

# **STUDENT HANDBOOK**

**V14**



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## WELCOME

TEC SKILL Pty Ltd (TECSKILL) is an established Registered Training Organisation (RTO) (Registration 45055).

Our team of trainers and staff are qualified and experienced in the delivery of training and assessment services and is here to ensure your learning experience is positive, focused on value and contribution. TECSKILL promotes a flexible learning environment with tailored training to the individual learner's need.

The TECSKILL team is proud to welcome you to our business and education program/s. During your training, you will have certain rights and responsibilities, most of which are covered within this handbook.

In addition, we have included all of the information on our website necessary for you to make an informed decision on the qualification or program you may be wishing to purchase. If you wish to talk to someone about your options of study and payment terms, or you have questions that are not covered in this handbook please contact TECSKILL directly (details below).

We trust that you will find the time we share challenging, rewarding and fun. Thanks!



## PRIVACY STATEMENT

Personal information collected as a result of your enrolment will be used by the Department of Education, Training (DET), the Australian Skills Quality Authority (ASQA) and the Student Identifiers Registrar (SIR) for general student administration, vocational education and training administration and regulation, as well as for planning, communication, research, evaluation, auditing and marketing activities by these bodies. Only authorised DET/ASQA Officers have access to this information.

Your personal information, attendance details, progress and results may be disclosed to:

- ASQA
- D.E.S.B.T
- Your employer
- The RTO

No further access to your enrolment information will be provided to any other organisation or persons without your consent, or unless authorised or required by law, in accordance with the Privacy Act 1988.

## CHANGE OF CONTACT DETAILS

If at any stage there is a change to your contact details (e.g. address, phone number) please notify the TECSKILL Administration Team as soon as possible. Failure to do so could result in, for example a Qualification, or Statement of Attainment being sent to the wrong address.

## TECSKILL CONTACT DETAILS

9 Sherwood Road  
Level 5, Toowong Tower  
Toowong QLD 4066  
Phone: (07) 3310 8756  
Email: [admin@tecskill.com.au](mailto:admin@tecskill.com.au)  
ABN: 20 167 941 611

## **QUALIFICATION INFORMATION**

You can find our qualifications and units of competency are on TECSKILL Scope of Registration as of the date this document was compiled. Ongoing updates on courses and assessment can be found at [www.tecskill.com.au](http://www.tecskill.com.au) and going to the **courses** page. A current version of the training package for each qualification and Tecskill's scope of registration can be viewed at [www.training.gov.au](http://www.training.gov.au) by searching our RTO name.

### **ENROLMENT INCLUDING INITIAL ASSESSMENT**

An initial assessment of the skill level of a particular student will provide an indicator of additional training requirements. Additional professional assistance may be necessary to properly ascertain requirements.

#### **This initial assessment includes any or all the following:**

- Discussions with the student about prior education & experience
- An assessment of literacy and oral skills (if required)
- A self-assessment across all units involved in the qualification
- Questionnaire (CRM classification) including question within the enrolment form
- Records of previous skills, education & training in the form of previous qualifications, tickets and verified education/training (CRM)
- Record of previous skills and experience via previous employers, projects, environments (including validation of previous employers)
- Or, a combination of the above

The above elements are validated by Assessors to prove authenticity.

The initial assessment is an observational analysis undertaken during the sign-up process.

All students are required to complete the Enrolment Form. This includes statistical information required by various Government agencies and the information collected is mandatory.

### **COURSE DELIVERY**

Training delivery will be a combination of training provided by the trainer/assessor and an appropriately qualified workplace supervisor/tradesperson. Training will be one on one at the workplace, scheduled in collaboration with the employer prior to commencement and documented in a Training Plan. This can be varied to suit the individual learner's needs. Training is 'blended' with components (theory units) completed online with supporting practical assessments conducted 'in the field', onsite. Online full training is also available for some programs. If there are any changes to any program temporarily, this will be posted on our website under the section delivery. This may happen in instances where programs are being updated, re-written and/or improved upon.

We endeavour to ensure that all online programs are up 99.9% of the time and that ease of access for students is paramount. However, in instances where online LMS functions are experiencing technical issues we will contact you and post this information on the course/program page within the actual qualification notes.

### **METHODS OF ASSESSMENT**

During the course, you will be required to undertake a range of assessment activities related to the units of competency in which you will be enrolled. These assessment activities will consist of written assessments (may be conducted orally if student's reading/writing skills are not at the appropriate level), practical observations, referees/employer/supervisor reports and/or projects and assignments. The practical observations will be undertaken at your workplace. Assessments may also be managed online through the Tecskill LMS system.

## **RESOURCES**

For training partially delivered in the workplace, agreements will be put in place with the employer for access to the appropriate facilities and equipment required for the delivery of training and assessment. An Employer Resource Assessment will be undertaken prior to any Training Plans being developed. You will be expected to supply your own hand tools or can be done by the employer. TECSKILL will provide the learning and assessment materials.

Other training will be conducted in the Tecskill office or assessments done remotely through the nominated form of communications (email, phone, meetings, face to face, simulations etc)

Assessments will also be conducted online for some nominated programs. Please speak to your trainer for specific deliver methods of training.

## **UNIQUE STUDENT IDENTIFIER**

As of 1<sup>st</sup> January 2015, it is a requirement for all students to obtain a Unique Student Identifier (USI) in order to receive a Certificate or Statement of Attainment.

Students are able to create a USI at [www.usi.gov.au](http://www.usi.gov.au) or alternatively TECSKILL can obtain a USI on your behalf, once permission has been granted and a form of ID is provided. For information regarding proof of ID please visit [www.usi.gov.au](http://www.usi.gov.au).

**You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI:**

is collected by the Registrar for the purposes of applying for, verifying and giving a USI, resolving problems with a USI and creating authenticated VET transcripts

### **MAY BE DISCLOSED TO:**

- Commonwealth and State/Territory government departments and agencies and statutory
- bodies performing functions relating to VET for the purposes of administering and auditing VET, VET providers and VET programs, education related policy and research purposes and to assist in determining eligibility for training subsidies
- VET regulators to enable them to perform their VET regulatory functions
- VET Admission Bodies for the purpose of administering VET and VET programs
- Current and former RTOs to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies
- Schools for the purpose of delivering VET courses to the individual and reporting of these courses
- The National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collect, preparation and auditing of national VET statistics researchers for education and training related research purposes
- Any other person or agency that may be authorised or requested by law to access the information
- Any entity contractually engaged by the SIR to assist in the performance of his or her functions in the administration of the USI system
- USI's will not otherwise be disclosed without your consent unless authorised or required by or under
- law.

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy or by contacting the Registrar via email at [usi@industry.gov.au](mailto:usi@industry.gov.au) or telephone the Skilling Australia

Information line on 13 38 73. The Registrar's Privacy Policy contains information about you, how to access and seek correction of personal information held, how to make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- misuse or interference of an unauthorised collection, use, access, modification or disclosure of USI's
- Failure by TECSKILL to destroy personal information collected only for the purpose of applying for a USI on your behalf.

In accordance with Section 11 of the Student Identifiers Act 2014 Cth (SI Act), TECSKILL will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made, or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

TECSKILL is unable to issue the relevant certification to a student who has completed a course if we have not been provided with that student's USI. For further information regarding the USI please visit [www.usi.gov.au](http://www.usi.gov.au)

Tecskill will verify the USI you provide or, with your permission, apply for one on your behalf if you do not provide your USI on enrolment.

## **FEE FOR SERVICE**

Fee for service courses/programs are delivered when the student or third party meets the cost of the training. At the time of enrolment, you will be asked to identify whether the fees for your qualification or course are to be paid by you or a third party. The party responsible for the cost of this training will be invoiced accordingly.

At enrolment, a detailed invoice of all course fees will be provided. If the student is responsible for paying the fees the student will receive a detailed invoice at enrolment of all course fees owing. Payments in advance, or deposits will be discussed with you the student directly at the time of engagement. A payment plan or payment strategy can be offered to suit personal circumstances so please ask your Tecskill representative about this.

Payment of fees can be made by via credit card or an invoice can be issued for payment via internet banking. Receipts, EFT's are not sent to students automatically so please request one if required.

Where the employer is paying the fees, the employer will receive an invoice for the full amount of training, prior to the training commencing. The terms of payment will be negotiated with the employer and the student will be made aware of these. Deposits for programs will not exceed \$1500 in the first instance. Payment options and plans are negotiated on a case by case basis. In the situation where the student wishes to pay up front will be required to be negotiated at the time under specific guidance of the CEO or GM or head Trainer, Manager. TECSKILL understand due to remote travel, tax purposes, employer policies, cashflow elements that paying up front may be required and/or beneficial to the student. It is TECSKILLS intention to ensure that all student payments are protected in this instance.

Please contact Tecskill directly to discuss or request updated prices as needed.

## **GENERAL STUDENT INFORMATION**

### **APPLICATION TO DEFER OR SUSPEND TRAINING**

A student may submit an application (email) to defer or suspend training due to extenuating circumstances outside of the control of the student, which includes:

- long term illness
- family matters
- Or similar

The student is required to email the CEO or GM explaining the reasons for deferment or suspension of training. This can be emailed to [admin@teckskill.com.au](mailto:admin@teckskill.com.au) attention to the CEO or GM. A representative of TECSKILL will provide the decision on deferment or suspension of training in writing. A Statement of Attainment will be issued for all units of competency achieved.

### **WITHDRAW & ENROL INTO ANOTHER QUALIFICATION**

If a student wishes to apply to change from their current enrolment of a qualification to another qualification to the TECSKILL Scope of Registration, an application (email) is to be made in writing to administration [admin@teckskill.com.au](mailto:admin@teckskill.com.au). Applications will take 10+ days to process. Units of competency already achieved under the first enrolment will be recognised by the issuance of a Statement of Attainment, unless there is a relationship between the two qualifications that could not result in a credit transfer.

A general withdrawal within a 10-day period from enrolment with no commencement of the course will mean a full refund less any administration costs. Any withdrawal after a 4-week period will require a review by the CEO relating to the refund amount and will be based on a case by case basis.

In some cases a refund plan may be used to pay back enrolment funds to the student at the discretion of the CEO.

### **CONSUMER PROTECTION MECHANISM**

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

### **NATURE OF THE GUARANTEE**

TECSKILL is responsible for the quality of training and assessment services it offers. TECSKILL will provide the training and assessment services outlined in the enrolment form and training plan to the student. TECSKILL will assist the student to achieve a positive outcome of learning.

### **DATA COLLECTION/STUDENT FEEDBACK & SURVEYS**

All students will be required to complete a Student Satisfaction Survey upon completion of training. TECSKILL is required to gather, analyse, record and forward the results of data collected to ASQA. The feedback provided also allows TECSKILL to develop and improve its internal processes for continuous improvement of its training and assessment, client services and management of its operations. It is Tecskill's policy to ensure that this survey is completed prior to the issuing of any and all certificates at the discretion of the CEO.



## **COURSE CHANGES**

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

Changes and suspension of training programs may also happen due to unforeseen circumstances, updates of materials and changes to training package data, assessments.

## **CUSTOMISATION**

Customisation refers to the tailoring of an accredited course or Australian Qualifications Framework (AQF) qualification to meet the specific needs of clients. You can customise an accredited course or AQF qualification by adding or substituting units of competency that aligns with the qualification packaging rules or accredited course rules.

## **CLIENT SERVICES**

### **LANGUAGE, LITERACY & NUMERACY (LLN)**

An initial assessment of the skill level of a particular student will provide an indicator of additional training requirements. Additional professional assistance may be necessary to properly ascertain requirements.

This initial assessment could include any or all of the following:

- Discussions with the student about prior education & experience
- An assessment of literacy and oral skills which may be done during enrolment including but not limited to completion of documents, conversations and engagement.
- Questionnaire
- Records of previous skills, education & training
- A combination of the above

The initial assessment is a general analysis undertaken during the sign-up process.

All students are required to complete the Enrolment Form. This includes statistical information required by various Government agencies and the information collected is mandatory.

A staff member from Tecskill should observe the student as they step through the completion of the form and, by simply observing how the student is able to complete the form, make an initial determination of the ability of the student with regards to LL&N skill levels.

If the student:

- Does not understand the staff member's explanation
- Has difficulty understanding the questions on the enrolment form, or
- Is not able to complete the form on their own

The need for additional analysis or support may be indicated – this should be communicated to the CEO for further action. Additional analysis will be undertaken using an LL&N assessment tool appropriate to the level of qualification to be undertaken.

The CEO will, in consultation with the trainer/assessor, determine what, if any, further action will be appropriate in the circumstances to ensure the success of the training outcomes for all stakeholders.

Individuals who require help with their literacy and numeracy may be referred to another specialist provider. This will be determined on a case by case basis and decided at the time.

## **ASSESSMENT**

### **ASSESSMENT POLICY**

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

TECSKILL aims to ensure all clients, have their competencies assessed in a non-threatening and accessible environment. Assessment may occur in the classroom, one on one and onsite at the employee's workplace or through other means including phone interviews, skype, video conferencing or other forms of technology including simulation. Assessment items may include written theory and oral questioning, practical written, observation demonstration, application of supporting evidence, video, and third-party verification. Students are to submit all completed assessment items so that the trainer/assessor can make a valid judgement of competency.

Each assessment item submitted for marking will be given a satisfactory/not yet satisfactory result. Competent and not yet competent is reserved as a final result for units of competency. Students will have two opportunities for reassessment per unit of competency.

### **CONDITIONS OF ASSESSMENT**

Assessment will adopt the following approach in relation to New and Existing Workers:

#### **New Worker:**

- reasonable adjustment of assessment can be applied
- contextualisation of the unit may occur to suit the workplace without altering the intent and learning outcomes of the unit of competency
- will be given workbooks with activities to complete for each unit of competency
- will be assessed once a month at the workplace by the trainer and assessor
- will be required to complete a final assessment, either verbal or written
- will be observed by the trainer/assessor in the workplace
- will have a third-party verification
- may collect additional supplementary evidence of competency. For example, photographs, operational documents.
- Will conduct competency conversations.

#### **Existing Worker: (Assessment only enrolments)**

- will be taken through a desk top audit
- will have formal and informal skills and knowledge recognized on the submission of documentary evidence
- Evidence will be validated
- Evidence will be mapped
- Will undergo a self-assessment
- will be required to complete a competency conversation with the trainer/assessor
- will have a third-party verification
- will have gaps in training identified
- where training gaps are identified, will be referred to another RTO for training

### **REASONABLE ADJUSTMENT**

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

Recruitment and selection processes used are to ensure the suitability of the training to the needs of the student.

## **PLAGIARISM**

TECSKILL will not tolerate deliberate attempts at plagiarism. It is regarded as a serious act of academic misconduct.

Plagiarism is defined as:

- word for word copying of sentences or whole paragraphs from one or more sources or presenting of substantial extracts from books, articles, and other published material without clearly indicating their origin
- submitting another student's work in whole or in part as your own work
- submitting work that has been written by someone else on your behalf (does not include scribing by Trainer)

## **RECOGNITION OF PRIOR LEARNING (RPL)**

RPL is the formal recognition of skills and knowledge gained as a result of work experience, completion of apprenticeships, previous training and skills learned across a period of time within a specific industry.

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

Request a self-assessment to assess your skills against each unit of the program. You can do this by contacting Tecskill. This can be sent to you to complete and is a good point to start and see if you have the required skills to apply for RPL.

In order to be awarded RPL for a unit of competency you will need to provide evidence of your existing industry skills and knowledge. This evidence can be in the form of a portfolio, which may contain the following:

- current resume
- copies of existing qualifications, awards, workplace tickets, licences
- letters detailing the type of work, positions held and other relevant information of employment
- provide contact details for a minimum two industry referees who can confirm your industry knowledge and skills in context. These must be current.
- Third party verifications. Formal verification of skills by a superior
- any other supporting documents relating to your claim for any competency. These are described as industry documents and maybe documents you use every day or only sometimes.
- Some industry documents may include;
  - o Other qualifications attained
  - o Written references
  - o Commercial documents
  - o Kills sheets, BOP documents
  - o WHS documents
  - o Reports or similar documents...etc.

To have skills formally recognised the trainer/assessor must ensure the candidate's knowledge, skills and supporting evidence address all of the requirements of the unit of competency, qualification and training package rules. In addition, the trainer will conduct a review / analysis to determine any gaps in knowledge.

If you do not indicate RPL on the enrolment form, you can apply for RPL at any time during the learning process by approaching your Trainer.

Students undertaking RPL will have three months to undertake to RPL process. This means all students enrolled to complete a qualification by RPL will be required to provide all documents and complete all required assessments within 3 months from the date their enrolment was lodged. Changes to this are conducted under discussion with a TECSKILL representative and will be determined on a case by case basis.

## **RPL ASSESSMENT POLICY**

A student studying a RPL program will receive up to 3 months to complete the program. Extension fees apply if the student requires additional time to complete their RPL program.

A student who is seeking recognition of prior learning (RPL) with Tecskill is given two (2) opportunities to provide the required evidence for the units of competency within the qualification.

Each student must have an onboarding conversation with the assessor about their work history and their ability to access specific RPL evidence. After the onboarding call, the assessor will email the evidence list to the student. Once this has occurred, the student must adhere to the timelines below regarding evidence collection.

### **In the first instance:**

Each student is given up to 10 calendar days to gather and submit their RPL evidence once the evidence list has been sent.

The assessor has up to 20 calendar days to review the evidence and email the RPL outcome to the student. This is a total of 30 days in the first instance.

If evidence gaps are identified in the student's first submission, the student will have the opportunity to address the missing evidence and submit the documents to the assessor. Once again, the student will receive up to 10 calendar days to submit their evidence and the assessor will communicate the RPL outcome to the candidate within 20 calendar days. The RPL has now been active for 30 + 30 days = 60 days.

After the second attempt, if the student is unable to achieve full RPL for one or more units in the qualification, the assessor will compose a gap training/assessment plan for the student. The student must complete any formal assessment activities and workplace tasks identified by the assessor. The program duration will vary for each student depending on the number of units approved through the RPL process and the gaps identified by the assessor.

This will occur in Month 2 or Month 3 from the date of enrolment depending on the amount of evidence supplied in Month 1.

We try to assess the best application which we will talk to student's about during the first initial stages of communication.

Contact TECSKILL to discuss this in more detail.

## **CREDIT TRANSFER**

TECSKILL recognises the AQF qualifications and Statements of Attainment issued by another RTO. Any Student who has undergone training at another RTO is entitled to gain recognition for their unit of competency completed.

If an applicant wishes to seek recognition of the unit of competency/qualification, they must present the certificate/statement for sighting, so this can be verified.

In some cases, where the last letter of the competency code has changed from 'A' to 'B' or 'B' to 'C' TECSKILL will refer to the training package to ensure equivalency. Where units of competency for credit transfer have not been identified as equivalent, gap training will need to be completed before recognition can be granted or full training of the new unit can be conducted.

## **POLICIES AND PROCEDURES**

### **ACCESS & EQUITY**

TECSKILL is committed to providing training and assessment services to the wider community regardless of disability, age, race, gender, religion, colour, marital status, pregnancy or potential pregnancy and location.

At TECSKILL the CEO is appointed the Client Equity Officer and ensures all staff act in accordance with the TECSKILL Code of Conduct and Practice and all clients are made aware of their rights and responsibilities.

### **NATIONAL RECOGNITION**

TECSKILL recognises all AQF qualifications and Statements of Attainment issued by RTO's registered with ASQA, Victorian Registration and Qualifications Authority (VRQA) and the Training Accreditation Council (TAC) Western Australia.

### **AQF ISSUANCE POLICY**

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

- When enrolling a student and viewing issued Qualification or a Statement of Attainment, TECSKILL will seek verification of the certification from the relevant RTO where it is believed there may be some ambiguity. In these cases, the student may be asked to provide the original Qualification or Statement of Attainment for sighting or provide a certified copy of the record with enrolment, or after the fact. TECSKILL will then certify the document to ensure its validity.
- Qualifications and Statements of Attainment will only be issued to students for qualifications and units of competency registered on TECSKILL's Scope of Registration.
- A Qualification will be issued to a student who has completed all of the requirements of the qualification.
- Qualifications and Statements of Attainment issued by TECSKILL will have the required wording as indicated in the AQF handbook, including, correct identity of the entitled person, the correct code and title of the qualification, occupation stream and industry descriptor if applicable. The Nationally Recognised Training logo.
- A Statement of Attainment will be issued to students who have completed and accredited units of competency in partial completion of an AQF qualification.
- The Statement of Attainment will be in a form that cannot be mistaken for a qualification and will include the wording Statement of Attainment, is issued. When an individual has completed one or more accredited units of competency.
- TECSKILL will use its company logo, name and RTO code, date issued, authentic certificate number created by TECSKILLS student CRM system and authorising signature on special paper to reduce fraudulent reproduction of a Qualification and/or Statement of Attainment.
- replacement of a Qualification or Statement of Attainment is to be printed on the same paper as the original along with the TECSKILL logo and authorising signature.

As per the Standards for VET Regulators 2015, TECSKILL will issue AQF certification documentation within 30 calendar days of the learner's final assessment being completed or upon exiting the course, provided all fees have been paid & all surveys and other formal processes have been completed. Any qualification that requires the involvement of a third party may exceed 30 days before issuing.

## **COMPLAINT AND APPEALS POLICY**

Tecskill recognises the need for students, staff including Trainers & Assessors and all staff attached to training outcomes and other clients to have confidence that the Registered Training Organisation (RTO) will ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process.

Tecskill has a duty of care in ensuring students study in a happy environment, free of coercion, unfair treatment or harassment. All complaints will be registered into the Tecskill CRM for future reporting and administrative purposes.

Nothing in these procedures limits the rights of individuals to take action under Australia's Consumer Protection laws.

Tecskill is constantly reviewing and updating policies, as a grievance helps us to fix a problem and assists with continuous improvement.

### **COMPLAINT OR APPEAL**

A complaint would generally be directed at the general performance of Tecskill or its staff such as trainers and assessors in the delivery of our services and other students.

In the first instance complaints or appeals should be discussed informally with the staff or trainers involved. Where possible disputes are managed and resolved informally. However, if the complaint or appeal cannot be managed informally the students can submit a formal complaint or appeal statement via email.

The complaint or appeal will be dealt with promptly. All formal complaints will be dealt with by the CEO and contact will be made within 10 working days to arrange a time to discuss your complaint or appeal. You are welcome to bring a friend or advocate to this meeting if that is your choice. Internal complaints and appeal services are free of charge.

You will be provided with a written outcome on your case including the rationale for the decision. If you are satisfied with the resolution agreed actions will be implemented and the complaint or appeal will be closed.

### **EXTERNAL APPEALS**

Where no mutually acceptable resolution can be found, you may wish to have the matter dealt with through an external resolution process. Tecskill will assist you in contacting the appropriate agency.

### **RECORD KEEPING**

A written record of all complaints handled under this procedure and their outcomes will be maintained for a period of five years. These records will remain with the students file and cannot be accessed without a written request to the CEO.

### **ASSESSMENT APPEAL**

If a student does not agree with an assessment outcome, they should first discuss the matter with the trainer/assessor concerned and if the complaint cannot be resolved at this point then the student can lodge an Assessment Appeal via email. The appeal will follow the same process as a complaint and will be investigated by the CEO.

### **HOW TO MAKE A COMPLAINT OR APPEAL**

1. Initial complaint or appeal should be discussed informally with the applicable staff involved or Manager. In the first instance this will be the Training Operations Manager.
2. If the complaint or appeal is not resolved informally, the student may choose to lodge a formal complaint or appeal in writing via email to [admin@tecskill.com.au](mailto:admin@tecskill.com.au)
3. The complaint or appeal is recorded, and the CEO will make contact within 10 working days to arrange a meeting.
4. A meeting will take place to negotiate between all parties in an attempt to find a resolution agreeable to all parties. All appealed assessments will be re assessed by an alternative trainer/assessor.

5. Written documentation on the outcome and resolution is provided to all parties within 30 days and actions are immediately implemented.
6. If a student is not satisfied with the outcome and the above processes are not effective in resolving the issue, then a suitable independent person or panel, will be engaged to aid in the resolution of the issue. All complaints will be registered into the Tecskill CRM for future reporting and administrative purposes.
7. The complaints procedure ensure that the principals of justice and procedural fairness are adopted at every stage of the complaint and appeals process.

The independent person or panel will need to be agreed upon by both the student and Tecskill, this could include another external trainer assessor, or it could include independent commercial mediators such as Resolution Institute. They can be contacted on 1800 651 650 <https://www.resolution.institute/> for further information.

Costs for the independent person or panel, will be discussed and agreed to at the time it is required.

The CEO will negotiate and engagement a mutually agreed person or panel.

## **BEHAVIOUR POLICY**

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

In the event the student will be notified in writing, by the CEO, of our intention to suspend and or cancel enrolment, as outlined in the 'Disciplinary Action' below.

## **DISCIPLINARY ACTION**

TECSKILL expects that all students will conduct themselves in a manner that is considerate and reasonable at all times. Students who display bad behaviour, as itemised above, or any legislative requirements will be subject to disciplinary action. The following disciplinary actions can and will be taken: (Tecskill reserves the right to revoke working and move to suspension depending on the seriousness of the situation);

- warning 1 written warning
- warning 2 written warning
- warning 3 written warning
- suspension of enrolment formally notified
- termination of enrolment and forfeit of fees

The student will be given three written warnings, from the CEO, before more serious disciplinary action is taken. At each step, the student will be warned of the consequences should s/he continue or repeat the offence. If no further problems occur, further disciplinary action will be ceased. Some of the main factors examined when determining appropriate disciplinary action are:

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

Where the behaviour is deemed to be of a serious nature an immediate suspension of training will apply.

Behaviour that would be of a serious nature is:

- attending training under the influence of drugs and/or alcohol
- sexual harassment
- acting in an unsafe manner that places others and themselves at risk, disobeying WHS directions
- deliberate and wilful damage to TECSKILL or another student's property
- bullying

- verbal and physical abuse towards students and/or trainers/assessors.

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

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

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

The student has seven (7) days from the date of notification in which to lodge a written appeal to the CEO. If the student is unhappy with the outcome of the process, they have the right to make an appeal using external processes as indicated in the Complaint and Appeal Policy.

### **TRANSITION POLICY**

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

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

As part of the transition process TECSKILL will transition from superseded training products to current training products within 12 months from the date the revised course is released on [www.training.gov.au](http://www.training.gov.au).

### **FEES AND REFUND POLICY**

All fees are accurate at time of publication. Fees are subject to change at the discretion of the CEO.

#### **Program fees**

Please email [admin@tecskill.com.au](mailto:admin@tecskill.com.au) for current pricing of the programs listed on our website [www.tecskill.com.au](http://www.tecskill.com.au)

Fees are levied on all courses, details of which will be discussed directly with students in the first instance and may be confirmed via email or notified through the enrolment process.

#### **Course extension fee**

Students who require additional time to complete their program, must submit their extension request to Tecskill on or before their program end date. Students must submit their request to [admin@tecskill.com.au](mailto:admin@tecskill.com.au) or call the office directly on 07 3310 8756.

Extension options available are:

- 1 month extension - \$150
- 2 month extension - \$300

#### **Re-enrolment fee**

Where the student's program has expired, and the student may re-enrol into the program by submitting a request to Tecskill. There is a re-enrolment fee of \$350 which is payable within 24-48 hours of Tecskill approving the re-enrolment. Students must submit their request to [admin@tecskill.com.au](mailto:admin@tecskill.com.au) or call the office directly on 07 3310 8756.



### **Ezidebit Fees**

- Students who wish to use Ezidebit for payment of their course fees, must agree to the service agreement including the fees set by Ezidebit. For more information about Ezidebit terms and conditions please click on the link [https://static.ezidebit.com.au/ServiceAgreement/AU/1.9/DDR\\_Service\\_Agreement.html](https://static.ezidebit.com.au/ServiceAgreement/AU/1.9/DDR_Service_Agreement.html)

### **Online payment system (Stripe)**

- Processing fees associated with making payment through the online payment system (Stripe) is available via the link <https://stripe.com/en-AU/pricing>
- Terms and conditions can be viewed here: <https://stripe.com/en-AU/privacy>

### **Study Loans**

- Students who wish to use Study Loans for their course fees, must agree to the fees and interest rates set by Study Loans. For more information about the interest rates, please click on the link <https://studyloans.com.au/students/#interest-rates>
- Terms and conditions can be viewed here: <https://studyloans.com.au/legals/terms-conditions-of-use/>

### **PAYMENT OF FEES**

Course fees require an enrolment fee to be paid at the time of enrolment or prior to the commencement of training and assessment. Tax Invoices will be issued on payment of fees. Nationally recognised training programs are GST-FREE.

Students are liable for the financial commitment to Tecskill for the duration of their course.

**Important: Students will not receive their Certificate / Statement of Attainment until all outstanding fees are received.**

### **FEES IN ADVANCE / DEPOSITS**

Qualification Course - There is an initial deposit required prior to the commencement of all courses, assessments, programs. This will be discussed directly with all students and will consider students current financial position. Tecskill will make themselves aware of student's financial positions and will in all cases work with students to ensure all Tecskill programs are affordable.

Considering this, deposits will be discussed at the time of enrolment to ensure flexibility for students.

Payment plans can be arranged and implemented and agreed to during the enrolment process.

No Certificates or Statements of Attainment will be issued until all outstanding fees have been paid.

Payment options and plans are negotiated on a case by case basis. In the situation where the student wishes to pay up front will be required to be negotiated at the time under specific guidance of the CEO or GM or head Trainer, Manager. TECSKILL understand due to remote travel, tax purposes, employer policies, cashflow elements that paying up front may be required and/or beneficial to the student. It is TECSKILLS intention to ensure that all student payments are protected in this instance.

Please contact Tecskill directly to discuss or request updated prices as needed.

### **REFUND POLICY AND APPLYING FOR A REFUND**

#### **Refund Policy**

This refund policy applies to a student who is seeking a refund of their paid course fees (includes deposit amounts, financed study loans, Ezidebit and payment plan amounts).

Refund requests received within 15 calendar days from the student's signed enrolment form:

- The student will receive a 100% refund of their paid course fees as long as the student has not utilised any training and assessment services made available by Tecskill.
- Training and assessment services includes the completion of unit assessments, the review of RPL evidence and support from the trainers or assessors.

If the student has utilised any training and assessment services made available by Tecskill within the first 15 calendar days from signing the enrolment form, a 10% administration fee applies and Tecskill will refund 90% of the paid course fees.

Refund requests received between 16 – 30 calendar days (inclusive) from the student's signed enrolment form:

- The student will receive a refund of 75% of their paid course fees.
- Tecskill will retain 25% of the received course fees (this is non-refundable).

Refund requests received between 31 – 60 calendar days (inclusive) from the student's signed enrolment form:

- The student will receive a refund of 50% of their paid course fees.
- Tecskill will retain 50% of the received course fees (this is non-refundable).

Refund requests received over 60 calendar days from the student's signed enrolment form:

- The student will receive a refund of 0% of their paid course fees.
- Tecskill will retain 100% of the received course fees (this is non-refundable).

The CEO will review each refund requests and take into consideration the following circumstances of the student:

- Personal circumstances
- Acts of God
- Emergencies
- Illness
- Personal situations
- Changes to employment
- Financial hardship

### **Refund Request Procedure**

A student who is seeking a refund of their paid course fees, must follow the procedure below.

Step 1: Complete the Refund Request Form

- The student may request a copy of the form by emailing [admin@tecskill.com.au](mailto:admin@tecskill.com.au)
- All fields in the refund request form must be completed by the student.
- The completed refund request form must be emailed to [admin@tecskill.com.au](mailto:admin@tecskill.com.au)

Step 2: CEO review and outcome

- The CEO will review the refund request and provide an outcome to the student within 10 days of receipt via email.

If the student is approved for a partial or full refund by the CEO, the student must provide their bank details to [admin@tecskill.com.au](mailto:admin@tecskill.com.au)

- Bank account name, BSB number and Account number

Note: Tecskill will process the approved refund amount to the nominated bank account within 5 calendar days of receiving the student's bank details.

### **CHANGES TO COURSE FEES & ADDITIONAL COSTS**

Any changes to course fees including additional costs will be amended to the appropriate area or by request to [admin@tecskill.com.au](mailto:admin@tecskill.com.au). These changes will not apply to existing students or those who have newly enrolled under the old fee structure.

## **COURSE WITHDRAWAL**

Notification of withdrawal from a course/program and/or application for refund must be addressed to the TECSKILL Administration Team and submitted in writing within 7 days from commencement.

If the student is uncontactable and does not commence the chosen course/program, then it is at the discretion of the CEO whether a refund is applied albeit a full or partial refund.

Regarding commenced courses/programs. If written notice or contact is not communicated with administration within 30 days from the last day of attendance, commencement TECSKILL will deem that you do not intend to return and as a result the following process will be undertaken:

- the trainer advises administration of your absence in excess of 30 days
- the administration team will endeavour to contact you based on details provided at enrolment
- all contact attempts will be recorded on your student file
- a withdrawn status will be added to your electronic and hard-copy file

## **WORK HEALTH AND SAFETY ACT 2011**

Tecskill is committed to the provision of a safe and healthy environment for its students, staff and visitors. As part of that commitment, staff and students will be provided with information and training to enable them to work and learn in a safe environment.

## **PROCEDURE**

1. Tecskill will provide and maintain safe equipment and materials.
2. Staff and students will be trained in the safe use, handling and storage of equipment and materials
3. Tecskill will provide adequate information regarding hazards and risks within the premises
4. The CEO will consult regularly with staff regarding the development, implementation and review of health and safety issues
5. Tecskill will ensure the training premises are of adequate size and have adequate heating, ventilation, cooling and lighting
6. Tecskill CEO will be the person responsible for the implementation and maintenance of the policy

## **SAFETY AND HEALTH LEGISLATION AND POLICY:**

Each student is responsible for ensuring the safety and health of her/his environment by:

- Making themselves aware of the relevant Tecskill policies, procedures and instructions.
- Complying with all Tecskill policies, procedures and instructions.
- Taking reasonable care of themselves and others in the workplace.
- Co-operating with management so that employees of Tecskill carry out their duties as required under the Work Health and Safety Act 2011.
- Reporting all known or observed hazards, incidents and injuries.

## **EVACUATION PROCEDURE**

### **At Tecskill premises**

Upon becoming aware of the need to evacuate, all Tecskill students and staff immediately evacuate the building via the nearest exit and proceed in single file in an orderly manner to the assembly area.

- DO NOT USE LIFTS
- Emergency exits are beside the lift and clearly marked.
- Do not re-enter the building until advised to by an authorised person.

### **At the workplace**

On becoming aware of the need to evacuate Tecskill students and staff must immediately move to the designated assembly point and follow the directions of the workplace staff.

### **Smoking on Tecskill premises**

The No Smoking Policy precludes anyone from smoking while on Tecskill premises. This includes the areas immediately outside entrances to the building.

### **PRIVACY POLICY    PRIVACY (PRIVACY ACT 1988)**

The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) made many significant changes to the Privacy Act 1988 (Privacy Act). These changes commenced on 12 March 2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014.

Tecskill abides by the Privacy Act above and keeps student information private. Tecskill only collects information that relates to a student's training and takes all reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure including restricted access to electronic files, secure storage of paper files and back up of data,

Tecskill is required to be audited by ASQA in order to maintain registration and students' files may be accessed by their representatives.

We will only disclose information about clients to others on an "as needs" basis or where required by law. These people or organisations are:

- Students authorised representatives or legal advisors
- Credit providers for credit related functions such as the provision of account facilities
- Government and Statutory Authorities, where required by law

### **PERSONAL INFORMATION**

Information held by Tecskill about students could include:

- Student name
- Current & previous address
- Telephone numbers
- Email address
- Drivers licence number
- Assessment results
- Counselling or intervention strategies
- Interim transcripts
- File notes

### **HAVE WE GOT THE RIGHT INFORMATION?**

Tecskill takes all reasonable steps to ensure that information we hold, use and where appropriate disclose to others about students is correct and current.

The accuracy of this information depends largely upon students providing us with details such as:

- Current address
- Telephone numbers
- Email Address

## **ACCESS YOUR PERSONAL RECORD POLICY**

Each student of Tecskill has, at any time, the right to access current and accurate records of their learning participation, progress, assessment and certification.

At any point in the training and assessment of a unit or course, a student can access their records by emailing Tecskill directly at [admin@tecskill.com.au](mailto:admin@tecskill.com.au)

The Student Management System automatically maintains up to date records relating to enrolment and ongoing participation. Students can further find details of the dates of enrolment, progress in other units, previous training undertaken and certificates or SOA's that can be printed.

**End of Student Handbook.**