue a qualification, record of result and/or statement of attainment to a student if there is a verified USI against the student's file. To create a USI, click on the provided link and follow the prompts <https://www.usi.gov.au/>.

Student Code of Conduct

The following rights of students are to be respected and adhered to at all time:

- Be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age disability or socioeconomic status.
- To be free from all forms of intimidation.
- To have any disputes settled in a fair and rational manner (this is accomplished by complaint procedure).
- To express and share ideas and to ask questions.
- To be treated with politeness and courteousness at all times.

Student Behaviour Obligations

To ensure all students receive equal opportunities and gain the maximum from their time with TABMA Training, these rules apply to all people that attend any of our sessions. Any person/s who display dysfunctional or disruptive behaviour may be suspended and or enrolment cancelled.

Students are expected to adhere to the following behaviour obligations at all times:

- Students will respect others and treat those involved in training and assessment fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status.
- Students will not engage in any acts or behaviour which intimidates others involved in the training and assessment process, whether such intimidation is intentional or unintentional.
- Students will respect the personal property of others and the property of TABMA Training from damage or misuse (this includes copyright infringements, intellectual property laws and cheating and plagiarism).

Students will follow the reasonable directions of TABMA Training staff in relation to all aspects of their training and assessment. Refer any complaints or disputes to TABMA Training for resolution via email <https://tabmatraining.edu.au> or phone 1300 693 483.

Discipline

TABMA Training expects that all students will conduct themselves in a manner that is considerate and reasonable at all times. Students who display bad behaviour, as itemised above, or any legislative requirements will be subject to disciplinary action.

Disciplinary Procedure

For non-compliance with the Student Code of Conduct the following procedure will be followed:

Step 1

A member of TABMA Training staff will contact students in the first instance to discuss the issue or behaviour and to determine how the issue might be rectified. This discussion and its outcomes will be documented and included in the student's training file.

Step 2

Should the issue or behaviour continue, the student will be provided with a final warning in writing and a time frame in which to rectify the issue. A copy of this warning will be included in the student's training file.

Once these steps in the procedure have been followed, should the issue or behaviour still continue, education services will be withdrawn, and the student will be notified in writing that their enrolment has been terminated (without refund). At any stage of this procedure students are able to access the complaint process.

Some of the main factors examined when determining appropriate disciplinary action are:

- seriousness of offence
- repetition or duration of offence
- prior offences and disciplinary actions
- previous responses to disciplinary actions and any current disciplinary action

Where the behaviour is deemed to be of a serious nature an **immediate suspension of training** will apply. Behaviour that would be considered to be of a serious nature is:

- attending training under the influence of drugs and/or alcohol
- sexual harassment
- bullying
- acting in an unsafe manner that places others and themselves at risk and disobeying WHS directions.
- verbal and physical abuse towards students and/or trainers/assessors.

TABMA Training has an obligation to refer the incident to your Employer. Deliberate and wilful damage to TABMA Training or an employer's property is also considered to be a serious incident.

For apprentices/trainees any suspension of training will be reported to DESBT.

A written record of all disciplinary actions taken will be kept with the student's file. These reports remain an active part of the student's record for one year after the offence. If the student does not commit any other offences during that time, the report will become inactive. The report will, however, still remain a part of the student's file.

Any person who receives written notification to suspend training and/or has their enrolment cancelled does not limit the person to the right of appeal through our Complaints and Appeals Procedure.

If the student is unhappy with the outcome of the process they have the right to make an appeal using processes as indicated in the *Complaints and Appeals Procedure*. The student has 21 working days from the date of notification in which to lodge a written appeal to the General Manager.

Against a DESBT Decision

An employer or apprentice (and parent/guardian where applicable) aggrieved by a decision made by DESBT may request a review of that decision. If you disagree with a decision made, you may exercise the following options:

- Request a review of the decision by your local district office
- Lodge a complaint with the Training Ombudsman
- Appeal to the Queensland Industrial Relations Commission.

Review by DESBT

When DESBT decides, in relation to an apprenticeship or traineeship training contract, the parties to the training contract are given an information notice stating the decision, and the reasons for making that decision. If you disagree with the decision you may apply in writing within 14 days of the date of the information notice, asking for the decision to be reviewed. In your application you should state:

- Why you believe the decision should be reviewed; and
- Any relevant information that may not have been considered in the initial decision.

DESBT may request the 'affected person' to provide, within a reasonable stated time, any additional documents or information considered necessary to the review.

Complaints against Australian Apprenticeship Centre

You may call the Australian Apprenticeship Client Support Line on 1300 376 847 for matters such as:

- Breaches of the Australian Apprenticeships Centre Code of Conduct
- Issues in relation to the services provided by an ASSAN
- Issues relating to conflict of interest

If you have not gained a satisfactory response in relation to a complaint you have had with a Group Training Organisation, Registered Training Organisation or government department, you may call the National Training Complaints Hotline or visit www.industry.gov.au

Academic Misconduct

Academic misconduct includes cheating and other actions which seek to obtain an unfair advantage or activities in which the intention is that the student will obtain an unfair advantage. Academic misconduct will not be tolerated under any circumstances and includes (but is not restricted to) any of the following activities:

- Allowing another student to copy all or part of your work.
- Having another person complete the assessment activities for you.
- Submitting all or part of another student's work as your own.

Plagiarism

Plagiarism occurs when a student attempts to pass off someone else's work as their own. This can be by using another people's work without referencing or citing the original source, failing to put quotation marks around a direct quote or passing off another person's ideas as their own. If a student is sourcing information from an external source (e.g. textbooks, journals, article, newspaper and the like) the student must reference the literature.

Section 4 - Policies and Procedures

AQF Issuance Policy

TABMA Training complies with the Australian Qualifications Framework Issuance Policy to reduce the fraudulent activity of the reproduction and use of the AQF Qualification and/or Statement of Attainment, which has been issued by another RTO or issued by TABMA Training, including:

- a qualification or statement of attainment will only be issued to students for qualifications and units of competency registered on its Scope of Registration
- a qualification or statement of attainment will be issued to a student who has completed all of the requirements of the qualification
- a qualification or statement of attainment issued by TABMA Training will have the required wording as indicated in the Standards for RTOs User Guide including; correct identity of the entitled person, the correct code and title of the qualification, occupation stream, industry descriptor (if applicable) and the Nationally Recognised Training logo
- A Statement of Attainment will be issued to students who have completed an accredited unit of competency/s in partial completion of an AQF qualification/course
- the Statement of Attainment will be in a form that cannot be mistaken for a Qualification
- TABMA Training will use its company logo, name and RTO code, date issued, and authorising signature to reduce fraudulent reproduction of a Qualification and/or Statement of Attainment
- replacement of a Qualification or Statement of Attainment is to be printed on the same paper as the original along with the TABMA Training logo and authorising signature, with the issued date and the reissued date.

Issue of Qualifications / Statement of Attainments

Qualifications and Statements of Attainment are issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete and providing all agreed fees the learner owes to the RTO have been paid.

TABMA Training issues AQF certification documentation within 30 calendar days of the student's final assessment being completed or upon exiting the course, provided all fees have been paid. (refer User Choice exception)

TABMA Training recognises all AQF Qualification testamurs, Record of Results and Statement of Attainments issued by RTO's registered with the National VET Regulator ASQA, Victorian Registration and Qualifications Authority (VRQA) and the Training Accreditation Council (TAC) Western Australia.

Complaints and Appeals Policy

TABMA Training believes that a student, who has a complaint, has the right to raise the complaint and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation. As a commitment to continuous improvement of our services, TABMA Training recognises complaints as an opportunity to improve its services.

TABMA Training will manage all complaints fairly, equitably and efficiently as possible. TABMA Training will encourage the parties to approach the complaint with an open mind and to resolve problems through discussion and conciliation in order to find a solution and agreeable settlement for all parties concerned.

This policy and procedure outlines the process undertaken by TABMA Training for receiving, investigating and responding to complaints and appeals in a timely, fair and transparent manner and the Principles of Natural Justice are applied at each stage.

Scope

This policy applies to prospective students, students, staff and other stakeholders affected by the actions of TABMA Training, the staff of TABMA Training and any third parties acting on behalf of TABMA Training.

Confidentiality will be maintained throughout the process of making and resolving complaints. TABMA Training seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment. Complaints will be responded to by email within 21 working days of receiving the Complaint Lodgement Form.

Definitions

Appeal	A request by a student to dispute the outcome of a formal complaint and dispute of an assessment outcome.
Assessment appeal	A student which has disagreed with an assessment decision reached and want it to be reviewed.
ASQA	Australian Skills Quality Authority.
Complaint	Dissatisfaction expressed about any aspect of TABMA Training's services and activities.
Complainant/appellant	The prospective student or current student who lodged the complaint or appeal.
Stakeholder	Other than a prospective student or current student or staff and has a transactional relationship with TABMA Training.
Support Person	A family member, friend or other professional support person other than a qualified legal practitioner to support the complainant/appellant only.

Aim

To ensure the receiving and responding to complaints and appeals meets the Standards for Registered Training Organisations (RTOs) 2015 other State and Commonwealth Government funding requirements and all relevant legislation.

1. The Complaints and Appeals policy to be made publicly available on TABMA Training website [www@tabmatraining.edu.au](http://www.tabmatraining.edu.au)
2. TABMA Training provides a process for the receiving and managing of complaints and appeals, which is easily understandable and embraces the principles of Natural Justice, fairness and transparency throughout all stages of the process;
3. Prospective students will be made aware of the Complaints and Appeals process before enrolling into a course through the Student Handbook and TABMA Training website;
4. Attempts will be made to resolve complaints and appeals with and by the persons involved in a timely manner;
5. All parties involved will have a clear understanding of the steps involved in the complaints and appeals procedure;
6. All complaints and appeals made will be handled professionally and confidentially in order to achieve a satisfactory resolution for the complainant and appellant;
7. All complaints and appeals received will be acknowledged in writing within fourteen (14) calendar days of being received and outline the actions or investigations to be taken;
8. There are no fees associated TABMA Training complaints and appeals process. If Complainants and appellant refer their complaint and appeal to an independent party, costs may be incurred;
9. Types of Complaints – Academic and Non-Academic:

Academic	Non-Academic
Assessment outcome and results	Marketing of qualifications
Plagiarism	Issuance of Certification or Statement of Attainment
Course progress	Training Facilities
Assessment submission/resubmissions	Work placement
Discrimination or perceived unfair treatment of trainers to Complainant	Issues and concerns arising from enrolment.

10. TABMA Training will maintain the enrolment of the complainant/appellant during the complaint or appeals process;
11. Complaint and appeal form to be sent to info@tabmatraining.edu.au or presented in person at TABMA Training office;
12. The complainant and/or appellant will not be subject to discrimination or harassment resulting from their participation in the complaints and appeals process;
13. Complaints and appeals lodged will be recorded on the TABMA Training Complaints Register within forty-eight (48) hours from the date received;
14. The complaints and appeals process does not restrict a person's right to pursue other legal remedies;
15. All complaints and appeals will, where practicable, be finalised within sixty (60) calendar days from date received;
16. All complaints and appeals lodged by a prospective or current student are recorded in the Complaints Register and stored for seven (7) years;
17. Opportunities for improvement that are identified as a result of the complaint and appeal process will be reviewed and recorded as a Continuous Improvement Report

Procedure

There are four (4) stages in the complaints and appeals process to acknowledge and the support the resolution of Academic and Non-Academic complaints and appeals. Each stage providing an increase in the level of formality with which the complaint and appeal are managed.

Stage 1 – Informal discussion and negotiation between the student and staff member involved and if required the supervisor involved.

Stage 2 – Formal internal complaint to the General Manager.

Stage 3 – Formal internal appeal to the General Manager.

Stage 4 – External Appeal which may be dealt with by an independent party or an external agency.

Complaints

Procedure - Informal process:

1. Complainant to establish the basis for complaint
2. Discuss their complaint directly with their Trainer and Assessor in the first assistance to resolve the complaint, wherever possible.
3. If the student is satisfied with the outcome provided at this stage, no further action is required. If the student is dissatisfied with the outcome, or the decision outcome or the time taken to resolve the matter, Complainant can proceed to make a formal complaint.
4. The trainer/assessor must record the details in the Student Management System

Procedure - Formal process:

1. Complainant to access and complete the Complaints and Appeals Form. This can be accessed from the website or requested from TABMA Training administration. Record the exact nature and details of the complaint; and
2. Sign and date the Complaints and Appeals form; and
 - i. email: info@tabmatraining.edu.au
 - ii. mail to: General Manager, TABMA Training, P.O. Box 185, Brisbane Market QLD 4106
3. When complaints are received, they will be sent to the Compliance Officer (or nominated officer) and all details will be recorded into Complaints Register.
 - a) The Compliance Officer will assess the details of the Complaint/Appeal by investigating within fourteen (14) calendar days from the date the complaint was received to investigate the validity of the complaint and determine if further information or action is required
 - b) the complainant will have access to their records or assessments during this time if requested; and
4. When the investigation is complete, the complainant will be contacted by the Compliance Officer to organise and schedule a meeting whether in person or over the phone to discuss the complaint and the outcome of the investigation into their complaint:
 - a) a student may be assisted by a support person at any meeting throughout the complaints process; and
 - b) all findings of the investigation will be made available to the complainant; and
 - c) all possible avenues will be considered to address and resolve a substantiated complaint.
5. If the complainant is satisfied with the outcome, the complaint will be deemed resolved, no further action is required; all details will be documented in the complaints register and complainant's student file.
6. Any corrective action identified will be implemented to support the outcome.
7. After the meeting, the Compliance Officer will send the complainant a letter within seven (7) calendar days. This letter will outline the outcomes of the complaint and the reasons for the outcome.
8. The complainant will have fourteen (14) calendar days from issuance of the letter, to respond to the Compliance Manager if they require further information and/or want to appeal the outcome of the complaint.

Complaints – beyond 60 days:

1. When the Compliance Manager has determined that it will take more than sixty (60) calendar days to decide any academic or non-academic complaint, the General Manager must advise the complainant in writing of the delay and including the reasons why more than sixty (60) calendar days are required.
2. Complainant to be provided with weekly updates via email from the General Manager to inform them of the progress of the complaint.
3. If the complainant is satisfied with the outcome, the complaint will be deemed resolved and documented in the complaints register and complainant's student file.

Internal Appeal

1. All enrolled students and stakeholders have the right to appeal decisions made by TABMA Training where reasonable grounds can be established. The areas in which an enrolled student or stakeholder may appeal a decision made by TABMA Training may include:
 - Any other decision that is made after a complaint has been dealt with TABMA Training in the first instance.
 - Assessment decisions and outcomes made by its assessors.
 - Deferral, suspension, or cancellation decisions made in relation to the student's enrolment.
 - a) This can be accessed from the website or requested from TABMA Training administration.
 - b) Record the exact nature and details of the appeal; and b) Sign and date the form; and
 - i. email: info@tabmatraining.edu.au
 - ii. mail to: General Manager, TABMA Training, P.O. Box 185, Brisbane Market QLD 4106
2. The Compliance Manager will assess the details of the Appeal and conduct a review of the appeal within fourteen (14) calendar days from the date the appeal form was received and;

- a) investigate the validity of the appeal and if further information or action is required and discuss with the relevant TABMA staff linked with the original decision
 - b) decide based on the grounds of the appeal.
3. Once investigated the appellant will be contacted and offered to attend a meeting to discuss the appeal decision or receive an email with written notification of appeal outcome.
4. The appellant may be assisted by a support person at the meeting.
5. The Complaints and Appeals Register will be updated to capture investigation outcomes and the outcome of the appeal.
6. If the appellant is satisfied with the outcome, the appeal will be deemed resolved and documented in the register and appellant's student file.
7. The appellant has fourteen (14) calendar days from the date of the meeting or written notification of appeal outcome to contact the Compliance Officer to notify if they are not satisfied with the outcome of the appeal and wish to proceed to an external appeal.

Appeal – beyond 60 days:

1. When the Compliance Officer has determined that it will take more than sixty (60) calendar days to decide on an appeal, the General Manager must advise the appellant in writing of the delay and including the reasons why more than sixty (60) calendar days are required.
2. Appellant to be provided with regular updates via email from the General Manager to inform them of the progress of the appeal.
3. If the appellant is satisfied with the outcome, the appellant will be deemed resolved and documented in the complaints register and appellant's student file.

External Appeal

1. If the student remains dissatisfied with the response to, decisions and outcomes provided, or the time taken to resolve their appeal through TABMA Training's internal complaints and appeals process, the appellant will be offered the option to proceed to the external appeal process.
2. The appellant has fourteen (14) calendar days from the written acknowledgment to contact the Compliance Officer to notify if they wish to proceed to an external appeal process to appoint an appropriate independent party to review a matter.
3. The costs associated with the independent party to review the matter are incurred by the student only.
4. Student's may make a complaint through the following avenues:

External Complaint/Appeal Organisations	Contact details
National Training Complaints Hotline for complaints about quality training:	Contact: 13 38 73 – select option 4, Monday to Friday 9am to 6pm.
Complaints relating to Smart and Skilled obligations - contact the Training Service NSW through the following:	https://www.training.nsw.gov.au/about_us/contacts.html Call: 1300 772 104
Translator and Interpreter services	Call 131450
Queensland Ombudsman	www.ombudsman.qld.gov.au Office number: 07 3005 7000
Queensland Office of Fair Trading	www.qld.gov.au/law/fair-trading Office number: 13 74 68
Queensland VET Investment plan Department of Employment, Small Business and Training	https://training.qld.gov.au/about/complaints Call: 1300 369 935
Australian Human Rights Commission	www.humanrights.gov.au/complaints/make-complaint Call: 1300 656 419
Australian Competition and Consumer Commission	https://www.accc.gov.au/contact-us Call: 1300 302 502

If, after TABMA Training’s internal complaints and appeals process have been exhausted, the complainant/appellant still believes that TABMA Training is breaching or has breached its legal requirements you can contact ASQA to lodge a complaint. Please note that ASQA does not have any consumer protection powers and therefore does not act as an advocate for individual students, nor is it responsible for resolving disputes between students and training providers. You must attach evidence to your complaint form showing that you have followed your RTO’s formal complaints procedure and the RTO’s response.

TABMA Training will ensure that any recommendations made are implemented within twenty (21) calendar days of receiving the recommendations, review of the complaint and appeal, unless a shorter timeframe is required and:

- The complainant or appellant will be formally notified in writing of the outcome of the external appeal.
- Upon receipt of the findings from the external appeal, TABMA Training will review the findings
- TABMA Training will consider any recommendation arising from the external appeal to protect and not disadvantage TABMA Training general interest
- As a result of the external appeal, TABMA Training may appeal or not appeal the findings of the external appeal
- TABMA Training will adhere to the recommendation and implement whatever action is required or necessary within twenty (21) working days
- TABMA Training will notify the prospective and current student regarding TABMA Training response to the external appeal in writing no more than 60 calendar days from the date of receipt of external appeal findings

Contact the Australian Skills Quality Authority through <https://www.asqa.gov.au/complaints>
Call: 1300 701 801

All steps which are taken, and correspondence will be entered into will be recorded on the Complaints and Appeals Register.

TABMA Training understands that all procedures must comply with the Standards for Registered Training Organisations (RTOs) 2015, Australian Consumer Law and all other applicable legislation or Government funding requirements

<p>Related Policies and Procedures</p>	<ul style="list-style-type: none"> • Privacy Policy • Consumer Protection Policy and Procedure • Assessment Policy and Procedure • Enrolment Policy and Procedure • Enrolment deferral, withdrawal and cancellation • Student Handbook • Fees & Refund Policy and Procedure • Marketing Policy and Procedure
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Definitions

Working day is any day other than a Saturday, Sunday or public holiday during term time. Support person is a friend/teacher/relative not involved in the complaint.

Privacy Policy

TABMA Training is committed to the protection of your Personal Information in accordance with the Australian Privacy Principles (APPs) as set out in the Privacy Act 1988 (Privacy Act). This Privacy Policy describes the manner in which TABMA Training collects, holds and uses Personal Information that is covered by the Privacy Act. TABMA Training may, from time to time, review and update this Privacy Policy. This includes considering new laws, regulations and technology. All Personal Information held by TABMA Training will be governed by our most recent Privacy Policy. Our most recent Privacy Policy will apply to our collection, use and disclosure of Personal Information. The following privacy policy applies to all TABMA Training students.

If you have any questions, please contact us. If you wish to authorise a third party to access your records, then we will need to be notified of such an arrangement in writing. Where TABMA Training is made aware of any breach of the TABMA Training Privacy Policy we will immediately notify the relevant State or Federal Department in accordance with all legislative requirements. Students may at any time request access to their personal information held by TABMA Training. Access will be granted in accordance with the Privacy Act 1988 (Cth) and, if at any time, the student's information is inaccurate, the student may request that it be corrected.

Use of Photographs and Videos

TABMA Training may use photos or video footage of students for marketing, promotion or publicity purposes. Students who appear in photos or video footage are asked to sign a TABMA Training Consent Form (included on the enrolment form), which gives permission to use the images for the above purposes. You have the right to refuse to participate in photography or video shoots, or to refuse consent for the utilisation of a photograph or video footage.

Collection

TABMA Training may collect and hold Personal Information about you such as your name, gender, date of birth, contact details (including your address, phone number and email address, whether personal or for work), financial information, billing or payment details, bank account details, tax file number, products and services information and preferences. TABMA Training does not collect sensitive information and we will only collect such information with your consent if it is reasonably necessary for one or more of our functions or activities.

Use and disclosure

Any details collected from TABMA Training customers are required in order to provide you with our products and/or services, and a high level of customer service. Collected information is used for the following purposes:

- Determine whether we can provide suitable training
- Manage administration of training and services
- Communicate in the case of an emergency
- Report to government agencies and other regulating bodies, funding or industry bodies as required (see below).

Personal information will not be used or disclosed for a secondary purpose unless the student has consented. TABMA Training will never disclose personal student information unless required under legislation, such as providing AVETMISS data to the National Centre for Vocational Education (a professional and independent body responsible for collecting, managing, analysing, evaluating and communicating statistics about vocational education and training nationally) and the Australian Skills Quality Authority (ASQA).

TABMA Training may be required to disclose student contact information to ASQA to enable them to monitor the quality of the service provided by TABMA Training. TABMA Training may release information to third parties such as job service providers that have funded a student's course. However, this will only be done with a student's consent after they have completed a consent to release information document.

Access to collected information

Students have the right to access personal information held about them. If your personally identifiable information changes, or if you no longer desire our service, you **must** correct, update or delete it by emailing us at info@tabmatraining.edu.au.

Legal

We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, or legal process.

Data quality

TABMA Training will take all reasonable steps to make sure that the personal information it collects uses or discloses is accurate, complete and up to date. The student will be given access to the information held where required. TABMA Training will correct and update information errors described by the student.

Data security

TABMA Training will take all reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.

Unique government identifiers

Commonwealth Government identifiers (e.g. Medicare number or tax file number) will only be used for the purposes for which they were issued.

Refund Policy

TABMA Training is committed to fair and transparent application of fees and charges as well as the processing of refunds where applicable. TABMA TRAINING encourages all potential students to read and understand the course information before enrolling.

Refunds will be issued in the following circumstances:

TABMA Training is unable to provide the course for which the enrolment and payment has been made (this excludes the transition to an upgraded training product).

Issue	Outcome
A credit that relates to an overpayment	Refund of overpayment amount
Training not commenced in a unit of competency	100% refund for each applicable unit of competency less administration fee
Training commenced but no assessment attempted	50% refund for each applicable unit of competency less administration fee
Training undertaken and assessment attempted	No refund
Credit transfer granted	100% refund for each applicable unit of competency
Recognition of Prior Learning	No refund

Refunds shall not be issued in the following circumstances:

- The student changes their mind
- The student has submitted any unit for marking
- The student finds the course too difficult
- The student no longer requires the course
- Refunds will not be made where fees have not been paid.
- The student's employment status changes
- The student's personal circumstances changes
- The student's financial position changes
- The student's circumstances change due to family health issues

- The student's access to resources change including access to reliable internet
- The student finds the course at a lower cost elsewhere or decides on an alternative delivery method. This will be deemed as a change of mind.
- The student has breached TABMA Training's Student Code of Conduct
- The student has failed to complete the course within the designated period without an approved deferral or course extension

Requesting a refund

Step 1: The student is required to complete the Refund Request Form, which can be downloaded from the website or to request this form, email info@tabmatraining.edu.au

Step 2: The student can forward the completed and signed form to [info @tabmatraining.edu.au](mailto:info@tabmatraining.edu.au) or by post to:

TABMA Training
P.O. Box 185
Brisbane Market QLD 4106

Step 3 (if applicable):

If a full or partial refund is approved by the General Manager, the student must email through their bank account details to info@tabmatraining.edu.au.

If successful, the student should expect to receive the refund amount within 21 working days from the date that TABMA Training receives the student's bank details. Details of the processed refund amount will be recorded in the student management system.

Student records

Students **must** promptly notify TABMA Training of any changes to their name, address and contact details. The accuracy of these details is important for certificate and statement of attainment issuance. Please notify these changes to: info@tabmatraining.edu.au.

Students can request information on their progress by emailing info@tabmatraining.edu.au. The student must provide their full name and date of birth in the email for verification purposes. To permit a third-party person such as an employer to access a student's training records – the Consent Form - Information Release must be completed and returned to info@tabmatraining.edu.au.

Transition Policy

TABMA Training is aware of the requirement to transition seamlessly to a new qualification once the training package qualification/units of competency or accredited course on its scope, expires.

TABMA Training is responsible to ensure any transition takes place with minimal disruption to students and the organisation. Under the policy, all students will be given every opportunity to transition from superseded, expired or deleted units of competency, qualifications and training packages. Students will be advised in writing of any transition arrangements.

As part of the transition process TABMA Training will transition from superseded training products to current training products within 12 months from the date the revised course is released on www.training.gov.au.

Section 5 - Legislation

TABMA Training ensures all students and staff are aware of legislation and regulations that affect our operations and scope of registration. These are integrated into our procedures and training programs.

Where operation of plant and machinery relates to work in the harvesting sector of the industry, check with your local Workplace Health & Safety Office for any additional licensing requirements.

TABMA Training is not responsible for any Workplace Health & Safety Act infringements where an unlicensed person operates plant or machinery.

TABMA Training Ltd complies with all legislative and regulatory requirements of State and Federal Government, including but not limited to:
Work Health and Safety Act 2011 (Qld) and subordinate legislation or student's state equivalent
Electrical Safety Regulation 2013 (Qld) and subordinate legislation or student's state equivalent
Forestry Act 1959 & Forestry Plantation Qld Act 2006 (Qld) and subordinate legislation or student's state equivalent
Environment Protection and Biological Diversity Act 1999 (Cth) and subordinate legislation or student's state equivalent
Disability Discrimination Act 1992 (Cth) An Act relating to discrimination on the ground of disability
Copyright Act 1968 (Cth) An Act relating to the copyright and the protection of materials produced
Equal Opportunity for Women in the Workplace Act 1999 (Cth) An Act promoting the principle that employment for women should be dealt with on the basis of merit and to promote the elimination of discrimination against women in relation to employment.
Human Rights and Equal Opportunity Commission Act 1986 (Cth) An Act to establish the Human Rights and Equal Opportunity Commission, to make provision for human rights and in relation to equal opportunity in employment.
Privacy Act 1988 (Cth) , Acts to make provision to protect the privacy of individuals.
Racial Discrimination Act 1975 (Cth) An Act relating to the elimination of racial and other discrimination.
Sex Discrimination Act 1984 (Cth) An Act relating to the prohibition of discrimination on the basis of sex, marital status, pregnancy, potential pregnancy or family responsibilities with respect to work, education and other matters. This Act affirms that every individual is equal under the law.
Anti-Discrimination Act 1991 (Qld) or state equivalent. An Act promoting equality of opportunity for everyone through protection from unfair discrimination in work, education and other areas of activity.
Commission for Children and Young People Act 2000(Qld) or state equivalent. An Act establishing the Commission for Children and Young People to promote and protect the rights, interests and wellbeing of children in Queensland.
Further Education and Training Act 2014 (Qld) or state equivalent. This Act provides a legislative foundation for flexible high-quality training to support Queensland's workforce.
Workers' Compensation and Rehabilitation Act 1995 (Qld) or state equivalent. An Act to establish a worker's compensation scheme for Queensland.
Current versions of legislation may be accessed at www.austlii.edu.au

Access and Equity

Fairness

The principles and practices adopted by TABMA Training aim to ensure that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with TABMA Training. TABMA Training aims to provide open, fair, clear and transparent policies and procedures for use by staff and students.

TABMA Training has fair and equitable processes for selecting students for enrolment into courses. Decisions about student selection are based on clearly defined entry requirements. Any entry requirements are included in the marketing material for all programs and published on the organisation's website.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Equity in Access

TABMA Training provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training. TABMA Training provides equitable access to training and assessment services by:

- offering culturally appropriate training and assessment resources that are relevant to student needs and circumstances
- referring students to support and counselling services where needed
- assisting students to arrange additional services if required such as interpreters or trained note takers

Anti-Discrimination Policy

TABMA Training complies with the Anti-Discrimination Act 1991 and recognises that discrimination is prohibited on the following grounds:

- Age
- Disability/Impairment
- Gender
- Gender identity
- Pregnancy/breastfeeding
- Race
- Religious belief
- Political belief
- Sexuality

Each student has the right to be treated with dignity and respect. If a student feels he or she has been unfairly treated, please notify TABMA Training immediately through email info@tabmatraining.edu.au. TABMA Training does not tolerate discrimination in any form.

Bullying Policy

Workplace bullying is defined as 'the repeated less favourable treatment of a person by another or others in the workplace, which may be considered unreasonable and inappropriate workplace practice'. It includes behaviour that offends, intimidates, degrades or humiliates an employee, trainee or apprentice possibly in front of co-workers or trainees. Individuals who have been subjected to bullying should report any incident to the General Manager. Any allegation of bullying brought to the attention of this group will be promptly investigated.

Sexual Harassment Policy

TABMA Training in accordance with the Anti-Discrimination Act 1991 and the Sexual Discrimination Act 1984 considers sexual harassment an unacceptable form of behaviour that will not be tolerated under any circumstances. The company believes that all workers and Students/Participants should be able to work in an environment free of intimidation and sexual harassment.

Sexual harassment is a sexual advance, demand or conduct of a coercive nature, directed at someone who does not welcome it. Examples include:

- Sexually oriented jokes, innuendo or verbal abuse;
- Non-verbal acts like leering or sexual body gestures;

- Physical contact such as patting, pinching or touching, hugging, putting an arm around another person's body at work and brushing against another person's body.
- Persistent unwelcome invitations or telephone calls from colleagues at work or at home;
- Sexual assault or rape.

Individuals who believe they have been subjected to sexual harassment should report the incident to the General Manager. Any allegation of sexual harassment brought to the attention of TABMA Training will be promptly investigated. Confidentiality will be maintained throughout the investigation to the extent practical and appropriate under the circumstances. Individuals found to have engaged in misconduct constituting sexual harassment will be severely disciplined, up to and including termination and/or reported to the employer or appropriate authority.

The employer may elect any other appropriate action to protect employees, clients and Students/Participants. If any party directly involved in a sexual harassment investigation is dissatisfied with the outcome or resolution, that individual has the right to appeal the decision. The dissatisfied party should submit his/her written comments in a timely manner to the General Manager.

TABMA Training will not in any way retaliate against an individual who makes a complaint of sexual harassment or against any participant in the investigation, nor permit any employee to do so. Retaliation is a serious violation of this sexual harassment policy and should be reported immediately. Any person found to have retaliated against another individual for reporting sexual harassment will be subject to the same disciplinary action provided for sexual harassment offenders. TABMA Training has developed this policy to ensure that all its employees, student/trainees and partners can work in an environment free from sexual harassment. The employer will make every effort to ensure that all personnel are familiar with the policy and know that any complaint received will be thoroughly investigated and appropriately resolved. This policy is designed to protect all employees and students/trainees from harassment in any way associated with the workplace or work environment, including employer- sponsored functions, regardless of who is the harasser.

Work Health and Safety Policy

TABMA Training recognises that each worker, non-worker, member, Student / participant and client should be provided with a healthy and safe environment in which to work and visit. To achieve a healthy and safe environment at the workplace the following responsibilities are delegated to:

Management

To develop and implement:

- Due diligence
- Health and safety procedures;
- Training and instructions in the areas of hazard control and elimination;
- Accident prevention; injury protection and rehabilitation;
- Health preservation and promotion in accordance with the Work Health and Safety Act and Regulations, other relevant legislation, Codes of Practice and other references.

Student and Workers, including volunteers

All student and workers will receive training to enable them to carry out their duties according to policy and procedure.

- To comply with health and safety policy and procedures;
- To use Personal Protective Equipment where provided and instructed;
- To not wilfully endanger him/herself or others at the workplace.

Please note:

TABMA Training reserves the right to refuse entry to, or participation in classes to any person deemed not to be meeting WHS requirements. Students may be sent home and employers will be notified where applicable.

Definitions

Assessment	A process to determine a student's level of acquired skill and knowledge against a set criterion
ASQA	Australian Skills Quality Authority – national regulator of 2015 NVR Standards for all RTOs
Certificate / Testamur	The award recognising the successful completion of a full qualification
Commencement	The course start date indicated on the training plan
Competent	The student has successfully satisfied all unit requirements
Course materials	Training and assessment materials provided by TABMA Training
Credit transfer	To formally recognise a unit of competency that was achieved through another RTO (statement of attainment or record of results is required)
Deferral	The postponement of a course to a later date
Distance learning	Training and assessment that occurs at a location other than the TABMA Training office (e.g. at home, at work)
Enrolment Application	The submission of an enrolment application form
Not yet satisfactory	Unsatisfactory assessment result
Not yet competent	The student has not satisfied all of the unit requirements
RCC/RPL	Recognition of current competency and recognition of prior learning
Reasonable adjustment	Adjustments made to training and assessment that does not compromise the quality or integrity of the unit requirements
Record of results	Is a transcript that is issued to a student once he or she has completed all units within a qualification
Registered Training Organisation (RTO)	A training organisation who is registered with a state or national regulator and appear on www.training.gov.au
Satisfactory	The student has successfully satisfied one or more parts of the unit requirements
Statement of Attainment	Is issued to a student when he or she has demonstrated competency in one or more units of competency but not a full qualification
Student	A 'student' or 'student' refers to any person who has completed an enrolment form or made payment for one or more courses with TABMA Training. If course payment was made by a third party, the intended individual is still considered to be the student. The student is the person who is undertaking the course and has completed the enrolment form.
Unit of competency	A component of a qualification which identifies a specific workplace requirement and includes the knowledge and skills that underpin competency