

SAFETY

TRAINING



CAREERS

SERVICE



Student Handbook



www.tabmatraining.edu.au

FREE CALL: 1300 693 483

Table of Contents

Welcome	2
About TABMA Training	3
Starting your training	4
Pre-enrolment	4
Enrolment and induction	5
Assessment	6
What assessment means	6
Learner right to appeal an assessment outcome	7
General Student Information and Obligations	8
Attendance and participation	8
Additional requirements for qualifications	8
Code of Conduct	9
Workplace Health and Safety	10
Consequence of breaching any student obligations	11
Complaints and Appeals	12
Right to recognition of existing skills and qualifications	13
Application for Recognition of Prior Learning (RPL)	13
Application for Credit Transfer (CT)	14
Support and assistance	14
Client feedback	15
Privacy	16
Collection of student info	16
Use and disclosure	16
Use of photographs and videos	17
Access to collected information	17
Data security	17
Fees and Charges	18
Funded courses	18
Concessions or exemptions	19
Fee for service	20
Fee protection	20
TABMA's Training Guarantee	21
Further information	21



Welcome

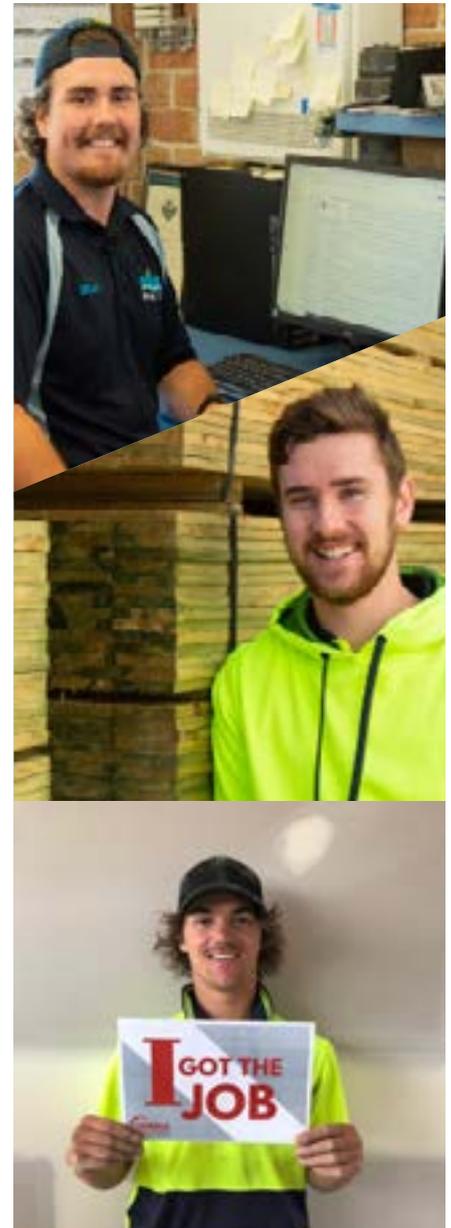
Welcome to your TABMA Training course or training program.

This student handbook is designed to provide you with important information about undertaking training with TABMA Training, the assessment process and a range of other information that will aid you with your learning journey.

You'll find information about your rights and responsibilities and our obligations as a Registered Training Organisation as well as our policies, processes and the services that we offer.

Please take the time to read this handbook. You can also find more information about TABMA Training, vocational education and your specific course or program by visiting our website or talking to one of our team members. Contact details are below.

Our aim is to make your learning journey successful and to provide you with relevant and current skills and knowledge for your personal and professional development.



CONTACT US

TABMA Training:

Phone: 1300 693 483

Email: info@tabmatraining.edu.au

Website: tabmatraining.edu.au

Address:

Level 1, Building G2

385 Sherwood Rd

Rocklea QLD 4106

About TABMA Training

FITEC Australia Pty Ltd, trading as TABMA Training, is a not-for-profit Registered Training Organisation (RTO Number 5343) delivering nationally recognised vocational qualifications across all sectors of the forest and timber industry including:

- Certificates III & IV in a range of timber qualifications (FWP training package) including timber systems design
- Business
- Retail
- Leadership & Management
- Workplace Health and Safety

TABMA Training can tailor training to customers' needs ranging from nationally recognised qualifications to bespoke short courses and uses a range of media to deliver training including in the workplace, by video conference and in a classroom. TABMA Training also has an eLearning platform where students can undertake training at their own pace and at a time that's convenient for them.

As an RTO, we are governed by the VET Quality Framework which is regulated by the Australian Skills Quality Authority (ASQA). We are responsible for delivery of courses, conducting assessments and issuing either a Certificate to indicate the successful completion of a nationally recognised qualification or a Statement of Attainment where a partial qualification has been successfully completed.



Starting Your Training

Pre-enrolment

Before you enrol with us, it's vital that you have been provided with accurate, current and sufficient information for you to make an informed decision about the course you are undertaking and the role TABMA Training can take in making your training successful.

You can find this information in:



This Student Handbook



Our website



You will also find information on the courses available, entry requirements, cost and course duration.

Our team are available to answer any of your questions either to aid in your decision to start your training with us or throughout your training journey.



Enrolment and Induction

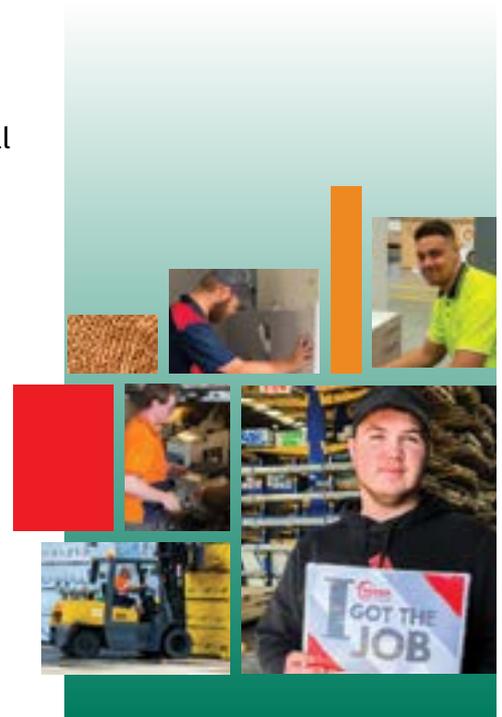
Prior to commencing a course, all students must be properly enrolled on the course and participate in an induction. We want you to feel positive about your study and be confident in knowing what will happen and when, so these two steps are an important start to your training.

During the enrolment process, you'll be asked to confirm your identity which will also enable us to confirm your eligibility for any available State funding for the course you wish to do. If you are undertaking nationally recognised training, you will need to have a Unique Student Identifier. Your USI enables you to access all of your nationally recognised training records since 2015 when the USI was introduced, We are unable to issue you with any nationally recognised VET qualification certificate or statement of attainment without it.

TABMA Training is required to assess your language, literacy and numeracy (LLN) skills. We can then assess any support needs you may have to aid you through your training and we can provide access to services necessary to meet the requirements of the qualification as specified in training packages for nationally recognised courses.

Once enrolled, you'll be booked into an induction session which includes information about:

- The course and the training plan
- Completion of enrolment checklist to confirm all parties have received the required pre-enrolment information and completed all enrolment paperwork
- Review of assessment standards and requirements
- Any Recognition of Prior Learning (RPL) and Credit Transfer (CT) arrangements
- Information on support services students can access
- Complaints, Appeals and Refunds
- Legislative and occupational licensing requirements (if relevant)



Assessment

What assessment means

Assessment is a key component of the learning process and the assessment tasks that you will be asked to complete provide the means by which you can demonstrate the knowledge and skills you have learned. This allows our assessor the opportunity to collect evidence on which to decide on your achievement of competence.

Assessment tasks can include a wide range of methods and may include but are not limited to:



Specific written assessments
Knowledge based questions



Team / individual projects or reports



Practical demonstrations
Case studies
Oral presentations
Pictures or videos



Portfolio



Completion of workplace tasks and problem solving tasks

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

If after 2 assessment attempts have taken place and the outcome is still Not Satisfactory, your assessor will contact you for further action.

If you are gaining your qualification or part qualification by recognition of prior learning or credit transfer, the assessment requirements remain the same even though you are not participating in any training. The evidence needed for TABMA Training to make a decision on competence will be discussed with you on a case by case basis.

Right to appeal an assessment outcome

You can appeal against an assessment decision, the way an assessment was conducted or the type of assessment given. The first step is to have a discussion with your trainer and/or assessor about your concerns. If you wish to take the matter further, our process is as follows:

1. Complete the Complaints and Appeals Form which can be accessed through our website or by contacting us;
2. Record the nature of the appeal and include as much detail as possible;
3. The form can be emailed or posted to the addresses detailed on the form;
4. Your appeal will be reviewed by our Compliance Officer and General Manager within 14 calendar days of receipt of the form;
5. TABMA Training will provide regular updates as to the status of any review and an expected completion date will be given where possible;
6. Once investigated, you will be contacted with written notification of the appeal outcome;
7. At any time during this process, you or TABMA Training can request a meeting to discuss your appeal. You may be assisted by a support person who has no direct link to the complaint should a meeting be called;
8. If you are satisfied with the appeal outcome, the appeal will be deemed resolved and documented in the Complaints and Appeals Register;
9. If you are unsatisfied with the decision, you have the option to proceed to an external appeals process. TABMA Training can provide the avenues for you to do this. Any costs associated with an external appeals process are incurred by the student.

General Student Information and Obligations

Attendance and participation

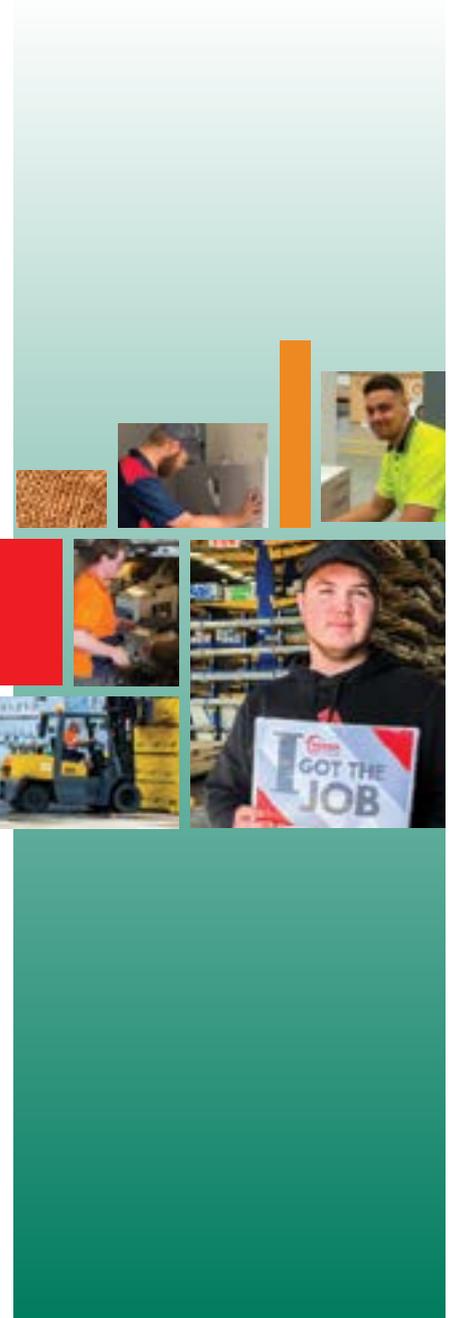
There are guidelines that must be followed to satisfy the amount of training required, also known as Volume of Learning, before undertaking an assessment exercise. We want you to make the most of your training and take responsibility for your own learning. Attendance and active participation are important factors in this and we want you to give your commitment to the qualification you have undertaken and communicate with your trainer should you require assistance in any way.

If you are unable to attend a training session, assessment session or any other pre-arranged meeting connected with your training, you must inform TABMA Training as soon as practicable. Your trainer will discuss re-scheduling options with you.

Additional requirements for qualifications which may qualify for government funding

If you are undertaking a government subsidised training program, TABMA Training is required to satisfy additional reporting requirements to comply with funding conditions. This includes reporting to the individual State governments who are providing the funding on such matters as the attendance, progress and educational outcomes of our students. It is, therefore, imperative that you understand and can comply with the commitment required for the funding.

If you are an apprentice or trainee, the conditions for training will be detailed in your training contract with your employer or host employer if you are employed by a Group Training Organisation. Make sure you understand what these conditions are and can commit to them.



Code of Conduct

All students, trainers, TABMA Training staff and all other stakeholders in the training environment have the right to:

- Be treated with respect and fairness and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status;
- To be free from all forms of intimidation;
- To have any disputes settled in a fair and rational manner (also refer to the complaints and appeals procedure);
- To express and share ideas and to ask questions;
- To be always treated with politeness and courtesy.

It is expected that students will adhere to the above requirements and we ask all of our students to behave in a manner which is conducive to a learning environment for their own benefit as well as those around them. We also ask our students to respect the property of others including TABMA Training, their employer and any training environment and act to prevent damage or misuse. This includes copyright infringement and intellectual property.

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 occurs when a student attempts to pass off someone else's work as their own. This can be done by using another person'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 source.

Workplace Health and Safety

TABMA Training strives to provide a healthy and safe working and learning environment for its staff, students, clients and all other stakeholders. Health and safety includes both physical and mental wellbeing.

TABMA Training's methods for promotion of a healthy environment include:

- Codes of conduct for staff and students;
- Maintenance of facilities including machinery and structures;
- Safe ways of working, learning and accessing areas;
- Instruction on manual handling and hazard control;
- Monitoring work and learning conditions from a health and safety perspective.



Our students are expected to:

- Take care of their own health and safety;
- Take care not to do anything that will cause harm to others;
- Follow instructions from trainers, employers and facility providers including any induction training by employers;
- Use personal protective equipment where provided and as instructed;
- Report any unsafe conditions or practices.



Consequences for breaching any student obligations



Breaches of these obligations by any student will be investigated and the student will be given an opportunity to rectify the issue. Depending on the seriousness of the breach, the investigation and outcome may be formally documented and placed on the student's training file. Any investigation may include the involvement of an employer, a host employer where the student is employed by a Group Training Organisation and the State government where the course is subject to a financial subsidy.



The consequences for a breach of the obligations may result in suspension or termination of training if the breach is not rectified and continuation of the students training will adversely affect their educational outcomes or those of others.



Where the breach of the obligations is deemed serious; such as an instance of bullying, acting in an unsafe manner or repeatedly breaching any obligation; this may result in an immediate suspension of training until an investigation can be conducted.





Complaints and appeals

In addition to the right of appeal against the decision on an assessment, students can make a complaint relating to any other matter relating to your training or experience with TABMA Training. The process is similar to the assessment appeals process as detailed below:

1. The first step is to have a discussion with your trainer and/or assessor about your concerns. If the matter remains unresolved, then you can make a formal complaint;
2. Complete the Complaints and Appeals Form which can be accessed through our website or by contacting us;
3. Record the nature of the complaint and include as much detail as possible;
4. The form can be emailed or posted to the addresses detailed on the form;
5. Your complaint will be reviewed by the General Manager within 14 calendar days of receipt of the form;
6. TABMA Training will provide regular updates as to the status of any review and an expected completion date will be given where possible;
7. Once investigated, you will be contacted with written notification of the complaint outcome;
8. At any time during this process, you or TABMA Training can request a meeting to discuss your complaint. You may be assisted by a support person who has no direct link to the complaint should a meeting be called;
9. If you are satisfied with the outcome, the complaint will be deemed resolved and documented in the Complaints and Appeals Register;
10. If you are unsatisfied with the decision, you have the option to proceed to an external appeals process. TABMA Training can provide the avenues for you to do this. Any costs associated with an external appeals process are incurred by the student.

Right to recognition of existing skills and qualifications

The underlying principle of the Registered Training Organisation Standards regarding recognition of prior learning (RPL) and credit transfer (CT) is that participants should not have to undertake training in a unit of competency where they are already able to demonstrate competency as outlined in the training package. TABMA Training is, therefore, required to recognise qualifications and Statements of Attainment which have been issued by another RTO and to consider prior learning and relevant skills gained through work or life experiences.

Application for Recognition of Prior Learning (RPL)

To have your skills formally recognised, you must provide evidence to satisfy the requirements of each unit of competency, qualification and training package rules, as requested by your assessor. 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.

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 all the requirements of the unit of competency or qualification.

Application for Credit Transfer (CT)

If a student has successfully completed units of competency with another RTO, they can apply to have these included in their current course as a Credit Transfer (CT).

The student will need to either provide their statements of attainment and record of results issued by the other RTO or USI registry transcript via access granted to the RTO by the student. Please note, this is not an assessment process.

TABMA Training will 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 qualification or statement of attainment to info@tabmatraining.edu.au.

Support and assistance

TABMA Training wants you to make the most of your course or program and support you to successful completion. The first step is to make sure you understand and comply with the entry requirements of the course. If you have any doubts, discuss these with one of our staff members.

Our enrolment process provides an opportunity to assess and identify any language, literacy or numeracy (LLN) issues that you may experience. You should also discuss any cultural, socio-economic, personal or environmental difficulties that you are aware of so that we can put in place strategies which will contribute to a successful training outcome. We have access to external resources should the need arise.

Should you experience any changes in your personal circumstances during the course, please discuss these with your trainer.



Client Feedback

Feedback we receive from our clients, our students and our colleagues is invaluable to us as it provides us with an opportunity to improve the products and services we offer and the level of service we provide.

As a student you will be required to provide feedback. During and at the end of the course you may be required to complete questionnaires conducted by the following regulatory bodies;

National Centre for Vocational Education Research

Australian Skills Quality

Department of Employment, Small Business

Smart and Skilled



Privacy

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) which incorporates the amendments made to the Privacy Amendment (Private Sector) Act 2020.



Collection of student information

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 for us to conduct business as an education provider. Collected information is used for the following purposes:

- Determine whether we can provide suitable training and assess your specific needs
- Manage administration of training and services
- Communicate in the case of an emergency
- To determine eligibility for a course
- To report to government agencies and other regulating bodies, funding or industry bodies as required. This includes compliance with Australian Skills Quality Authority and National Centre for Vocational Education Research reporting requirements.

Personal information will not be used or disclosed for any other purpose unless the student has consented.

Fees and Charges

TABMA Training offers Government funded and unfunded courses and programs. An explanation of each is detailed below. Note that the funding arrangements refer to a 'student fee'. This may be paid by you, your employer or by another third party as appropriate to your circumstances. A full explanation of fees and charges for each course or program is on our course information guides and on our website. Fees and charges can be discussed with a member of our staff so that you fully understand your financial obligations and the obligations which enable your selected course to be funded.

Funded courses

Funding is provided by each State Government to enable students access to subsidised training and is generally targeted at those qualifications where there is a skills shortage or where developing those skills would be advantageous to the economy. There are two elements to a qualification being funded by the Government:

1. TABMA Training must have the qualification on its scope and must have formally applied for the funding available for the course
2. A student must be eligible for the funding. Eligibility criteria can be different in each State and the requirements may include but are not limited to:
 - * The student must be an Australian citizen or permanent resident
 - * The student must live or work in the State which is providing the funding
 - * The student must be 15 years or older and not in full time education.

There are also different levels of funding. Some courses are completely funded, and some courses require a co-contribution by the student in the form of a student fee. The student fee payable can also depend on the previous courses undertaken by the prospective student.



A full list of funded courses which TABMA Training offers and a price guide is published on our website. Below is an explanation of the funding available in each State and links to the relevant funding authority's website:

Queensland

User Choice Program

The Queensland Government provides funding under the User Choice program for eligible Queensland workers completing an apprenticeship or traineeship.

For further information, including eligibility criteria, please visit: <https://desbt.qld.gov.au/training/training-careers/incentives/userchoice>

Certificate 3 Guarantee Program/ Higher Level Skills Program

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.

For further information please visit: <https://desbt.qld.gov.au/training/training-careers/incentives/certificate3>

New South Wales

Smart and Skilled

Smart and Skilled is helping people obtain 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, and for higher-level courses (Certificate IV and above) in targeted priority areas.

The link to the eligibility criteria for Smart and Skilled: <https://smartandskilled.nsw.gov.au/are-you-eligible>

South Australia

Work Ready

Work Ready Funding is an initiative of Skilling South Australia to help more people gain skills and qualifications to build lasting careers and meet industry needs. This funding is available for new and existing workers subject to eligibility.

For further information please visit <https://www.skills.sa.gov.au/>



Concessions or exemptions

In some cases concessional fees and exemptions may apply to you, subject to state government funding policies. Please refer to further information on our website.



Fee for Service

In addition to offering courses which are funded by State Governments, TABMA Training also offers courses and programs which are on a fee for service basis, not funded by any government. Our fees are detailed on the course information. Fees are inclusive of everything you will need to successfully complete the course including training delivery, assessment and course materials unless otherwise stated on the course information.



Fee Protection

The RTO Standards require protection of fees which have been pre-paid by students. To meet our responsibilities, TABMA Training accepts payment of no more than \$1,500 from each individual student prior to the commencement of the course. Following the course commencement, TABMA Training may require payment of additional fees from the student but only such that at any given time, the total amount required to be paid does not exceed \$1,500 in advance.



TABMA's Training Guarantee

TABMA Training is an established training organisation and is committed to providing the training and support necessary for you to have a successful outcome. However, in the unlikely event that TABMA Training is no longer able to complete the training and assessment as initially agreed, we will arrange for that training and assessment to be completed through another RTO. Prior to the transfer, you, your employer and any other relevant stakeholders will be formally notified of the arrangements including any adjustments to fees that may be applicable.

If a transfer is not possible or the student declines to continue their training with another RTO, TABMA Training will provide a refund of any unused portion of the fees paid.

If the course undertaken is a funded course, TABMA Training will communicate with the relevant State funding authority to effect a transfer of training contract.

Students will be issued with a Statement of Attainment for any units successfully completed with TABMA. 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) a student will successfully complete a training product on its scope of registration, or
- b) that a training product can be completed in a manner which does not meet the requirements of Standards Clause 1.1 and 1.2, or
- c) that a student will obtain a particular employment outcome where this is outside the control of the RTO.

Further Information

Further information is available on our website which gives details of our courses, their content, entry requirements and pricing. Please also contact us for a discussion on how we can tailor your training to your needs.

SAFETY

TRAINING

CAREERS

SERVICE



Address:

Level 1, Building G2
385 Sherwood Rd
Rocklea QLD 4106

TABMA Training:

Phone: 1300 693 483
Email: info@tabmatraining.edu.au
Website: tabmatraining.edu.au

