STUDENT HANDBOOK

Revision 2.1

Contact Us

TEIA Ltd

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Student Handbook

Welcome to TEIA

Thank you for choosing TEIA as your training provider, and allowing our not-for-profit organisation play a role in your learning journey.

Our organisation strives to provide you with pathways that incorporate flexible learning and providing you with the best experience possible to attain your learning goals.

I look forward to hearing of your achievements and providing support where I can. I trust you will enjoy your time with us and wish you every success in your learning.

John Clark
Director
TEIA

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SECTION 1   INTRODUCTION

The purpose of this handbook is to provide you with a quick reference about training programs, policies and processes, roles and responsibilities guiding you through your learning experience with TEIA.

TEIA

TEIA is a nationally registered training organisation (RTO) registered with the National VET Regulator, Australian Standards Quality Authority or more commonly known as ASQA (www.asqa.gov.au).

TEIA aims to deliver high quality, innovative and engaging training and assessment pathways that are relevant to students, employers and industry. Our commitment to continuous improvement means that as an organisation our group is continually developing and improving training resources, processes and facilitation methods to remain ahead in technology and industry standards.

The vast majority of TEIA's training is done on-line though we do conduct training at work and community sites when this required. Our offices are located at:

> Main office: Units 3 – 4, Stock Exchange Building, Mosman Street
> Charters Towers Qld 4820
> Subsidiary office: Floor 1, 16 McDougall Street, Milton, Brisbane.

TEIA offers a range of training products and services which are continually changing to meet the needs of our student groups and interested industry bodies. For a full list of current products and courses, please visit our website at www.teia.edu.au

As an RTO, TEIA is bound to comply with the Standards for Registered Training Organisations (SRTOs) 2015 though through ethical practice we believe we exceed these and demonstrate business and education practice that is underpinned by integrity and commitment to community development.

Training services provided to students follow policies and processes developed to meet the VET Quality Framework and SRTOs 2015.

Service Commitment

TEIA is committed to providing quality training and assessment services to its learners.

Our organisation aims to:

- Provide training and assessment services that meet industry needs and trends
- Deliver high quality, innovative and engaging training
- Maintain a person-centred approach
- Foster relationships with our students, supporting them through their career
- Provide flexible learning opportunities
- Provide a supportive, facilitative and open learning environment
- Ensure all training is delivered by qualified trainer and assessors with the necessary skills and experience
- Ensure all training is continually monitored and improved
- Maintain a healthy and effective learning environment for students
- Produce competent and confident workers that benefit the community and industry.

Training programs

TEIA delivers a range of training programs, both accredited and non-accredited, which we conduct as public courses or customised for students and industry. Our holistic approach ensures students' needs are met. Accredited programs have been approved by State and /or Commonwealth Government.

Provision of Information

TEIA supplies accurate, relevant and up-to-date information to prospective students prior to and during enrolment in our courses.

As an organisation, TEIA reviews its information regularly to ensure accuracy and relevance and manages this with a version control process.

Prior to enrolment, TEIA supplies students with information about the following through this handbook and its website (www.teia.edu.au):

- Course information including vocational outcomes
- Organisational processes that may impact on the student during their enrolment period
- Third Party Arrangements for delivery of training and assessment where applicable
- Fees and charges
- Provision of assistance where appropriate
- Opportunities for RPL/ credit transfers

SECTION 2   STUDENT RIGHTS AND RESPONSIBILITIES

TEIA conducts training courses through synchronous and asynchronous online media as well as at various venues to suit student needs, course type, and learning styles. The following student etiquette guidelines will help foster a healthy learning environment for all participants.

Assessment

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you should discuss it with your trainer/assessor well in advance of the due date. This way the trainer/assessor may be able to offer support or grant additional time. Please note there may be conditions or penalties to gaining an extension.

Assessment malpractice

Assessment malpractice includes:

Cheating

Collusion and

Plagiarism.

TEIA regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised. TEIA has policies and procedures in place for dealing with assessment malpractice.

- **Cheating**
  All assessments must be your own work. Cheating or the use of another person's work and submitting as your own is cheating and will not be tolerated.
- **Collusion**
  Collusion is the presentation of work, which is the result in whole or in part of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other students do not have opportunity to copy your work.
- **Plagiarism**
  Copying from a published work (including the internet), without referencing, will not be tolerated. This includes presentation of work which has been copied in whole or in part from another person's work or from any other source such as the Internet, published books, and periodicals. This includes systematic re-wording or changing key nouns and verbs. You must follow referencing guidelines if you take another person's idea and put it into your own words.

Attendance

Attendance is recorded at each workshop session where face to face training is occurring. These records are required for both learning and health and safety reasons.

Where students are engaged in e-learning or flexible delivery options, attendance is gauged through the return of formative and summative work completed by the student. Where on-line lessons are provided, it is TEIA's belief that attendance at the lesson is a vital component to the successful completion of learning and assessment outcomes.

It is expected that students arrive at either workshops or on-line classes on time and remain for the full duration of the respective activities. If it is necessary for you to leave a workshop or class early, then it is common courtesy for you to advise the trainer/assessor before the commencement of the activity.

Workshop and class sessions are designed to provide students with the essential knowledge and skills required for the relevant units of competency that lead to the awarding of the desired qualification. It is also expected that students will undertake additional reading, independent learning and research.

If you are absent from a workshop or on-line class, it is your responsibility to catch up on any work missed.

Punctuality

As a courtesy to other students and the trainer/assessor, students should be punctual to all activities, including returning from breaks. Punctuality shows respect and is essential to avoid disruption to other students and the trainer/assessor.

Behaviour

All of our students, regardless of their course's delivery method, have a right to:

- Be treated fairly and with respect
- Pursue their learning activities in a supportive and stimulating environment
- Learn in an environment free of discrimination and harassment
- Be assured of privacy of their personal information and records
- Lodge a complaint without fear of victimisation.

Students are expected to behave appropriately in a mature and professional manner at all times. All students are expected to take responsibility for their own learning and behaviour for the duration of their course – this will be demonstrated in all aspects of their training and assessment. Misconduct or disruption to other students' learning will not be tolerated.

Misconduct includes -

- Any offensive conduct or unlawful activity (e.g. theft, fraud, violence, assault)
- Interfering with another person's property
- Removing, damaging or mistreating TEIA property or equipment
- Cheating/plagiarism
- Interfering with another person's ability to learn through disruptions during training
- Breach of confidentiality
- Inappropriate language
- Serious negligence, including WHS non-compliance
- Discrimination, harassment, intimidation or victimisation
- Being affected by drugs or alcohol and being unfit to participate in learning activities.

Respect for others

It is expected that the behaviour of all persons in our physical and virtual learning environments will contribute to a positive environment. Respect for other students and the trainer/assessor is expected. Same points that underpin our expectations.

- TEIA retains the right at all times to remove disruptive students from the training environment and/or courses.
- You will be expected to treat staff and fellow students with respect and observe any etiquette requirements which appear in this handbook or requested during the course by a trainer/assessor.
- Inappropriate language and actions will not be tolerated.
- Harassment, bullying and intimidation of staff or fellow learners will not be tolerated.
- Treat facilities and equipment with due care and respect.
- You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.

Workshop breaks

Where face to face workshops or training is conducted by TEIA, set breaks will be established. Generally, the trainer/assessor will set the following break directions, however these may vary:

15 minutes - morning and afternoon tea breaks

45 minutes - lunch break

Change of personal details

Students are required to ensure their personal details recorded with TEIA are up to date at all times. Should your circumstances or details change please update your record by providing your changed details to TEIA's administration. This can be easily done via email: admin@teia.edu.au

Disciplinary processes

TEIA may implement student discipline processes should a student be found to be acting inappropriately, due to misconduct or assessment malpractice.

Any breaches of discipline will result in the person being given a 'verbal warning'.

Further disciplinary processes may include:

- The student being asked to justify why they should continue to participate in the learning group
- Suspension from further training, both face to face and on-line contexts
- Expulsion from the training course.

Note that unlawful activities including possession of illegal drugs, will be reported to the police.

Dress and hygiene requirements

Students are to be well presented and appropriately dressed during all face to face training. Dress requirements include:

- Neat, comfortable clothing in the classroom environment
- Appropriate work attire, including personal protective clothing (PPE) for training in workplace or simulated environments
- Appropriate footwear must be worn at all times
- Since you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc,) is requested.

Duty of care

Under Workplace Health and Safety legislation, students have a duty of care to maintain a safe environment for both themselves and their fellow students.

- Should you be involved in an accident which results in personal injury and/or damage to equipment or facilities, notify your trainer/assessor immediately.
- If you have a personal health condition which may become critical while attending training (e.g. asthma, cardiac condition) please advise us before commencing the course. All information will be treated in strict confidence and is only needed so TEIA can provide support or treatment should an emergency arise.
- Emergency procedures and exit plans must be followed.

You have a duty to:

- Protect your own health and safety and to avoid adversely affecting the health and safety of any other person.
- Not wilfully or recklessly interfere or misuse anything provided by TEIA in the interests of health, safety and welfare.
- Cooperate with health and safety directives given by the staff of TEIA.
- Ensure that you are not affected by the consumption of drugs or alcohol.

Evaluation and feedback

TEIA values all feedback from students as it assists us to continuously improve the products and services we offer. Students are encouraged to provide us with feedback, both positive and constructive.

All TEIA courses have on-line feedback forms incorporated into their structure. Pleas e use these to provide our trainers/assessors with your feedback.

Face to face workshops and training sessions also have hard copy feedback forms which you may use to provide feedback on your learning experiences and the learning environment.

Thank you in advance for your comments.

Learner support services

TEIA understands that there may be times when personal issues may affect your ability to undertake your training. TEIA has identified a number of support services for students who have special needs or require additional support and assistance to undertake or complete their learning.   TEIA is always aware of its responsibilities under the ASQA Standards to ensure the welfare and learning progress of each of its students.

Mentoring and Guidance

TEIA can provide students with mentoring, coaching and guidance on course content, as well as effective learning and study techniques.

Centrelink

Centrelink may be able to assist you in payment for your training. Payments are in many instances in accordance to asset tests and may also be determined based on the number of hours undertaken. These may include:

- Youth allowance
- Austudy payment
- Newstart allowance
- ABSTUDY
- CentrePay

You should discuss your own personal circumstances and opportunities with your local Centre link office.

Language, Literacy Numeracy

Your assigned trainer/assessor is able to discuss your options for further language literacy and numeracy development.

Reading Writing Hotline

http://www.readingwritinghotline.edu.au/

1300 655 506

Learning materials

Students receive a copy of training and /or assessment materials as part of the course fee. Should you lose or misplace the materials you are provided, additional fees for replacement of materials may be incurred.

Making the most of your training

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimize your own learning and successful completion, undertake to do the following:

- Complete all required reading and learning activities
- Prepare well in advance for each assessment activity
- Be enthusiastic and acknowledge that your course will help set your future
- Work with fellow learners
- Respect other people's opinions
- Ensure you have a clear understanding of the assessment requirements
- Take responsibility for the quality of evidence that you submit to the Assessor

- Keep track of your progress
- Complete and submit all assessment on time, tasks using clear and concise language
- Be willing to contact your trainer/assessor if you do not understand the training activity or assessment task.

Mobile telephones

All mobile telephones must be turned off during face to face training, as a courtesy to the trainer/assessor and other students.   In an emergency where you need to be contacted, please advise your trainer/assessor so that arrangements can be made.

Security

Do not leave handbags or other valuables unattended when participating in face to face training. Although the training site may be reasonably secure, you are ultimately responsible for your own belongings. TEIA accepts no responsibility for any belongings which may be stolen or go missing.

In the on-line world, accept responsibility for the security of your logons and passwords. These are for use only and must not be shared with others.

SECTION 3   COURSE INFORMATION

Accredited training programs

Accredited programs are competency based which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for specific workplace activities are set out in Units of Competency which can be grouped together to formulate the completion of a nationally recognised qualification. Nationally recognised qualifications are outlined in Training Packages. These can be viewed at www.training.gov.au.

Each qualification has a list of foundation skills which describe the non-technical skills and competencies that are important for effective and successful participation in the workforce. These foundation skills are part of the assessment requirements of a nationally accredited course.

Competency

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to all students regardless of where they are, or the mode of training delivery provided. You could be a full-time student in a classroom or the workplace, or you could be applying for recognition of the skills and knowledge currently held.

Each Unit of Competency is made up of the following:

- Elements
- Performance criteria
- Application
- Foundation skills
- Unit mapping information
- Any pre or co-requisites (if applicable).

To be deemed Competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks to the standard that is required in the workplace. Skills need to be demonstrated in a range of situations and environments (which could include simulated applications in a learning environment) over a period of time.

Each Unit of Competency comes with a set of Assessment Requirements which is made up of the following:

- Performance evidence
- Knowledge evidence
- Assessment conditions

These requirements set the parameters of the assessment process.

Evidence

Evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence requirements will be determined by the Unit of Competency, foundation skill requirements, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Assessment tools that we will provide to you set out the exact requirements for evidence for each unit/module.

Examples of evidence could include one or more of the following:

- Specific assessments tasks set by your Assessor
- Observation reports
- Certificates and awards
- Examples of work completed or special projects
- Current licenses
- Position descriptions and performance reviews
- Third party reports
- Question responses
- Tests

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard

- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others 'in a team'
- Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- Know the workplace rules and procedures

Assessment

Assessment is in integral part of your learning if you wish to complete successfully and gain certification.

The assessment process will be explained by your trainer/assessor at set stages throughout your program, i.e. at each unit or module of work. Assessors will also be available for you to contact if you have any questions.

Assessment is the process of collecting evidence and making judgement on whether competency has been achieved. This confirms that an individual can perform to the standards expected in the workplace and as expressed in relevant competency standards.

Throughout the training program you will be assessed to see if you have gained the necessary skills and knowledge to achieve the qualification. Your trainer/assessor is required to ensure that the assessment tasks you undertake meet the national principles of assessment and rules of evidence.

Various assessments tasks /activities may be involved including, but not limited to:

- Observation of performance
- Assignments
- Written activities
- written / oral questioning
- oral presentations
- workplace performance
- projects
- case studies
- role plays/ simulations
- demonstration of skills
- online assessments
- portfolio of evidence.

Certification will only be given to students who successfully complete all assessment requirements for a course.

TEIA is required to meet stringent quality requirements in the conduct of all assessments. This work and their assessor judgements are open to checking by external persons and authorities in a process called validation.

The TEIA has carefully constructed and developed assessment resources to meet these quality requirements, as well as be user friendly to students.

Principles of Assessment

Assessments will be conducted in accordance with the following principles of assessment.

Valid	Any assessment decision of TEIA is justified, based on the evidence of performance of the individual learner.
	Validity requires:
	• Assessment against the unit/s of competency and the associated assessment requirement covers the broad range of skills and knowledge that are essential to competent performance.
	• Assessment of knowledge and skills is integrated with their practical application.
	• Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations.
	• Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessments requirements.
Reliable	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.
Flexible	Assessment is flexible to the individual learner by:
	• Reflecting the learner's needs.
	• Assessing competencies held by the learner no matter how or where they have been acquired.
	• Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Fair	The individual learner's needs are considered in the assessment process.
	Where appropriate, reasonable adjustments are applied by TEIA to take into account the individual learner's needs.
	TEIA informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

Rules of Evidence and Assessment

TEIA is required to ensure that all evidence provided by students, as proof of their competency, meets the following "rules of evidence".

Valid	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficient	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authentic	The assessor is assured that the evidence presented for assessment is the learner's own work.
Current	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Course Assessment

There will be assessment tasks set for each course. Assessment activities and expectations will be explained to students and are outlined within learner / assessment resources.

Many courses require assessment to be completed after the course and in an actual or simulated workplace. Workplace performance is essential in competency-based learning.

Presentation of Assessments/ Assignments

- All assessments should be typed and presented as a digital file. If the student cannot present the file as a Microsoft Word document, the file must be in Rich Text Format (rtf).

- Handwritten assessments are only accepted if these form part of the set assessment task or when special approval from the assessor has been received in advance of the start of the assessment task. If approval for handwriting of tasks is provided, the handwriting must be clear and easy to read.
- All assessments must be emailed to the assessor and must be received by the due date. TEIA does not accept responsibility for any lost assignments; it only accepts responsibility for items of assessment that are actually received by the RTO. **Please ensure you keep a copy of your assignment prior to submission.**
- All assignments are registered as they are received.
- We endeavour to assess all assessments within 10 working days of receipt.
- Students are entitled to one resubmit assessments. If the re-submissions are still deemed NYC, students may be offered the opportunity to re-submit at a fee. No further re-submits are allowed. Students must re-enrol in the course again, paying the full course fee of the day.
- Submitted assessment items are retained by TEIA for a period of 6 months following the issuing of the certificate/statement of attainment. After this time the submitted items are destroyed. It is not possible to return items to students after the holding period.

Assessment results

Students will be informed by their assessors of the outcomes of their assessments.

Results of assessment are provided to students as soon as is practical. These results are available through your assessor. Assessment results are confidential at all times and will not be given to any other party unless a written request signed by the student is received in advance.

Reasonable adjustments

Students with disabilities are encouraged to discuss with TEIA any 'reasonable adjustments' to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable for the TEIA to accommodate or where other adjustment may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency-based training and assessment; in other words, the purpose and scope of the assessment is not changed.

Extensions for Assessment

It is expected that all assessment tasks are handed in on the due date. Should you require additional time to complete an assessment you must communicate with your assessor and apply for an extension.

Certificates

Types of Certification

In general, four types of certificates are issued by TEIA. Certificates can only be awarded by TEIA in accordance with our approved qualification scope.

- **Qualification** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Full qualifications can only be issued once the student has been deemed competent across all the relevant units of competency making up the qualification.
- **Academic transcript –** accompanies a qualification issued under the Australian Qualification Framework (AQF) for nationally recognised training. This document supplements the qualification listing all units of competency achieved for the qualification.
- **Statement of Attainment (SOA)** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Issued when a student is deemed competent in a unit or a cluster of units of competency. Minimum achievement for a SOA is one unit of competency. You can request a SOA at any time during your training.
- **Certificate of Attendance** – for non-nationally recognised training. Issued when a student attends a short course which is not within the Australian qualifications framework (AQF). To receive a Certificate of Attendance, the student must have a satisfactory attendance rate.

Certificates will only be posted to students at their nominated postal address as shown in their enrolment form; note that students enrolled through a school will have their certificates sent to the nominated school and not their home address.

Certificates will not be sent to other parties, without the expressed prior written permission from the student. Duplicate or replacement copies of certificates incur a fee.

Computer requirements

TEIA is aware that there are many versions of computer software and operating systems in use. Effectively engaging with TEIA's e-learning courses require access to:

- • a broadband internet connection
- • Laptop or PC
- • webcam
- • a microphone/headset

Students must have the ability to:

- • open web pages
- • view embedded video and slideshows
- • download and extract .zip folders
- • open and download .pdf and .docx documents
- • open, edit, save and upload documents created in .doc and .docx format

TEIA is unable to attest to the reliability of its' platforms for Mac Users.

Full details of the minimum specifications required for our e-learning courses are detailed below:

Desktop computers (minimum specifications)

Component	Windows 32bit	Windows 64bit	Macintosh
CPU (processor)	1GHz+ x86	1GHz+ x64	Intel Core Duo 1.33GHz
RAM (memory)	1 GB	2 GB	1 GB
Operating system (platform)	Windows 10 and 7	Windows 10 and 7	Mac OSX v10.6 (Snow Leopard)
Web browser	Internet Explorer 9 > Microsoft Edge Mozilla Firefox 6 > Chrome 12>	Internet Explorer 9 > Microsoft Edge Mozilla Firefox 6 > Chrome 12>	Safari 5> Mozilla Firefox 6> Chrome 12>
Video monitor (resolution)	1024x768		
Video adapter	Video card with 256 MB of RAM (video RAM or VRAM)		
Network connection	10/100 Mbit/s; or Wireless IEEE 802.11x adapter		
Sound	Soundcard and speakers/headphones		

Course delivery

TEIA ensures the following resources are in place:

- • Trainer/assessors and Assessors with appropriate qualifications, and experience
- • Course materials appropriate to the methods of delivery and assessment requirements
- • All necessary copyright authorisations

- Appropriate equipment and facilities.

Training and assessment methods used by TEIA meet specific quality requirements and are chosen to best suit the unit of competency, while giving consideration to the learning style of the student. The provision of training often includes a blended approach with a combination of on and off-the-job methods.

A number of delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Delivery methods may include, but are not limited to:
- Practical demonstrations
- audio/visual presentations
- group participation/ discussions
- trainer/facilitator instruction
- practical activities
- self-paced activities
- individual projects
- workplace based training
- case studies

Flexible delivery

Flexible delivery focuses on learning rather than teaching and to provide the best possible learning experience for the student. This means that the student has greater control over what, when and how they learn.

TEIA offers various forms of delivery to accommodate the varying needs of students. Modes of delivery available for most courses include workplace –based, on-line, Recognition of Prior Learning (RPL) or a combination of these.

Language, Literacy and Numeracy

Each Training Package sets a minimum requirement in language, literacy and numeracy skills of participants, with which the TEIA must abide.

TEIA makes appropriate concessions for language, literacy and numeracy issues of students where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

Where there are entry requirements for courses, e.g. literacy in English and numeracy, these are clearly stated in pre-enrolment and enrolment information.

Advice is given to all students on appropriate actions if there is a need to update literacy and numeracy skills. TEIA can assist in providing this additional development prior to completing your enrolment into vocational skills.

The induction process may include a Language, Literacy and Numeracy (LLN) Conversation (if applicable) with one of the TEIA staff if either the trainer/assessor or the potential student believe this may assist in the completion of the course. This is optional and opportunity is given on the Enrolment Form for students to choose to participate in this conversation.

It is recommended students undertake this if they are in any way unsure that their core skills in reading, writing, learning, oral communication and numeracy meet the required ACSF levels as outlined in the relevant qualification overview found at www.training.gov.au.

The Enrolment Form also offers an opportunity for students to identify any other particular needs they might have. Please discuss any concerns with your trainer.

Recognition

Recognition is the collective term and includes:
- Recognition of prior learning (RPL)
- Recognition of current competency (RCC)

- Credit transfer (CT)
- Mutual recognition.

All students have the opportunity to apply for recognition. This means that you can submit evidence for a Unit(s) of Competency and have it assessed by a qualified assessor without completing the training.

TEIA believes that no learner should be required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course.

TEIA aims to maximise the recognition of a learner's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study. Students who consider they already possess the competencies identified in all or part of any course/qualification offered by TEIA may seek recognition.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard you need to contact your assigned trainer who will provide the information you need to complete an application.

Recognition Process

Recognition is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that Recognition is an **assessment process** not an assumption of competence.

Recognition is the determination, on an individual basis, of the competencies obtained by a student through:

- previous formal training
- work experience, and/or
- life experience.

Recognition therefore determines the subsequent advanced standing to which the student is entitled in relation to a course/qualification. The main focus of Recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

It is important to note that the onus is on the student to document and present evidence to justify a claim for recognition and present their case to the satisfaction of the assessor.

Any documents that you provide to support your claim of competency must be certified originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if any part of the work is the work of others, that this is formally acknowledged and advised.

Steps for an evidence based RPL assessment

Following a request from the student, the trainer will provide them with an appropriate RPL kit which will guide the student in collecting evidence of their current skills and experience. The stages in this process are:

1. The student collects evidence using the forms within the RPL Kit and returns this to the RTO.

2. The assessor evaluates the evidence and notifies the student if there are any further pieces of evidence that are required.

3. The assessor negotiates an interview time with the student, during which their evidence is discussed as it relates specifically to the standards for the Units of Competency being considered.

4. At this point the assessor may also recommend that the student completes one or more units of competence in order to satisfy requirements. This will be based on whether there is sufficient evidence to judge competency.

5. The assessor conducts the assessment of all the evidence and advises the student of the result. The assessor makes a judgement about competency or will ask for further evidence.

6. When the evidence meets the Unit of Competency requirements, the RTO issues the appropriate statement of attainment or qualification.

The length of time for this process depends on how much of the relevant evidence the student is able to assemble.

Recognition Decision

Regardless of the type of evidence that you submit, assessors must be confident that the evidence meets the following criteria:

- • Full requirements of the Unit of Competency(s)
- • Any Regulatory requirements
- • Authenticity - That it is your own evidence and can be authenticated
- • That you can perform the competency consistently and reliably
- • Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF)
- • Sufficiency - There is sufficient evidence to make a judgment.

TEIA is committed to ensuring that all judgments made by assessors against the same competency standards are consistent. Your assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- • Competent (C) - you have been deemed competent against all the requirements of the Unit/s of Competency
- • Not Yet Competent (NYC) - you have not yet demonstrated competency to all requirements.

Your assessor will advise you what you can do if you receive a NYC for your assessment task. If you are deemed NYC in your initial assessment, you are allowed a second attempt. However, if you are deemed NYC in the second attempt, you will be required to re-enrol. Please talk to your assessor if you have any concerns.

For further information on Recognition, please see TEIA Recognition policy available on TEIA's website (www.teia.edu.au).

Mutual Recognition

TEIA recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). This is commonly referred to as Mutual Recognition. Mutual recognition is applicable when a Statement of Attainment or qualification provided by a student has the same national competency codes as those that form part of the training and assessment program within which the student is enrolled or is intending to enrol. Students are required to formally apply for Mutual Recognition.   With Mutual Recognition, students are not required to undertake learning in the unit/s again; the student is exempt.

Authenticating evidence

Where a student submits for assessment by recognition records of study completed previously, TEIA may contact the issuing organisation to authenticate these records. Similarly, where a student submits for assessment by recognition any Third-Party statements, TEIA may contact the author to authenticate those statements.

Special needs

Students intending to enrol for training with the TEIA are requested to advise us if they have any physical or other impairment (e.g. English language, literacy or numeracy difficulties, dyslexia, etc.) which may adversely affect their ability to successfully undertake training and assessment, prior to enrolment.

Students with disabilities or impairments are encouraged to discuss with the Director any 'special needs' and/or 'reasonable adjustments' to the learning environment/process which they consider are necessary or would assist them in the performance of their studies.

The Director, in collaboration with the student, will assess the potential for the student to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the student's learning.

Students with a disability may be able to access a range of support services including the provision of specialised equipment. Please discuss your needs with the Director prior to enrolment. This will enable you to understand the level of support that may be available if you choose to enrol.

Trainer and Assessors

All trainers and assessors are qualified in training and assessment and the vocational area which they are delivering. They have practical experience and maintain their currency in industry.

SECTION 4   POLICIES

Access and Equity

TEIA is committed to promoting, encouraging and valuing equity and diversity with respect to its students and to providing them with a positive learning environment to achieve success. TEIA will ensure services offered are provided in a fair and equitable manner to all students, free from bias.

TEIA abides by equal opportunity principles, providing access to the benefits of training and assessment to all students regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, transgender, political conviction or religious belief.

All students have equitable access to training resources and facilities, support services and information, trainer and assessors, learning and assessment materials and opportunities. Note, 'equitable' does not mean the same nor treating pall persons in the same way; it is about providing support and pathways so that all people have the capacity to achieve similar outcomes. Examples of this might be:

- Negotiated, flexible timelines and delivery of training and/or assessment components of the course

- Literacy and numeracy support

- Reasonable adjustment for assessment activities

For further information, see TEIA's Access and Equity Policy available on TEIA's website (www.teia.edu.au).

Appeals

TEIA ensures that students have access to a fair and equitable process for appeals against assessment decisions. An appeal and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework (AQF).

- Students have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect and they have grounds for an appeal.

- The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.

- The appeals policy is publicly available, on TEIA's website (www.teia.edu.au).

- The appellant can provide detail of their appeal either verbally and/or in writing.

- All appeals must be lodged within 7 calendar days of the date of the assessment result notification to the student.

- If the appeals process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third party for review, at the request of the appellant. All costs incurred for the Third-Party review will be advised to the appellant.

- Every appeal is heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment of the application.

- All appeals are acknowledged in writing and finalised as soon as practicable.

- TEIA may charge a fee for the appeals process where an external assessor is engaged. Should this be the case, all costs incurred will be advised to the appellant.

- If the appeal will take in excess of 60 calendar days to finalise TEIA will inform the appellant in writing providing the reasons why more than 60 calendar days are required. The appellant will also be provided with regular updates on the progress of the appeal.

- TEIA strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.

- All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current of future training.

Grounds of appeal

Valid grounds for an appeal against an assessment decision (where the trainee feels the assessment decision is incorrect) could include the following:

- The judgement as to whether competency has been achieved and demonstrated was made incorrectly
- The judgement was not made in accordance with the Assessment Plan
- Alleged bias of the assessor
- Alleged lack of competence of the assessor
- Alleged wrong information from the assessor regarding the assessment process
- Alleged inappropriate assessment process for the particular competency
- Faulty or inappropriate equipment
- Inappropriate conditions.

Appeal Outcomes

Appeal outcomes may include:

a) Appeal is upheld; in this event the following options will be available:
   i. The original assessment will be re-assessed, potentially by another assessor.
   ii. Appropriate recognition will be granted.
   iii. A new assessment shall be conducted/arranged.

b) Appeal is rejected/ not upheld; in accordance with TEIA assessment policy the student will be required to:
   i. undertake further training or experience prior to further assessment; or
   ii. re-submit further evidence; or
   iii. submit/undertake a new assessment

For further information, see TEIA's Appeals Policy on TEIA's website (www.teia.edu.au).

Cancellation and Transfers

Enrolment cancellation / withdrawal / deferral / amendment

Students who wish to withdraw/cancel/defer/amend their course are required to complete a Course Withdrawal Amend form.

Student Transfers

a) **Transfer to another "Course date"** – Students are able to transfer to another course date, providing they make a request in writing a minimum of one week in advance.
   The transfer is subject to course availability.

b) **Transfer to another "Course"** – Should a student wish to transfer to another course, they need to make the request in writing a minimum of one week in advance.
   The transfer is subject to course availability.

RTO Cancellation of courses

TEIA reserves the right to cancel a course if insufficient enrolments are received prior to course commencement. Students already booked in these courses will be notified. If a course is cancelled, a full refund of all monies paid by a student for the course will be made within seven (7) days. TEIA has financial safeguards in place to ensure that all pre-paid fees are available for refund in the case of cancellation by TEIA.

Complaints

TEIA has a fair and equitable process for dealing with student complaints.

All students have the right to express a concern or problem they may be experiencing when undergoing training. The following is an outline of the Complaints Policy.

Principles

- Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- Complaints will be resolved on an individual case basis, as they arise.
- All students have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided (including through a third party) or the behavioural conduct of another learner.
- All complaints are acknowledged in writing and finalised as soon as practicable.
- The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
- The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- Final decisions will be made by the Director TEIA or an independent party to the complaint.
- The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the Third-Party review will be advised to the complainant.
- If the complaint will take in excess of 60 calendar days to finalise TEIA will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.
- All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the student in any current of future training. The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process.

Lodging a Complaint

Should you wish to lodge a complaint, a formal or informal approach should be made by the student in the first instance to your trainer /assessor.

The student completes a Complaints Form to commence the process.

For further information, see TEIA Complaints Policy on TEIA's website (www.teia.edu.au).

Course fees

TEIA has developed a fair and equitable process for determining course fees, refunds and payment options.

Flexible payment options

TEIA accepts various methods of payment for course fees. Payment for courses can be made in the form of cash, cheque or Direct Deposit.

Course fees for students in open entry courses are payable after completion of set numbers of units, i.e. payment is after assessment.

Equal opportunity

TEIA is committed to equal opportunity policies and principles, as they affect students and employees to ensure the elimination of discrimination and harassment.

Rights and Responsibilities

TEIA has a legal and moral obligation to provide equal opportunity in employment and a learning environment free from harassment for employees, contractors and students.

TEIA is committed to providing an environment which recognises and respects the diversity of employees, contractors and students. TEIA is committed to providing a work and study environment free from harassment, vilification and

bullying and supports the rights of all employees, contractors and students to work and study in a safe and healthy environment free from such behaviour.

TEIA will:

- Ensure that employees, contractors and students understand that these types of actions and behaviour will not be tolerated in the work/study environment.
- Request that any behaviour which could be considered harassment, vilification or bullying cease immediately.

All employees, contractors and students have a role to play in eliminating harassment, vilification and bullying by not encouraging or showing support for harassment, vilification or bullying aimed at work or study colleagues. This can be achieved by:

- Refusing to join in with these types of actions and behaviours.
- Supporting the person in saying no to these behaviours.
- Acting as a witness if the person being harassed decides to lodge a complaint.

If an employee, contractor or student believes they have been harassed, vilified or bullied, they are encouraged to inform the person involved that the behaviour is unwanted, unacceptable and/or offensive. If the employee, contractor or student feels unable to approach the person, or if the behaviour continues following their request that the behaviour cease, the Director should be contacted.

As a student of TEIA, you have the responsibility to:

- Act to prevent harassment, discrimination and victimization against others
- Respect differences among other staff, students and contractors, such as cultural and social diversity
- Treat people fairly, without discrimination, harassment or victimisation
- Refuse to join in with these behaviours
- Supporting the person in saying no to these behaviours
- Acting as a witness it the person being harassed decides to lodge a complaint.

Discrimination

Discrimination is treating someone unfairly or harassing them because they belong to a particular group. It is against the law to discriminate against a person because of their age, sex, pregnancy, disability (includes, past, present or possible future disability), race, colour, ethnic or ethno-religious background, descent or nationality, marital status, sexuality or gender identification.

Both direct and indirect discrimination are against the law:

- Direct discrimination - means treatment that is obviously unfair or unequal.

- Indirect discrimination - means having a requirement that is the same for everyone but has an effect or result that is unfair to particular groups.

Harassment, Vilification and Bullying

All employees, contractors and students have an equal opportunity to work and study. TEIA will not tolerate behaviour which is of a harassing, vilifying or bullying nature.

It is against the law for employees, contractors and students to be harassed during the course of their work or study because of their sex, pregnancy, race (including colour, nationality, descent, ethnic or religious background), marital status, disability, sexuality, HIV/AIDS status or transgender. Federal anti-discrimination legislation applies to staff, contractors and students.

Harassment

In general, harassment is behaviour which is unwanted and that humiliates, offends or intimidates a person, and occurs because of a person's:

- Race, colour, ethnic or ethno-religious background, descent or national identity.
- Sex.
- Pregnancy.
- Marital status.
- Disability (including physical, intellectual and/or behavioural/psychiatric disability; past, current or future disability; actual or presumed disability).
- Sexuality (male or female; actual or presumed).
- Transgender.

- Age.

It is unlawful for a person to be harassed due to a relationship to or association with a person of a particular race, sex, marital status, disability, homosexuality, transgender or age.

Harassment in the work and study environment can be overt or subtle, direct or indirect. It can be verbal, non-verbal or physical. Harassment can occur when power is used incorrectly.

Harassment is not always intended. Actions and behaviour which one person finds amusing or unimportant may offend or hurt another person.

Examples of harassment include:

- Intrusive or inappropriate questions or comments about a person's private life.
- Unwanted written, telephone or electronic messages.
- Promises or threats to a person.
- Physical violence or the threat of physical violence or coercion.

Vilification

Vilification is the public act of a person which incites hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of race, sexuality, transgender or HIV/AIDS status.

Examples of circumstances and behaviour that may constitute vilification on the basis of a person's race, sexuality, transgender grounds, or disability (HIV/AIDS), etc are graffiti, speeches or statements made in public, abuse that happens in public, statements or remarks in a newspaper, journal or other publication, on radio, television or other widely accessed electronic media such as internet, email etc. People wearing symbols, such as badges or clothing with slogans, in public, gestures made in public, posters or stickers in public space may also be considered as means of vilification.

Bullying

Bullying behaviour can refer to the actions or behaviours of a person to another that intimidates, degrades or humiliates the person. It may include verbal abuse, behaviour intended to punish such as isolation, exclusion from workplace activities and "ganging up".   Repeated "put-downs", aggression, threats and poorly managed conflicts of opinion may be part of bullying behaviour. It can occur between people such as managers and employees or contractors, co-workers and students.

Sexual harassment

TEIA will not tolerate sexual harassment in the learning or work environment.

The TEIA deplores all form of sexual harassment and seeks to ensure that the work and study environment is free from such harassment. Implementation of this policy is the responsibility of all persons.

Sexual harassment is unlawful. The harasser may be held liable for unlawful actions and be required to pay damages. All employees, contractors and students have the right to work and study in an environment free from sexual harassment.

Forms of sexual harassment

Sexual harassment may take many forms. Often people do not realise that their behaviour constitutes sexual harassment, but they must be aware that behaviour that is acceptable to one person may not necessarily be acceptable to another. Sexual harassment is any unwanted behaviour of a sexual nature by one person to another at work or in a work-related setting. Examples of sexual harassment include, but are not limited to:

- Insensitive jokes and pranks.
- Lewd comments about appearance.
- Unnecessary body contact.
- Displays of sexually offensive materials, for example, calendars or posters.
- Requests for sexual favours.
- Speculation about a person's private life and sexual activities.
- Threatened or actual sexual violence.
- Threat of dismissal, loss of opportunity and so on, for refusal of sexual favours.

Complaints

All complaints regarding equal opportunity matters are treated seriously and investigated promptly, confidentially and impartially.

Marketing

TEIA is committed to ensuring compliance with AQF and ASQA requirements with regards to marketing and advertising its courses and services. This is demonstrated by:

- The use of the NRT logo only for qualifications within the scope of the RTO.
- Ensuring it has permissions when making client or industry statements or referencing endorsements about its courses, products and services.
- All marketing materials approved by an authorised member of the RTO.
- Clear identification that separates training and assessment services leading to AQF qualifications and/or statements of attainment that derive from non-accredited training services that may be provided.
- If a Third Party is delivering training and assessment on behalf of TEIA this is clearly noted and advertised.

Privacy

TEIA abides by the Privacy Act and respects students, staff and trainer/assessors' right to privacy.

TEIA is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from students in secure student records. All staff are vigilant in using student information only for the purposes for which it was gathered. All students have access to their own records at all times.

TEIA collects information from students upon initial enquiry in order to send course information and is collected at enrolment and during the provision of the training and assessment services. The TEIA may use personal information to advise students of upcoming events and training course, for marketing and research purposes. In addition, feedback on services provided through surveys is collected. This feedback assists us improve the quality of the services and training and is treated confidentially.

TEIA will only disclose information to other parties, as required by law, or as otherwise allowed under the Privacy Act 1988.

A student's personal information may be used or disclosed by TEIA for statistical, administrative, regulatory and research purposes (Data Provision Requirements 2012). TEIA may only disclose a student's personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies
- NCVER
- School – if a secondary student is undertaking VET, including a school-based apprenticeship or traineeship
- Employer – if a student is enrolled in training paid by their employer

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

Students may receive a student survey which may be administered by a government department or NCVER employee, agent or Third-Party contractor or other authorised agencies. Please note students may opt out of the survey at the time of being contacted. NCVER will collect, hold, use and disclose student personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

For further information, see TEIA Privacy Policy on TEIA's website (www.teia.edu.au).

Refund Policy

Payment of all refunds, to students who are entitled to a refund, are in accordance with the following refund policy.

TEIA will strive to maintain its highly competitive fee structure, as well as its fair and equitable refund policy.

- a) Payment of all refunds is made within one week (seven days) of application for refund.
- b) With regard to all withdrawals, TEIA will firstly encourage a student to enrol on another course date, prior to processing refund applications.

c) Written notification of withdrawal from a training program must be provided by a student to apply for a refund for a course. This may be via letter, email or the completion of the refund form.

d) There is no refund applicable where a student has commenced their course/unit.

e) There is no refund to participants who do not obtain their qualification after assessment.

f) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the student.

g) TEIA does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.

h) TEIA provides a full refund to all students, should there be a need for TEIA to cancel a course. In the first instance TEIA will (where possible) provide an opportunity for the student to attend another scheduled course.

i) If TEIA cancels a course, students do not have to apply for a refund, TEIA will process the refunds automatically.

j) Refunds for cancellation of enrolments in individual courses are granted on a sliding scale:.

Reason for Refund	Notification requirements	Refund
Student withdraws	In writing, eight (8) calendar days or more prior to the course commencement	100% of the course fee (paid by the student)
Student withdraws	In writing, within seven (7) calendar days prior to the course commencement.	75% of the full course fee (regardless of how much the Student has already paid)
Student withdraws	In writing, less than 24 hours prior to course commencement.	Nil Refund
Student withdrawn from the course by **TEIA**	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by **TEIA**		100% of the course fee (paid by the student)
A fee equal to 25 % of the full fee is charged where cancellations occur within seven (7) days before commencement of an enrolled course or assessment		
Fees are refunded in full where the student submits in writing reason for withdrawal, eight (8) days or more prior to commencement of an enrolled course or assessment		

k) Refunds for cancellation of enrolments in full qualifications are subject to the following refund formula.

Fee Type	Description	Fee $$
Enrolment cancellation fee	RTO administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation	$150.00 per qualification
Unit Fee – Commenced	For all individual units commenced/attended/ completed from within the qualification /Accredited course	Full Unit fee payable by the student Nil Refund
Unit Fee – Not Commenced	For all individual units **NOT** commenced/attended/ completed from within the qualification /Accredited course	Full Unit fee paid by the student is Refunded

Commencement dates

- Note that the commencement date for on-line courses is the date that the student was sent logon and password details to access the course materials, i.e. the date that online access is provided to an individual student for a particular course.

- Commencement date for a face to face workshop/course is the first day of the course.

Replacement Documents

A fee of $60 applies to the issuing of replacement of Credentials and/or Statements of Attainment for each qualification a student was successful in. Proof of identity may be required.

Risk Management

Risk management is the systematic, identification of potential threats to people and resources, with the resulting development of appropriate strategies which remove or reduce the risk to an acceptable minimum standard. TEIA is proactive in ensuring that its' systems reduce the risks associated with its' delivery and assessment of qualifications as well as its' general operations.

Student enrolment

Persons wishing to enrol in one of TEIA's courses and training programs should first contact the TEIA office to check availability and eligibility. The majority of TEIA's training courses are delivered into set groups of persons (e.g. students in a member school of TEIA; staff of a client industry/workplace, etc) and there are limited open entry courses.

Once availability and eligibility is established, the potential student should complete TEIA's application form (available by emailing admin@teia.edu.au) or accessible from its website. TEIA will send out an enrolment form and information about the course. Enrolments must be received no later than 24 hours prior to the course commencement.

Enrolment forms should be returned with payment unless the course is offered into a set client group. Enrolments will be considered tentative until payment has been received.

The following points related to learners enrolling in open entry courses:

- Once we receive your enrolment for a nationally recognised qualification in an open entry course, an interview will be scheduled. At this interview, you will do the following:
  - o Discuss the course in detail
  - o Discuss undertaking a training program
  - o Confirm the fees you will have to pay
  - o Complete a language literacy numeracy test to determine your learning needs
  - o Be informed about the requirements of any legislative or regulatory requirements of the course, i.e. a police check for working with children
  - o Confirm the date of the commencement of the course
  - o Tentative Enrolments: Should enrolment numbers reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment, TEIA will contact the tentative booking for payment confirmation or forfeiture of the tentative booking.
  - o Enrolment Confirmation: All students receive an email to confirm their enrolment. Written confirmation will outline relevant details, such as venue, date, and course duration.

Note that where a student is undertaking a course on-line, the following self-checklist needs to be considered:
1. Do you have the ability to work independently, and seek assistance when required?
2. Have you spoken with our staff about any possible barriers that you are aware of that might prevent you from succeeding with this program of study?
3. Do you have the necessary computer skills and Windows-based IT-resources to participate in the program? You must be able to work at an Intermediate level in the following broad areas:
   a. Operating system (i.e. Windows)
   b. A word processing application
   c. Emails – inwards and Outwards
   d. Virtual meeting/classroom application (i.e. Teams)
   e. Presentation application
4. Have you received sufficient information to ensure that you know what your program of study involves and how it will be delivered and assessed, including the availability and suitability of Units?

5. Have you read through each section of this Student Handbook and are aware of your rights and how they will be protected; the training products and support services being offered by this RTO; the fees, refunds and related conditions associated with this course; and, the complaints, appeals, anti-discrimination and privacy policies as outlined in this handbook?
6. Are you aware of the practical requirements for your chosen program, and do you have access to the necessary resources including a suitable environment, be it at a current workplace or elsewhere, where you will be able to practise and demonstrate any of the skills that are required in your chosen program, including access to other people to work with and observe you where needed?
7. Are you aware of the LLN requirements for your selected course? (If you would like to have your LLN skill levels evaluated prior to commencing, you can indicate that on the enrolment form).

If you have answered "No" to any questions, you must contact your trainer/teacher to ensure the course is suitable to your needs.

Student records

TEIA maintains an individual student file for every student who undertakes any form of training and assessment with us. This file contains records regarding your personal details provided to us, any training and assessment undertaken and completed. A printout of this data file is available to you upon request.

In accordance with Privacy laws and confidentiality requirements, your file is kept in a secure environment. Only those TEIA personnel who need to have access to your file for training and assessment purposes can access it.

No other person/student can and will have access to your personal student file without your prior written permission.

If you would like access to your personal records simply contact the TEIA office.

Student selection

TEIA conducts recruitment of students at all times in an ethical, fair and responsible manner using various methods.

TEIA is committed to ensuring that all student selection processes are fair, equitable and consistent with workplace performance, competency level and the Training Package requirements. Therefore, selection into a training program is based upon the applicant:

- satisfying appropriate entry criteria,
- meeting any pre-requisite qualifications or work experience, and
- meeting any age requirements that may be in place for a particular course

Student enrolments are subject to availability of places on the training program. This is based on the maximum number of participants who can be accommodated, given on-line capacity, type of course, learning structures, student needs etc.

If a training program is fully booked at the time the student enquires about enrolment into that particular training program, they will either be placed on a "reserve" list or offered a place on a date where there are vacancies. Students on a "reserve" list are given priority should a place become available. Enrolments are strictly on a first-in, first-served basis. Students must have the appropriate level of language, numeracy and literacy.

TEIA shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre-entry training they may take to meet eligibility criteria.

Third Party Arrangements

Third Party Arrangements are where a RTO 'outsources' the delivery and assessment of its qualifications to another body. TEIA does not operate in this manner. Rather if a situation ever developed where TEIA did enter into a Third-Party arrangement with another RTO, the following would apply:

- The 'Third Party' would have a separate Student Handbook that will be made available to prospective students prior to enrolment.
- TEIA ensures monitoring of the Third-Party activities occurs using structured processes and procedures.

- TEIA ensures complaints and appeals are managed fairly and in accordance with the relevant processes as outlined in the Student Handbook of both the Third Party and TEIA (in accordance with Standard 6 of the Standards for RTOs 2015).
- TEIA has specific arrangements in place so that students would be able to continue their courses until the end of their course If such a Third-Party Agreement should cease.

Validation of outcomes

TEIA has a systematic way of ensuring that its' assessments and the tools used to carry out this process are consistent with the appropriate Training Package requirements and are aligned to industry practice. TEIA has a Validation Strategy available upon request. Forms detailing validation processes are also available on request.

Version Control

TEIA ensure that all forms, documents and course resources (i.e. e-learning materials) used in the delivery of qualifications are accurate and up to date. As significant changes or amendments are made to these resources, old versions are recalled and new ones made available.

Workplace Health and Safety (WHS)

TEIA is committed to providing a safe and healthy learning and work environment. The safety of our students and staff is of primary importance in all activities and operations of our organisation. We are committed to implementing, maintaining and continuously improving work health and safety in all of our facilities and operations.

TEIA encourages all persons to regard accident prevention and safety as a collective and individual responsibility.

TEIA recognises its responsibility under the Workplace Health and Safety and related regulations. The Director has responsibility for ensuring the health and safety of staff, students, contractors and visitors. This includes:

- Provide and maintain safe plant, equipment and systems of work.
- Provide, monitor and maintain systems for safe use, handling, storage and transportation of plant, equipment and substances.
- Maintain the workplace in a safe and healthy condition.
- Provide adequate facilities to protect the welfare of all employees.
- Provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles.
- Provide information, where relevant, to students, allowing them to learn in a safe manner.
- Check WHS system compliance via ongoing auditing.
- Integrate continuous improvement into WHS performance.

Duty of Care

TEIA is committed to taking practicable steps to provide and maintain a safe and healthy work and learning environment for all staff, students, and contractors. Specific responsibilities are shown below.

TEIA Management:

- Are responsible for the effective implementation and regular review of this WHS policy.
- Must observe, implement and fulfil responsibilities under legislation that applies to WHS and endeavour to comply with relevant standards and codes of practice.
- Must ensure that the agreed procedures for regular consultation between management and staff are followed.
- Monitors the WHS management policies and procedures. Outcomes of WHS monitoring are used to help maintain appropriate risk controls. The effectiveness of these risk controls and this monitoring and review process is linked to TEIA Continuous Improvement processes
- Are responsible for ensuring that a WHS management system is implemented.

Staff, contractors, students and visitors:

- Have a duty of themselves and others.
- Have a responsibility to cooperate with all WHS processes.

- Have a responsibility to comply with TEIA's relevant WHS management system policies and procedures.
- Must not bypass or misuse systems or equipment provided for WHS purposes.
- Must report any unsafe conditions which come to their attention to the Director.

Accidents, Injuries and Near Misses

All incidents and near misses are required to be reported immediately. See your trainer/assessor or administration personnel to report any issues.

TEIA will ensure that the injured person receives appropriate first aid and/or medical treatment as soon as possible and will conduct an investigation to reasonably prevent a recurrence.

TEIA is also committed to ensuring that injury management activities commence as soon as possible after injury and that every effort is made to provide suitable and meaningful duties consistent with the nature of the injury or illness, after seeking appropriate medical judgement.

Students and employees are expected to take care to prevent work-related injuries to themselves and to others.

Investigating incidents and accidents

TEIA's Director is responsible for investigating incidents and accidents.

Following the report of an incident (near miss) or accident (and after first aid and other injury management processes have been implemented), the Director will immediately undertake an investigation.

The process for investigations may include.

- Interview all people involved in the accident or incident and witnesses.
- Use the risk management approach to help understand the underlying hazards that caused the incident or accident and whether controls failed, were insufficient or were absent.
- Listen to recommendations of people involved in the incident or accident about what is required to prevent such incidents or accidents in the future.
- Analyse results of investigation and document recommended courses of action for evaluation by the Director.
- Once action is approved, communicates outcomes and planned actions.