

Student Information Guide

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Dear Student,

Welcome to Traineeship Management Australia (“TMA”). We are pleased that you have decided to study with us. Our focus is on providing for our students a “pathway to the future”. And by being as flexible as possible on delivery, helping you manage your study program with other work and home commitments.

Our Trainers, Assessor and staff are committed to help and support you throughout the duration of your training program to achieve the skills and knowledge you require. If you need extra assistance at any stage, do not hesitate to give us a call.

TMA is a private Registered Training Organisation (RTO) that delivers Nationally Accredited Qualifications at Australian Qualification Framework (AQF) levels.

Please keep this guide with you so you can refer to it whenever needed. If you need more information or if you are seeking information about future courses please contact us on (03) 9419 3400 or 1300 862 146

We look forward to working with you to ensure an enjoyable and rewarding relationship.

Scott Donnelly

Managing Director

Traineeship Management Australia Pty Ltd

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Why Choose TMA?

- We are one of the leading national training providers in the Mortgage Broking and Financial Planning fields.
- TMA specialises in the delivery of interactive skill based classroom courses facilitated by industry experts.
- TMA is listed on the ASIC Training Register to ensure that all relevant training and assessment services offered achieve the outcomes defined in the Financial Services Training Package (FNS15) and ASIC Policy Statement 146 (RG 146) and ASIC Policy Statement 164 (PS 164).
- We offer a professional, tailored, and enjoyable learning experience.
- All resources are provided for each of our sessions.
- All resources (books, learning materials) are included.
- We specialise in the delivery of personalised, interactive skill-based classroom courses for small groups. This means more time for you!
- Service – our trainer/assessors are available to assist you gain the most from your training.
- Compliance and Quality – TMA is regularly audited in relation to Australian Quality Training Framework Standards and Conditions (national) as well as state registering bodies such as the Victorian Registration and Qualification Authority (VRQA). Students can request to view TMA's external audit results.

TMA is committed to providing you with knowledge based training that not only offers compliance, but gives you the opportunity to increase your skills and gain a competitive edge in the Financial Services Industry.

OUR PHILOSOPHY

TMA is committed to providing quality educational outcomes for all learners. Our Nationally Accredited Qualifications focus only on the Financial Services Industry, particularly Mortgage Broking and Financial Planning.

REGISTRATION

TMA is a registered training organisation (RTO) under the Australian Government's AQTF, providing education services for Australian students. All courses offered to students are listed on the National Training Information Services Register – www.ntis.gov.au

TMA is registered to provide quality education and training to students in Australia after inspection and approval from the Victorian Registration and Qualifications Authority (VRQA). RTO no: 21609

WHAT IS THE DIFFERENCE BETWEEN TMA AND A TAFE?

Qualifications issued by TMA hold the same accreditation and recognition as TAFE qualifications. This is because both organisations hold the same registration under the Australian Qualification Framework.

You will find that at TMA, we believe in providing a personal touch to your learning experience. We will treat you as a valued student, not just a number. The Nationally Recognised Training logo is your way of validating the creditability of your qualification. All courses offered by TMA are aligned with Nationally Accredited Training Packages, and carry this logo.



RECOGNITION OF QUALIFICATIONS AND COMPETENCIES ISSUED BY OTHER TRAINING PROVIDERS.

If you have already completed any AQF competencies from your course through another accredited training provider, we will automatically recognise it. Just ask your previous training organisation to provide you with a Statement of Attainment (a summary of competencies completed), and bring it to us. It is that easy! This process is called 'Credit Transfer'.

RECOGNITION OF PRIOR LEARNING (RPL)

The Recognition of Prior Learning is a process through which people can gain entry to, or credit in, recognised courses based on competencies gained. The competencies may have been gained through experience in the workplace, in voluntary work, in social or domestic activities or through informal or formal training. RPL does not include any additional training at the unit of competency or module level. Please ask your trainer if you want to undergo TMA's RPL process.

It is your responsibility to make application for Credit Transfer and/or RPL. While TMA staff may be able to make suggestions and give advice, the onus is on students to complete the appropriate application form(s), assemble the necessary documentation and submit the application(s).

QUALIFICATIONS

- FNS40815 Certificate IV in Finance and Mortgage Broking
- FNS50315 Diploma of Finance Services Mortgage Broking Management
- FNS50615 Diploma of Financial Planning



Additional information about each Qualification listed including the Units of Competency are detailed on our website or can be provided to you separately.

IMPORTANT STUDENT INFORMATION

We will advise prospective students of:

- Scope of Registration;
- Application processes and selection criteria;
- Fees and costs involved in undertaking training;
- Fee refund policy;
- Qualifications to be issued on completion or partial completion of courses;
- Competencies to be achieved during training;
- Assessment procedures including recognition of prior learning;
- Literacy and numeracy requirements;
- Complaints procedure;
- Staff responsibilities;
- Facilities and equipment; and
- Student support services.

ASSESSMENT PROCESS

All assessments conducted by TMA are completed in the following manner:

1. The student will be offered the opportunity for RPL
2. The student will be briefed on the assessment process
3. The trainer & the student will agree on a time & place for the assessment
4. All legal & ethical responsibilities / outcomes will be discussed
5. The assessment will be conducted at a mutually agreed time & place
6. The student will be advised of the outcome at the first available opportunity (normally immediately after the assessment for observation & on the job training if applicable).
7. The trainer will provide feedback on performance, and discuss the content with the student
8. The student will have the opportunity to appeal the decision (Refer Complaint / Appeal section of this booklet)

All assessments conducted by TMA will be flexible, fair, valid and reliable

Flexible – The trainer and student will negotiate and agree on a mutually convenient time and place for each assessment, and not be limited to one method of assessment.

Fair – The trainer will ensure that the student clearly understands what is expected, will have a set criteria to conduct the assessment from, and will provide the student with the opportunity to appeal the decision if you disagree with the outcome. This may also include re-assessment opportunities.

Valid – The trainer will not rely on one style of assessment, will sample a range of skills & performance, and will ensure you are only assessed on what you have been advised on.

Reliable – The trainer will ensure the assessment is reliable by collecting evidence by a number of different methods and at several different times throughout your course.

UNIQUE STUDENT IDENTIFIER (USI)

In 2015 the Unique Student Identifier (USI) will be introduced throughout Australia as per the Student Identifiers Act (SI) 2014 (Cth) and will be mandatory of all students who commence a module of training in 2015.

The USI will be available online and at no cost to students. This USI will stay with the student for life and be recorded with any nationally recognised VET course that is undertaken from when the USI comes into effect. The USI enables students to obtain a full transcript of all of the accredited VET training they have undertaken from the time the USI comes into effect in 2015.

A USI is effectively an account or reference number made up of numbers and letters. The USI will allow all of an individual's training records, entered in the National Vocational Education and Training (VET) data collection, to be linked.

Personal details collected by the new USI Agency are protected by the Privacy Act 1988 (Cth). Under the SI Act, from 1st of January 2015, Qualifications or Statement of Attainments cannot be issued without a USI, for more information please visit the USI website (www.usi.gov.au).

While students can apply for their own USI, Traineeship Management Australia (RTO ID:21609) can also apply for your USI on your behalf, therefore saving you time.

Students who do not have a USI from 1st of January 2015 will not be able to be issued with any Qualifications or Statement of Attainments.

CLIENT SELECTION, ENROLMENT AND INDUCTION / ORIENTATION PROCEDURES

Prior to enrolling into any of our courses, you will be required to undertake a brief informal interview, to ensure your selected course is suitable.

To enroll into our courses, you are required to complete our enrolment form, and lodge it to our office.

Once received, you will be contacted to arrange your induction into the course, and to advise you of the course start date.

FLEXIBLE LEARNING AND ASSESSMENT PROCEDURES

TMA will offer flexible delivery including:

- Alternative course time and dates.
- A second assessment of competencies which were not achieved at first assessment.
- Ensuring we can deliver the training to suit the requirements of your employment.
- Different delivery options

LANGUAGE LITERACY & NUMERACY ASSESSMENT (LL&N)

Prior to enrolment, TMA conducts an informal LL&N assessment on each student. This will assist us to develop appropriate training and assessment strategies for you. If you have specific Language, Literacy or Numeracy needs, please discuss your trainer.

TRAINING RESOURCE MATERIALS

TMA has quality resource material for all our courses. Once your trainer commences training with you, they will determine the resources that you require, and provide them to you. These resources are yours to keep, and refer to as a guide.

COURSE DELIVERY AND ASSESSMENT

Training and assessment is conducted in quality training rooms with all necessary equipment and services.

COURSE DELIVERY

We will

- Provide, prior to course commencement, orientation program containing information about the course curriculum, program of study and availability of learning resources.
- Ensure that a current copy of the accredited course curriculum is available to staff and students.
- Ensure that training and assessment occurs in accordance with the requirements of the accredited course.
- Ensure that National guidelines are followed when customising courses to meet the needs of particular clients.
- Obtain written permission from course copyright owners prior to course delivery to use and, if required, customise courses.
- Ensure that all courses in the Scope of Registration remain accredited.

ON-THE-JOB TRAINING

If you are undertaking your course while working on the job, you are most certainly taking advantage of a contemporary method of learning. This style of training will allow you to implement new skills that are directly related to your current role. This also means that the relevance, understanding and benefits to you are much greater

WHAT HAPPENS IF YOU LEAVE YOUR JOB WHILE TRAINING?

If you are an Australian Trainee/Apprentice, please contact TMA as soon as you are aware that you will no longer be working for your current employer. We can then discuss options you have to continue your training in a new forum. If you decide to not continue your course, a statement of attainment will be issued to you.

ATTENDANCE

Students are expected to attend 100% of their timetabled classes. Failure to attend may result in a student not achieving competency or successfully completing their studies.

If a student misses a scheduled class or any of the 4 day workshops due to illness, work or personal reasons, the rescheduling of my remaining training dates will be at the discretion of TMA. Re-enrollment fees may also be charged.

STUDENT ABSENCES

Students must inform the administration department of any absence as early as possible, so that relevant trainers can be informed.

YOUR TRAINER

TMA is committed to only using Trainers of the highest caliber. Every trainer is fully qualified and experienced in training and assessing as well as holding high qualifications in their area of expertise. Apart from the training and assessing aspect, your Trainer will assist you in any way possible to ensure your learning experience is memorable and insightful.

STAFF

Trainers and Assessors of TMA will have:

- Demonstrated competencies at least to the level of those being delivered
- For Trainers demonstrated achievement of at least Certificate IV in Training & Assessment Competency Standards or their equivalent
- For Assessors demonstrated achievement of at least the three assessor competencies from the Certificate IV in Training & Assessment Competency Standards or their equivalent
- Industrial experience that is current and relevant to the particular courses or modules that they are involved in delivering.

CHANGE OF PERSONAL DETAILS

If you have a change of personal details, please ensure to inform us as soon as possible so that we can keep your file up to date. This will ensure that any correspondence we send you is received safely. Please advise us in writing of your new details as soon as they change.

FEEDBACK

At TMA, we believe in quality continuous improvement. This can only be achieved with the help of our clients and students. As such, during your course you will receive a feedback form from us. The purpose of this form is to obtain your opinion on your training so far. This gives you, and TMA an opportunity to fine tune the course to ensure all needs and requests are being met.

On the odd occasion, you may also receive a random telephone call by a staff member of TMA, to ask you a few quality related questions regarding your last training session.

We encourage people to be as honest as possible during all feedback forums so that we can make your training experience first-rate.

AWARDS AND STATEMENTS OF ATTAINMENT

Awards and Statements of Attainment will be issued to students (within 4 weeks) who satisfactorily complete courses or units within the Scope of Registration in the form of certificates containing the following information:

- Name and registered number of the training provider;
- Name of the person receiving the qualification;
- Name of the course or units as shown on the Scope of Registration;
- A certificate number
- The Nationally Recognised Training Logo
- The appropriate Australian Qualifications Framework statement
- Identification of the recognition authority
- Date issued; and
- Authorised signatory of the Registered Training Organisation

We will identify units of competency achieved on any certification issued in relation to courses based on national competency standards.

We will accept and mutually recognise the qualifications and Statements of Attainment awarded by any other registered training organisation.

ELIGIBILITY

To be eligible for Victorian and Commonwealth funding, an individual must meet *Victorian Training Guarantee* requirements as follows:

(a) An individual must be:

- an Australian citizen; or
- a holder of a permanent visa; or
- a New Zealand citizen;

and

(b) An individual must enrol and commence training in a course or qualification provided by the RTO between the later of 1 January 2016 or when this Agreement is executed, and 31 December 2016 inclusive and be:

- Under 20 years of age (as at 1 January 2016) and seeking to enrol in nationally recognised training; or
- Over 20 years of age (as at 1 January 2016) and seeking to enrol in nationally recognised training in an Approved Foundation Skills List course; or
- Over 20 years of age (as at 1 January 2016) and seeking to enrol in nationally recognised training as an Apprentice (not Trainee); or
- Over 20 years of age (as at 1 January 2016) and seeking to enrol in training in the Victorian Certificate of Education or the Victorian Certificate of Applied Learning (Intermediate or Senior); or
- Over 20 years of age (as at 1 January 2016) and seeking to enrol in nationally recognised training in a course that is at a higher qualification level than the highest qualification held at the time of the scheduled commencement of training.

An individual is eligible to commence a maximum of two government subsidised courses in 2016. Where an individual is enrolled in a course(s) that is scheduled to commence at a later date in 2016, this course(s) must be counted for the purpose, when assessing eligibility.

An individual is eligible to undertake a maximum of two government subsidised courses at any one time in 2016.

You can check your own eligibility on the Smart and Skilled website, which can be found at <http://www.education.vic.gov.au/victorianskillsgateway/Students/Pages/vtg-eligibility-indicator.aspx>.

FEES & CHARGES

Prior to enrolment in each course, TMA will provide a Statement of Fees and charges associated with the course you have chosen. As the fees vary, subject to the course, delivery method, location and other variables, you will be provided with an itemised list (listed on the enrolment form) regarding all fees and charges prior to enrolment.

Course	Workshop Fee for Service*	Indicative Scheduled Hours	Govt Funded Tuition Fee+*	Indicative Tuition Fee per Scheduled Hour	Govt Funded Concession Fee+*	Concession Indicative Tuition Fee per Scheduled Hour
FNS40815 - Certificate IV in Finance & Mortgage Broking	\$4,995	545	\$599	\$1.10	\$119.80	\$0.22
FNS50315 - Diploma of Finance & Mortgage Broking	\$9,995	825	\$999	\$1.21	N/A	N/A
FNS50615 - Diploma of Financial Planning	\$9,995	1175	\$1,995	\$1.70	N/A	N/A

*inclusive of GST

+the training is provided with [Victorian and Commonwealth Government Funding](#)

The Victorian Government has developed procedures to make sure that student fees are protected in the event that a provider stops operating or has their accreditation revoked. TMA in accordance with government guidelines, will charge any Fee for Service student the maximum of \$1000 at enrolment for a course. Remaining monies outstanding for the course will be subject to a payment plan. For example, if a student enrolls for a Certificate IV in Finance & Mortgage Broking which costs \$4,995, the student will pay a maximum of \$1000 on enrolment followed by a payment plan for the remaining \$3,995 (eg. three further payments of \$1,000 and a final payment of \$995).

For courses that cost less than \$1000, students must pay a one off payment for the total amount of the Enrolment fee.

Assessments are conducted throughout your course. If you are assessed as 'not yet competent' for a particular unit/s there is no additional charge for one resit/reassessment of each unit of competency. Subsequent resit/reassessments are charged at \$100 each.

Students are entitled at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing the qualification, provided the student has paid in full for the tuition related to the units of competency to be show on the Statement of Attainment.

Completion certificates are provided on successful completion of the course. There is a \$50 charge for a **replacement** certificate if original is lost.

Should you require a copy of your classroom assessments activities, there is a \$50 charge per classroom assessment.

Students enrolled in courses with a duration of one semester (6 months) must complete their course within this period, otherwise, as per TMA policy, an additional enrolment fee may apply. This includes attending all class sessions and submitting all assessment materials.

Students are entitled at no additional cost, to a formal Statement of Attainment on Withdrawal, Cancellation or Transfer, prior to completing the qualification, provided the student has completed all associated Assessments relating to the training modules and is paid in full for the tuition related to the units of competency to be show on the Statement of Attainment.

PAYMENT PLANS

TMA has Payment Plans available to students wanting to spread their Enrolment Fee costs into a maximum of 4 separate payments spanned over the length of your course. This must be approved by TMA management and is not available to all students.

All applications will be assessed to determine eligibility for a payment plan and full payment must be received by at least one month before your last scheduled class.

A schedule of payments will be planned according to your financial circumstances. Cancellation of enrolment does not necessarily cancel the obligation to make all remaining payments under an existing Payment Plan.

Students with an approved payment plan are required to be charged via their listed Credit Card Details in regular and agreed upon instalments. Failure to do so may result in:

- Rescheduling of your classes until such payments have been received and are up to date (this will delay you completing your course)
- or
- Cancellation of enrolment

REFUNDS

Refund calculations are detailed below:

If you withdraw by written notice up until 4 weeks after the scheduled commencement date of the course	Refund of the balance of the enrolment fee in excess of the State Government minimum of \$57 for Traineeships, \$120 for Certificate III & IV qualifications or \$225 for Diploma qualifications
If your course is cancelled by TMA and a replacement is not offered	Full refund

Special circumstances will be assessed on a case-by-case situation by the Managing Director.

In order to apply for a refund, you need to lodge a written request outlining the reason/s and include evidence where applicable.

All refunds will be made within 14 days from application. If you are unhappy with the refund decision or amount for any reason at all, please refer to our appeals process.

Circumstances not usually regarded as grounds for a refund include:

- Job change
- Change in work hours
- Inconvenience of travel to college
- Moving interstate
- Redundancy/Retrenchment.

Special circumstances will be assessed on a case-by-case situation by the Managing Director.

In order to apply for a refund, you need to lodge a written request outlining the reason/s and include evidence where applicable.

All refunds will be made within 14 days from application. If you are unhappy with the refund decision or amount for any reason at all, please refer to our appeals process.

MARKETING AND RECRUITMENT

We will

- Market courses within the Scope of Registration with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. No false or misleading comparisons are to be drawn with any other provider or course.
- Not state or imply that courses other than those within the Scope of Registration are recognised by the registering authority.

- Recruit students at all times in an ethical and responsible manner consistent with the requirements of courses.
- Ensure that application and selection processes are explicit and defensible and equity and access principles are observed.

TRAINING ENVIRONMENT

- We will meet the following minimum training environment standards.
- Comply with all laws relevant to the operation of training premises including occupational health and safety, equal opportunity, anti-harassment, privacy and fire safety regulations.
- Ensure that training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.
- Ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.

EQUAL OPPORTUNITY / DISCRIMINATION

TMA is an Equal Opportunity company, and does not discriminate against any person for any reason, nor do we condone workplace harassment of any sort. We operate in accordance with the

- Anti-Discrimination Act 1991.
- Human Rights and Equal Opportunity Commissions Act 1986.
- Harassment Act 1997.

DISPUTE RESOLUTION PROCEDURE

TMA has a Dispute Resolution Procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. The Dispute Resolution Procedure includes a requirement that an Independent Mediator will be appointed at no expense to the student if the student is dissatisfied with the resolution proposed by TMA. The Independent Mediator will be provided by the Australian Counsel for Private Education and Training phone 613 9416 1355.

HARASSMENT AND DISCRIMINATION

TMA is committed to a policy of providing a work and study environment free from sexual harassment and discrimination. TMA is also bound by law to ensure that students and staff are not subjected to sexual harassment or discrimination.

Staff and Students at the TMA are required to adhere to standard of conduct that is respectful of all persons within the Institute environment. TMA will not tolerate any form of sexual harassment or reprisal, and has established a procedure to enable prompt, appropriate action to be taken avoid or minimise the incidence of sexual harassment and Institute liability.

CODE OF STUDENT BEHAVIOUR

The adult learning environment at TMA encourages and supports the participant of people for diverse background.

Learning is enjoyable and our aim is for each student to have an equal opportunity to learn in a supportive environment.

Students have the following rights whilst studying with TMA:

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- The right to be free from all forms of intimidation
- The right to work in a safe, clean, orderly and cooperative environment
- The right to have personal property (including computer files and student work) and TMA property protected from damage or other misuse
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the Grievance Procedure)
- The right to work and learn in a supportive environment without interference from others
- The right to express and share ideas and to ask questions
- The right to be treated with politeness and courteously at all times
- Any student who breaches the code of behaviour whilst enrolled with this RTO both during and outside of your contact hours may be expelled from their course. All incidents of a serious nature will be referred to the local authorities including the Police

STATEMENT OF STUDENT RESPONSIBILITIES

Purpose

As fully independent and active learners, TMA students are expected to assume responsibility for the choices they make in relation to their course and program. At the commencement of all TMA courses, students must agree to the following statements, which together comprise the Statement of Student Responsibilities:

Enrolment Policy

1. The information I have provided at enrolment is true and correct and I am responsible for correcting any errors made during the enrolment process.
2. I must comply with any directions given to me by TMA regarding course eligibility.
3. I have read the official TMA Student Guide regarding their **policies and procedures and course information** for the program into which I am enrolling to ensure that:
 - I am eligible to enroll in my selected courses; and
 - I stay within my approved program structure; and
 - I maintain the appropriate study load.

4. I must maintain a valid enrolment and comply with:
 - RTO regulations and policies;
 - relevant Australian Government and Victorian Government legislation;
 - the published requirements relating to my program;
 - the Approved Schedule of Fees and Charges; and
 - the Rules of use of TMA provided manuals.
5. I will comply with the course schedule and training dates for the classroom based training structure.
6. Should I miss a scheduled class or any of the 4 day workshops due to illness, work or personal reasons, the rescheduling of my remaining training dates will be at the discretion of TMA.
7. I understand that TMA recognises skills and knowledge gained through prior formal and informal learning, and work or life experience, and that if I wish to apply for credit transfer or Recognition of Prior Learning (RPL) to count towards my award, I must contact TMA prior to the commenced of training with supporting documentation/evidence.
8. Program information has been made available to me and I confirm that
 - this is the most appropriate program for me.
9. I acknowledge that TMA reserves the right to cancel or amend my enrolment if I do not adhere to the requirements listed in this statement.
10. I acknowledge that the TMA will make available to me electronically:
 - my Confirmation of Enrolment
 - my TMA tax invoice once payment has been received
9. I acknowledge that all other official communications from the RTO will be sent to me via my email account or by post to my current mailing address.
10. TMA will not extend or vary a deadline on the basis that I did not receive or read information sent to me via:
 - my current mailing address
 - my email account.
11. I must keep my personal information, such as contact details, up-to-date for the duration of my enrolment and during periods of leave approved by TMA Administration.
12. I acknowledge that upon completion of my program it is my responsibility to retain for my records copies of all relevant documents, such as invoices, Confirmation of Enrolment, Testamur and course materials, etc.
13. I must pay any fees and charges from TMA arising from my enrolment and academic activity by the original due date as detailed on my TMA tax invoice, in accordance with the Approved Schedule of Fees and Charges.
14. I acknowledge that if I fail to pay all my fees and charges by the due date on my tax invoice then I not be able obtain a transcript of results or a Statement of Academic Completion, or receive an award until the debt is cleared, and that your enrolment may also be cancelled should payment not be received by the end of the current calendar year.
15. I will not threaten, intimidated other students or TMA Staff by any means.
16. I will adhere to the stipulations of the TMA Learner/Student Conduct Policy Provided.

WORKPLACE HEALTH & SAFETY

TMA has a responsibility to provide a safe and healthy environment for their employees, customers and visitors

Under the Occupational Health & Safety Act 2000, course participants also have certain responsibilities. These include:

- Undertaking activities in a safe manner
- Follow instructions provided for safety
- Not putting themselves or anyone else at risk
- Reporting an injury / illness or “near miss” to an appropriate person.

First Aid

TMA has First Aid Facilities. In case of an emergency contact a staff member for assistance.

COMPLAINTS POLICY AND PROCEDURE

Purpose

To establish policies and procedures for handling complaints.

Traineeship Management Australia will ensure that students have access to a fair and equitable mechanism for dealing with complaints.

Policy

If you have any complaints regarding your experiences with Traineeship Management Australia, we welcome what you have to say. Your feedback is important to us and dealing with your complaint is a positive way of improving our company.

Traineeship Management Australia will:

- respect your privacy and dignity;
- keep all records confidential; and
- ensure that you will suffer no retribution from having made the complaint.

Procedure

Every effort should be made to resolve the complaint at its source, where practicable. However, there are a number of approaches possible and these are described below:

- The matter can be dealt with in the first instance between the person(s) complaining and their trainer or other relevant staff member.
- If the matter is not resolved within 7 days, the person(s) complaining and/or the relevant staff member should raise it with the General Manager.
- If the complaint relates to the General Manager the person complaining can raise it directly with the Managing Director.
- The General Manager, if s/he considers it appropriate, may ask that the complaint be presented in written form.

- If the complaint is unresolved within 21 days, the person making the complaint and/or the General Manager should request that the Managing Director investigate and resolve the problem.
- In the event of a serious problem which cannot be resolved within 60 days of the original complaint having been made at any of these levels, the Managing Director may decide or may be requested by the person complaining to have the matter considered by a committee involving an independent external conciliator.

All complaints must be fully documented and Traineeship Management Australia must store the documentation securely so that the privacy of the client/s is protected.

Training and Assessment related Complaints.

The emphasis in which TMA seeks to make in this policy is, that resolution of complaints is best worked as close to the level of operations and in as informal a manner as possible.

All participants have the right to request reconsideration of the results of assessment of an element of competency/learning outcome which has been assessed as Not Yet Competent. It is the participant's responsibility to use the processes set up for this purpose within two (2) weeks of results being received.

The policy of TMA is a maximum of two attempts at achieving competency. Further instruction and adequate practice time will be provided. All process steps are to be completed within a period of six (6) weeks from date of lodgments of appeal.

STEPS TO FOLLOW

1. Student complains about the assessment outcome in writing.
2. The trainer will contact the student to discuss the details of the original decision.
3. If the student still does not agree with the decision, an opportunity to re-submit work / reassess competencies will be arranged.
4. The trainer will conduct a second assessment and provide feedback to the student.
5. Final decision is conveyed in writing to student.
6. All information is documented and archived as required under the provisions of the Privacy Act

If, for whatever reason, the complaint is not resolved an appeal can be lodged as per process outlined below.

APPEALS

Appeals may arise from a number of sources including appeals against assessment, appeals against discipline actions and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by a student to reconsider a decision made by TMA. When a student makes an appeal, TMA will appoint an independent person or body to hear the appeal and propose a final resolution.

- a) For appeals:
 1. The appellant must have an opportunity to formally present their case
 2. The appeal must be recorded in writing and signed and dated by the complainant, the second assessor or mediator and TMA.

3. The outcome of the appeal and reasons for the decision must be recorded in writing and signed and dated by the complainant, the second assessor or mediator and TMA.
4. For appeals which do not involve assessment the appeals procedure determined by the Australian Council for Private Education and Training will be followed in all other respects
5. If the person is still not satisfied, the GM or MD is to advise the person who lodged the appeal of any other avenues available including contacting the ASQA. The option to take the complaint to the Dispute Settlement Centre (Department of Attorney General and Justice – Ph (02) 8688 7777 or Toll free on 1800 658 528 will also be offered.
6. TMA will cover the cost of taking the complaint to the Dispute Settlement Centre ONLY if the complaint is deemed to be the fault of TMA.
7. All details of the complaint and outcome will be filed on the students file

ACCESS & EQUITY

The following access and equity guidelines are designed to remove barriers and obstacles so that all students have the opportunity to gain skills, knowledge and experience through access to Vocational Education & Training (VET) subjects. Access and equity guidelines will be implemented through the following strategies:

- Access to VET programs will be available to all eligible participants regardless of gender or race.
- All participants will be provided with the opportunity to gain a full qualification.
- For participants with special needs, access to additional assistance will be provided.
- Where poor literacy and/or numeracy skills present a barrier to participation, additional support will be provided to the participants within the capacity of the organisation's resources to provide such support and/or external assistance will be accessed as required.

TMA actively encourages the participation of a cross section of the community. This is achieved through the establishment of non-discriminatory selection procedures, encouraging access for all members of the community.

In the first instance, the Trainer will assess literacy, language and numeracy concerns. When indicated, the General Manager will make available to the Trainer such materials or training processes to assist with learning. Interpreters are welcome to attend the training of a client with literacy difficulty; however, TMA will not incur any expense associated with interpretation services.

If you require support for any reason at all whilst enrolled with TMA, please contact us direct. We will endeavour to assist you to our fullest capacity, or where appropriate, direct you to a suitable professional agency. This service is of no charge. (Support can include interpreters, trauma, disability, welfare etc.)

ACCESS AND EQUITY OPERATING PRINCIPLES

We will:

- Aim to ensure that access to training is available, regardless of gender, socio-economic background, disability, ethnic origin, age or race.
- Ensure our Training and Assessment services are delivered in a non-discriminatory, open and respectful manner.
- Ensure our staff is appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Ensure our facilities are updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
- Conduct client selection for training opportunities in a manner that includes and reflects the diverse client population.
- Actively encourage the participation of clients from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.
- Provide culturally inclusive language, literacy and numeracy advice and assistance that assist clients in meeting personal training goals.
- Be accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system.
- Ensure that our staff and students are required to comply with access and equity requirements at all times.

If you have any suggestions as to how we can improve our performance with respect to access and equity, or if you would like further information on anything included in this policy, please contact the MD.

PRIVACY & ACCESS TO PERSONAL RECORDS

Your Privacy is respected by TMA. Personal information collected about you will be used in the course of TMA business. Certain personal information may be required by the Australian Skills Quality Authority before you can be issued with a Nationally Accredited Qualification.

TMA does not supply this information to any marketing company, mailing list or public relation company. If you are enrolled through a New Apprenticeship, your personal Information is only shared with your chosen New Apprenticeship Centre's and the relevant Government Departments.

From time to time we will use your information internally to forward details about specials, or other courses you may be interested in undertaking. In accordance with the Privacy Amendment (Private Sector) Act 2000, we invite you to advise us if you wish to have your name removed from our internal mailing list. If you have privacy concerns, or do not wish to receive this information, contact our office direct.

If you wish to access your own records held by TMA, please forward your signed request to our office. Alternatively you can make an appointment to view your records personally - suitable photo identification will be required.

CODE OF PRACTICE

Administration and management

We will meet the following minimum administrative and management standards.

- Ensure a person or persons with relevant qualifications and experience will undertake responsibility for the management and coordination of training delivery, assessment, verification, staff selection and professional development of the Registered Training Organisation.
- Maintain adequate and appropriate insurance including public liability, professional indemnity, and Work Cover.
- Advise the Registering Authority in writing within 10 working days of any change to the information contained in its Registration/Endorsement Application.
- Allow the Registering Authority or its agent's access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the Conditions of Registration/Endorsement.
- Pay the Registering Authority all registration fees within 30 days of these fees being due and payable to maintain currency of registration.
- Maintain systems for recording student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, grievances and the archiving of records.
- Treat all personal records of clients with the strictest confidentiality.
- Provide for staff and students to be able to access their own records.

We have a detailed Code of Practice document - available on request.

CHEATING & PLAGIARISM

Policy:

Cheating and plagiarism are not acceptable. The following procedures are in place to deal with any cases that occur.

Cheating

Cheating is the actual or attempted practice of seeking to obtain an unfair advantage for work submitted by a student for assessment.

This includes

- Submitting work that was completed in part or whole by another person.
- Work which was written in conjunction with another student and without the prior permission of the trainer.
- Submitting work that has been stolen, purchased, borrowed or that has been fabricated from other students without their knowledge.
- Copying work from other students.

Plagiarism

Plagiarism means to take and use another person's ideas or work and pass these off as one's own, by failing to give appropriate acknowledgement.

This includes:

- Assembling parts from various works and submitting the assignment or assessment paper as your own creation.
- Fabricating data from other student's assignments or assessments and using for the student's own advantage.
- Using materials from the Internet without full acknowledgement and proper referencing.

Procedure:

Proactive prevention and detection; all relevant staff advise students at induction of the measures taken and the consequences of cheating and plagiarism. These measures are reinforced throughout the training period

Trainers utilise several detection methods including use of software programs, checking handwriting and verbal questioning to check understanding of written work.

If a Trainer or staff member of TMA has evidence that cheating or plagiarism may have occurred, he or she may choose to meet with the student and employer (if applicable) to discuss the circumstances. If the student admits dishonesty, then TMA's management will decide on whether they will only issue the qualification/statement of attainment for competencies that have not been subject to the above wrongdoing.

If the student does not acknowledge misconduct, the Trainer or staff member shall report the incident to TMA's Management. Our management shall gather all relevant evidence from both the student and trainer (and other knowledgeable parties), review the allegations, determine whether there was cheating or plagiarism, and if so carry out the appropriate disciplinary action.

If the student does not appeal the action to TMA management within one week, TMA shall carry on and determine the final disciplinary action that will take place.

If an appeal is requested, and TMA discovers that there is insufficient evidence of dishonesty to warrant chosen disciplinary action, TMA shall decide on an alternate direction which may involve close supervision.

All breaches of the student code of conduct including cheating and plagiarism may be dealt with by the GM/MD, and may include counseling, suspension (which may affect your attendance) through to expulsion from our organisation. Fees will not be refunded in these cases.

RELEVANT LEGISLATION

A range of legislation and information is applicable to all staff and students. Information on relevant legislation can be found at the following websites:

OH&S: <http://www.business.channel.vic.gov.au>

Equal Opportunity: <http://www.eoc.vic.gov.au/>

National VET Regulations: www.asqa.gov.au

Privacy: <http://www.privacy.gov.au/>

It is the responsibility of TMA and all staff to ensure the requirements of relevant legislation is met at all times. Use the web sites indicated or contact the training manager if you require further information.

STUDENT SUPPORT AND WELFARE SERVICES

TMA has a range of support services to assist students. These include:

- Access to your trainer via phone/email outside of class times
- Assistance with language & literacy
- Referral to community services including accommodation, welfare, jobsearch & placement, career guidance, personal counseling
- Mentoring and study skills programs

Policy:

It is TMA policy that students are not required (or permitted) to attend scheduled classes (including time allocated for self-paced studies) for more than eight hours in any one day.

Classes are scheduled between the hours of 0800 to 1700 Monday to Friday only.

All TMA training locations are located in commercial/retail areas and for security reasons are within 200 metres of public transport and are well away from industrial zones

Procedures: Delivery plans and class schedules are developed in line with above policy.

Selection of suitable training locations is made with consideration of security issues above.

TMA LOCATION & CONTACT DETAILS

Address and contact details are listed on the front cover of this guide.