



Trainme

Participant Handbook

Train Me RTO Pty Ltd
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Train Me RTO – A Registered Training Organisation

Train Me is a Registered Training Organisation (RTO) No 70228, registered in NSW by the Australian Skills Quality Authority (ASQA). ASQA is the national regulator for Australia’s vocational education and training (VET) sector and regulates course and training providers to ensure nationally approved quality standards are met. Train Me is accredited to provide training and recognition services according to its Scope of Registration within the *Standards for Registered Training Organisations (RTOs) 2015*.

Train Me is registered to:

- Deliver training and conduct assessments
- Issue nationally recognised qualifications in accordance with the *Standards for Registered Training Organisations (RTOs) 2015*.

What is the Standards for Registered Training Organisations (RTOs) 2015?

The *Standards for Registered Training Organisations (RTOs) 2015* is a set of nationally agreed standards that:

- Ensures the quality of vocational education and training and training services throughout Australia
- Ensures all Registered Training Organisations and the qualifications they issue are recognised nationally.

Qualifications

Train Me is registered to deliver training, assess competency and issue Australian Qualifications Framework (AQF) qualifications. (See *Appendix A for an overview of the AQF*)

All training programs delivered and all qualifications issued by Train Me are in respect of training packages or nationally accredited courses.

Training Packages and Accredited Courses

Training Packages are sets of training materials that have been developed by industry to standardise vocational education and training around Australia. They replace various state and territory VET courses and lead to nationally recognised qualifications. Nationally endorsed standards (within these training packages) describe the skills and knowledge needed to perform effectively in the workplace.

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Accredited courses are structured and sequenced vocational education and training courses.

Nationally Recognised Training

An AQF Certificate or Statement of Attainment issued by a Registered Training Organisation assures that participants are competent in the standards set by industry. A nationally recognised VET qualification (indicated by the Nationally Recognised Training [NRT] logo) means that participants have portable skills and qualifications that will mean something right around Australia.

Nationally Recognised and Accredited courses are identified in our course flyers and website by the Nationally Recognised Training Logo. Being nationally recognised ensures a high quality of course delivery along with portability of qualifications that are recognised by employers and Registered Training Organisations throughout Australia.



Structure of Courses

In general, courses are usually divided into various subject areas. Depending on which course you are undertaking, these subject areas are called units of competency (from a training package) or modules (from an accredited course).

Within each unit of competency (or module) there is a series of learning outcomes that reflects the skills or competencies that you need to be able to demonstrate competence in, in order to satisfy the assessment requirements.

Competence and Competency Standards

Competence can be defined as the skills and knowledge required to perform the tasks a job requires to the standards demanded by industry.

Competency standards (also referred to as national industry/enterprise competency standards) are national standards that set out the work skills and knowledge required for effective performance in the workplace and are defined by industry. Competency standards are an endorsed component of training packages or where no training package exists, as the basis for defining the learning outcomes of an accredited course.

Assessment Guidelines

Assessment against competencies will be conducted in accordance with the assessment guidelines and competency standards of the appropriately endorsed training package or accredited course.

Participants will be issued with a course outline containing details of all outcomes to be assessed within a unit of competency or module. Specific assessment criteria relating to individual courses will be available from the trainer.

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Assessment

Assessment tasks are conducted using various methods, but generally take place by way of theory and practical exercises. However, details of specific assessment tasks (in relation to a specific course) will be specified in 'Participant course information' relevant to each course, which is handed out at the beginning of a course.

To demonstrate competency a participant must show that they are competent in all units of competency or learning outcomes. Consequently, assessment tasks will measure all necessary competencies.

The assessment process will be valid, reliable, flexible and fair.

Assessment Results

A participant is deemed to be competent when all outcomes have successfully been completed within a unit of competency or module.

The stated assessment outcomes in competency based courses are:

Competent: when the participant can demonstrate competency in all learning outcomes

Not Yet Competent: when the participant has not yet demonstrated competency in all learning outcomes

A participant who fails to demonstrate competency in an assessment task can re-attempt that assessment task once (this does not include any WorkCover assessments), without having to re-enrol in the course. Such re-attempt shall be organised with the relevant trainer.

Appealing an Assessment Decision

If you are dissatisfied with the assessment result received you are entitled to have your assessment task reviewed. Appeals must be made within fourteen days of receipt of your assessment result. The mechanisms of appeal are as follows:

1. You must ask for a review of a marked assessment task by writing to the National Training Manager seeking a formal review and completing the 'Appeals Against Assessment Result' form (See Appendix B Appeal against Assessment Result).
2. Once an appeal (in writing) has been received, the National Training Manager will arrange for the assessment task/answer to be reviewed. The National Training Manager will consider the appeal application in consultation with the course trainer and an independent person/panel.
3. You will be advised of the result of the assessment appeal in writing within fourteen days.
4. If, after review, you are still dissatisfied with the assessment task result, you can appeal to the CEO of Train Me RTO for a further review, by completing and forwarding the "Appeal against Assessment Review" form (See Appendix C Appeal against Assessment Review) for a second appeal. This second appeal must be lodged with Train Me within fourteen working days of the receiving results of their first review. The CEO will then arrange to review the assessment result (in consultation with another member of staff) and will then advise you of the decision.

5. If you are still not happy with the result you can contact ASQA (visit www.asqa.gov.au).

Completion of Assessment Tasks Outside of the Classroom

Where an assessment task requires completion out of class time (eg. Assignments, online learning, etc.), a final date for submission of the task will be set by the trainer. It is the responsibility of the participant to complete ALL assessment tasks required.

Plagiarism and Referencing

Plagiarism is the act of passing off another person's work as that of your own. Examples include copying the work of another person or summarising the work of another.

Any participant found plagiarising work will receive a non-completion result in the unit of competency or module attempted. Any person who knowingly aids another person to commit plagiarism will also receive a non-completion result as if they themselves had committed plagiarism.

If you quote from a text, website etc in your assessment tasks you are required to reference where you sourced that information including author or publisher, date of publishing (year) or viewed on website, name of publication and page number. This is stated immediately after the quotation.

Recognition of Prior Learning (RPL) and Recognition of Current Competencies (RCC)

Train Me recognises that you may be able to demonstrate a particular competency on the basis of prior learning, skills gained in the workforce, or skills otherwise gained.

Recognition of Prior Learning (RPL) can be granted if you can demonstrate competency in all the performance criteria in the elements of a particular unit of competency (from a training package) or all of the learning outcomes in a particular module (from an accredited course).

Participants must apply for RPL no less than two (2) weeks prior to the commencement of the course. *(See Appendix D for further detail).*

If you think you may be eligible for RPL in a prospective course you can call us to discuss your suitability. Supporting and current evidence must be submitted with your application. It is the participant's responsibility to provide the evidence to support their claim for RPL.

Appealing against an RPL decision

The RPL applicant may appeal against an RPL decision they consider unfair. In such circumstances the RPL applicant will need to state their case with any new evidence to the RPL Assessor. The same process as described in the previous section "Appealing an assessment decision" applies.

Mutual Recognition

Train Me recognises Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by other Registered Training Organisations (RTO) where the Training Package guidelines allow it.

If you have a current qualification from another Registered Training Organisation (RTO) that you wish to seek credit for (towards a course offered by Train Me) you can apply for recognition of this achievement, including Credit Transfer where appropriate. *(See Appendix E)*

You must make this application within one week of the commencement of the course. Supporting evidence must be submitted with your application. Original documentation must also be sighted and verified by Train Me. You will be required to give your permission for Train Me to contact the issuing registered training organisation to verify your qualification.

Rights and Responsibilities of Participants

Participants have the right to:

- Be treated fairly and with respect by Train Me staff and participants in line with equity and anti discrimination legislation and the Disability Standards for Education 2005.
- Privacy, dignity & confidentiality
- Quality provision of courses that recognise and appreciate individual needs and learning styles and contain no hidden costs
- Complain through appropriate channels
- Appeal for a review of the results of an assessment
- Be protected from all forms of harassment
- Expect truth in advertising
- Know about policies referring to them
- A safe & clean learning environment

Participants have the responsibility to:

- Treat other Train Me participants and staff with respect and fairness and not to exercise prejudice against people with disability.
- Behave in an acceptable and appropriate manner towards other participants and staff and to respect the property of Train Me
- Refrain from swearing in classrooms and other learning areas
- Not behave in any way that could offend, embarrass or threaten others
- Provide own course requirements where applicable (and where notified)
- Be punctual and regular in attendance
- Provide accurate information about themselves and advise of any changes
- Not to use mobile phones, pagers or similar devices at any time in the class
- Not engage in plagiarism, collusion or cheating in any assessment task
- Submit all assessment tasks by the due date or ask for an extension of time if there are exceptional circumstances
- Follow normal safety practices (eg: following both written and verbal directions given by Train Me staff)

Participant Support Services

Access and Support for People with a Disability

Access for people with disabilities is dependent on the access and facilities/resources available at the respective venue used by Train Me. Train Me will make whatever special arrangements are practicable to meet the needs of people with disabilities and is committed to the Disability Standards for Education 2005.

Language, Literacy and Numeracy

Our course standard material contains written documentation and limited numerical calculations.

We recognise that not all people are able to read, write and perform calculations to the same standards. We will endeavour to help you where we can to accommodate anyone with difficulties with Language, Literacy or Numeracy.

In the event that a participant's needs exceed our skill we will refer the participant to an external support provider such as their local TAFE campus.

Learning Pathways

Participants may discuss pathways and avenues for further training with their trainer or contact the National Training Manager on 1300 522 229

General Information

Access and Equity

Train Me follows the principles of Equity and Diversity as core components of all Train Me RTO's practices ensuring all people involved in our training have equal opportunity and access. Equity and Diversity are inclusive and allow us to recognise that both differences and similarities play a big role in our Community. Train Me values those things that make us different and uses them as opportunities to work and learn together to improve our Community.

Attendance

It is a requirement of participants enrolled in accredited courses to attend all face to face training sessions. In several sessions assessment may take place and therefore your attendance is required.

Changes to Personal Information/Correct Spelling of Names

Please inform Train Me if you make any changes to the following items of information:

- Your name (please provide documents for verification)
- Your address
- Your telephone number

Please ensure that your trainer has the preferred version of your name (and the correct spelling) so that any issuing of qualifications reflects accurate details.

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Child Protection Policy

Although Train Me is largely an adult education facility, minors under the age of 18 are periodically present on our premises. Train Me have a policy requiring all trainers to sign a Prohibited Employment Declaration and a Working with Children Check stating that they have no prior convictions that would preclude them from working with children.

Commitment to Quality

Train Me is committed to excellence and consistent standards of service. Train Me embraces Quality Assurance and supports the process of continuous improvement. Train Me systematically reviews its policies and procedures, products and services to generate better outcomes for our participants and to meet changing needs. Continuous improvement involves collecting, analysing and acting on relevant information from participants and other interested parties, including staff.

Enrolments

Enrolments can be made online using a credit card via our website (www.trainme.com.au), or by phone using a credit card. Enrolments can be taken over the phone from 8.30am to 5.00pm, Monday to Friday.

Feedback and Evaluations

Train Me welcomes your feedback on the quality of our enrolment procedures, venues, courses and improvements to our services. It also welcomes suggestions of additional courses in various subject areas. The feasibility of your suggestions will always be investigated.

Please tell us if you are dissatisfied or unhappy with any aspect of Train Me's service. Alternatively please let us know if you are happy with our service. We will endeavour to rectify any problems immediately, as well as give any positive feedback to our staff where it is given. (Also see section on grievance & dispute procedures).

Evaluation Forms are handed out at the end of each course. Evaluation forms can be anonymous. If you would like to complete an Evaluation Form earlier than at the completion of a course, please feel free to request one from your trainer.

Fees

All courses are GST free. Payments can be made by credit card or bank deposit.

Fees for each course can normally be found on the relevant course flyer or website. On some occasions, the fee structure are made available to participants when they enquire about the course.

Prior to commencement of a course and when the course fee has been confirmed and is higher than \$1,500.00 the participant will enter into an Agreement to Pay contract with Train Me. Train Me will require payment of additional fees following course commencement from the participant but only such that at any given time, the total amount required to be paid

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which is attributable to tuition or other services yet to be delivered to the participant does not exceed \$1,500.00.

Participants are not required to buy any course notes or manuals, specific clothing or equipment, unless specified. These will be explained on course enquiry and will be either listed in the participant confirmation of enrolment letter or explained by the trainer.

Fee Payment Structure for Course Fees that are over \$1,500

At enrolment, the participant may pay a maximum of \$1,500 or the full course fee (whichever is the lesser amount) and then make progressive regular instalments of a maximum amount of \$1,500 for each instalment as agreed upon in the Agreement to Pay form until their course is completed. This payment arrangement will be agreed upon in an Agreement to Pay Schedule provided to the participant at time of enrolment with Train Me.

All fees need to be paid prior to a Certificate or Statement of Attainment being issued. There is a fee of \$55 for re-issuing a Certificate or Statement of Attainment.

Freedom of Information

Strictest guidelines of Privacy and Confidentiality of all participant records are maintained at all times.

Participants have the right to view their own records. All requests must be in writing, addressed to the National Training Manager and include a photocopy of a primary source of identification such as a driver's license or other photo ID.

Government Assistance

Government subsidies may be available for study from Centrelink. Please contact your nearest Centrelink office for further details.

Grievance and Dispute Procedures

Train Me welcomes feedback from participants as part of its commitment to providing a quality service. Train Me will endeavour to respond to all participant complaints/problems/queries promptly and with courtesy. If you have a complaint or problem which you feel may be resolved by the trainer or staff, please inform your trainer or staff immediately.

If this is not appropriate or the problem has not been resolved, please put your complaint/problem in writing and address the letter to the National Training Manager. Your letter will be acknowledged within two working days of receipt of your letter and an outcome given to you within 10 working days. If you are not satisfied by Train Me's response you can contact ASQA at www.asqa.gov.au or a request can be made to have the matter attended to by the NSW Department of Fair Trading.

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Harassment, Victimisation, Bullying and Discipline

Train Me has a commitment to provide a work and learning environment free of harassment, bullying and victimisation. This is in accordance with the NSW Anti-Discrimination Act 1977. Harassment is behaviour directed at another person that is uninvited and unwelcome and includes offensive and/or intimidating behaviour based on a person's sex, pregnancy, marital status, race, colour or ethnic background, physical appearance, age, sexual preferences or disability. Complaints about harassment whether from staff or participants that cannot be resolved informally through your trainer should be put in writing with the letter addressed to the National Training Manager. Your letter will be acknowledged within two working days of receipt of your letter. Disciplining of staff will be provided if deemed appropriate and exclusion from class of offending participants may also be appropriate.

Work Health and Safety and First Aid

Information on work health & safety pertinent to the particular course you are enrolled in will be given as part of your course.

Participants using computers should note the information on correct posture and exercises that is displayed in all computer rooms.

Your trainer will discuss evacuation procedures with you in the first session of your course. These procedures are also displayed in every training room.

If first aid is required please report immediately to your trainer. First Aid Kits are made available.

Train Me also welcomes any information from participants on potentially hazardous situations at any of our training venues. If you notice any potential hazards please inform your trainer.

Parking

Limited parking is available at our training venues. Train Me does not take responsibility for providing parking for participants.

Receipts and Acceptance of Enrolments

Participants can expect to receive confirmation of their enrolment within three days. This confirmation letter also serves as your receipt. Should you not receive your letter within this time please contact Train Me.

Refunds and Transfers

Refunds will be given where a course has been cancelled or is already full.

Train Me, however, does not accept any responsibility for changes in your personal circumstances. Please choose carefully as refunds and transfers will not usually be given.

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Smoking

Smoking is not permitted on any training premises. If you wish to smoke, please do so outside the building perimeter.

Staff Contacts and Phone Numbers

Phone Enrolments	1300 522 229
National Training Manager	02 9733 3601
Train Me Website	www.trainme.com.au
Email	training@trainme.com.au

Appendix A: Overview of the Australian Qualifications Framework (AQF)

The Australian Qualifications Framework (AQF) provides a comprehensive, nationally consistent framework for all qualifications in post-compulsory education and training. In the AQF there are ten levels with Certificate I being the lowest qualification level and AQF level 10 being the highest.

The ten levels include:

1. Certificate I
2. Certificate II
3. Certificate III
4. Certificate IV
5. Diploma
6. Advanced Diploma
7. Bachelor Degree
8. Bachelor Honours Degree
9. Masters Degree
10. Doctoral Degree

For more information about AQF please refer to www.aqf.edu.au

Appendix B: Appeal Against Assessment Result

If you are dissatisfied with an assessment result received you are entitled to have your assessment task reviewed. **Appeals must be made within fourteen days of receipt of your assessment result. You will be advised of the appeal within seven days.**

ADDRESS APPEALS FORM TO:

The National Training Manager
 Train Me RTO
 PO Box 454
 Ingleburn NSW 2565

I wish to appeal against an assessment result as follows.

Name			
Address			
Telephone			
Course			
Unit of competency/Module			
Assessment Task <i>*please attach the Assessment Task with the outcome and the assessor's feedback</i>	<i>Please provide the name of the assessment task</i>		
Date the Assessment Task was completed		Date the Assessment result was provided to you	

Comments/Additional Evidence to be considered:

Participant name		Participant signature		Date	
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Assessment Decision Review (office use only)

The above mentioned Assessment Result was reviewed by:

Name:

Result of review:

.....
Signature of National Training Manager

.....
Date

Date participant was notified in writing about the result of the appeal	
Date assessor was notified about the result of the appeal	

Appendix C: Appeal Against Assessment Review

If you are dissatisfied with the National Training Manager's response to your assessment having been reviewed you are entitled to a final appeal. **Appeals must be made within fourteen days of receipt of your assessment review.**

ADDRESS APPEALS FORM TO:

The CEO
Train Me RTO
PO Box 454
Ingleburn NSW 2565

I wish to appeal against an assessment result as follows.

Name			
Address			
Telephone			
Course			
Unit of competency/Module			
Assessment Task <i>*please attach the Assessment Task with the outcome and the assessor's feedback</i>	<i>Please provide the name of the assessment task</i>		
Date the Assessment Task was completed		Date the Assessment result was provided to you	

Comments/Additional Evidence to be considered:

Participant name		Participant signature		Date	
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CEO's Review (office use only)

Result of review:

.....

Signature of the CEO

.....

Date

.....

Signature of the National Training Manager

.....

Date

Date participant was notified in writing about the result of the appeal	
Date assessor was notified about the result of the appeal	

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Appendix D: RCC / RPL Information Sheet

What is Recognition of Prior Learning?

Recognition of Prior Learning (RPL) is the acknowledgment of skills and knowledge obtained through:

- Formal training (*Train Me recognises AQF qualifications/Statements of Attainment issued by other RTO's*)
- Work experience
- Life experience
- Or other means

Why complete an RPL/RCC process

- Eliminate or reduce the duplication of learning
- Gain a fairer access to studies
- Increase your career & education options through the mobility of your training & credentials
- Reduce the cost of the training you wish to undertake

How do you apply for RPL?

1. Find out about the course that you want to study
2. Request an RPL Self-Assessment to identify whether you already have the skills, knowledge and attitude of the relevant Units of Competence. (Fee applies)
3. Speak to Train Me staff and ask for an RPL Kit for the relevant course you are interested in. (Fee applies)
4. Submit the portfolio for assessment

How much does it cost?

The first stage of evaluation of the preliminary self-assessment tool completed by the participant will incur a flat fee of \$100.00, which will be deducted from the RPL Application fee should you decide to go ahead with the RPL process.

The RPL Application fee will be dependent on the number of Units of Competency and must be paid before the RPL Application can be made available. If you have paid for the Self-Assessment, this amount will be deducted from the RPL Application cost. Please note this fee is not redeemable if you are deemed Not Yet Competent.

How long will it take?

- Time frames will greatly depend on your ability to manage your time and work will depend on the outcome of the Application submission and, if required, you will be allowed to re-submit once. Time frames for the re-submission will depend on your agreement with the Manager – Business & Vocational Training or the assigned Assessor

How will I be notified if my application is successful or not?

- The assigned Assessor will contact you to provide you with the relevant feedback

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- Should your application be successful, a Certificate or Statement of Attainment will then be issued.

Can I appeal if I do not agree with the result of my application?

- You may appeal an assessment decision by forwarding a letter requesting the relevant Appeals forms to submit to Train Me. Please consult the Participant Handbook. Staff will follow the Train Me appeals procedure by reviewing the decision and advising you in writing.

Contact our National Training Manager for more information on (02) 9528 3344.

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Appendix E: Train Me Mutual Recognition of Qualifications

Train Me recognises Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by other Registered Training Organisations (RTO), in accordance with the Training Package Guidelines. If you have a current qualification from another Registered Training Organisation (RTO) that you wish to seek credit for (towards a course offered by Train Me) and as long as the relevant Training Package Guidelines allow it, you can apply to Train Me for Credit Transfer recognition.

You must make this application within one week of the commencement of the course. Supporting evidence must be submitted with your application. Original documentation must also be sighted and verified by Train Me. In addition, your qualification will be verified by the issuing registered training organisation.

APPLICATION FOR CREDIT OF CURRENT QUALIFICATION

Credit Transfer is given for a subject satisfactorily completed at another Registered Training Organisation (RTO) where the content and objectives of that subject are sufficiently the same as those for the present subject – that is, the evidence presented is of the same standard as that required in the benchmark and Credit Transfer is allowed according to the Training Package Guidelines.

For example:

A participant attends another RTO (eg: TAFE) and successfully completes CPCCLDG3001A – License to perform dogging and attains a Statement of Attainment from the Certificate III in Rigging with that organisation in October 2011. The participant now wishes to finalise the full qualification and attends Train Me to complete the remaining units of competency.

The participant provides the original transcript and Statement of Attainment (which is sighted and verified by Train Me). The participant obtains a Credit Transfer for CPCCLDG3001A – License to perform dogging, successfully completes the remaining units of competency from the full qualification (at Train Me) and obtains a Certificate III in Rigging.

Applicant to complete the following:

Applicant's Name			
Applicant's Address			
Applicant's Telephone Number	Home	Mobile	
Qualification for which Credit Transfer is being sought (e.g. CPCCLDG3001A – License to perform dogging)			
Date the qualification was issued		<i>Note – the qualification for which credit transfer is sought must be CURRENT – that is, are you still able to demonstrate the skills and knowledge?</i>	
RTO at which the qualification was awarded			
Declaration: I give my permission for Train Me to contact the issuing RTO to verify my credential.	Signature		Date

Please forward this form, together with your ORIGINAL documentation to:

The National Training Manager
 Train Me
 PO Box 454
 Ingleburn NSW 1890

Acknowledgement Declaration

I, _____ acknowledge that I have read and fully

understand the contents of this Participant Handbook, which outlines the conditions of my rights and

responsibilities as a participant of Train Me RTO

Participant signature		Date	
Name of Witness		Date	
Signature of Witness			