



**Training Direct**  
Australia

# Student Handbook

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## CODE OF PRACTICE

Training Direct Australia is proud of its commitment to providing quality service and products in the vocational education and training field that allow students to develop fully in their chosen field.

We provide the following assurances for best practice in the field of training and education:

- Adopt policies and management practices which maintain high professional standards in the marketing and delivery of vocational education and training services.
- Market our vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements.
- Fair access will be made available to persons wishing to join a program being conducted by Training Direct Australia.
- All students enrolled with Training Direct Australia will be treated fairly and equitably.
- Provide accurate, relevant and up-to-date information to clients prior to commencement.
- All persons enrolled into a program being conducted by Training Direct Australia will be invited to provide feedback to the organisation within both formal and informal feedback sessions.
- Any student or client who feels that they have not been dealt with fairly may request that the Managing Director reviews the matter and a decision made.
- Our assurance is to provide current training standards delivered by industry experienced and qualified personnel.
- Training Direct Australia will offer nationally recognised units from the Tourism, Travel and Hospitality Training Package that will be tailored to individual or employer specific needs.
- Training Direct Australia undertakes to follow the guidelines as published by the Training and Employment Recognition Council and will adhere to ASQA (Australian Skills Quality Authority) and principles provided in the Vocational Education, Training and Employment Act 2000.
- Students on successful completion of a unit of competency from within a program will be eligible to receive a Statement of Attainment.
- For students who complete the required competencies within a program to equal a qualification, a certificate will be issued.
- Training Direct Australia will comply with Commonwealth and state laws in regard to EEO, Anti-Discrimination and Work Health and Safety.
- In addition, Training Direct Australia will follow the National Privacy Principles.

## **OUR COMMITMENT TO YOU**

Training Direct Australia is committed to integrating Access and Equity principles within all our services that we provide to our learners. All staff recognises the rights of learners and provides information, advice and support that are consistent with our Code of Practice and our scope of registration as a nationally recognised training organisation.

Regardless of cultural background, gender, sexuality, disability or age you have the right to study in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner while you are studying with us.

Training Direct Australia undertakes to eliminate policies, practices, structures, assumptions and behaviours that may contribute to the disadvantages suffered by under-represented groups both in employment and in education.

## **OUR GUARANTEE TO YOU**

We are dedicated to providing a pleasant, friendly environment for the duration of your selected course of study. Further, on receipt of payments from you, we guarantee you our full support for the whole duration of your course of study through to your completion.

All students in Training Direct Australia courses and programs have the right to:

- Be treated with respect and dignity.
- A safe learning environment free from danger, abuse or harassment.
- Recognition of their particular needs and circumstances including taking account of beliefs, ethnicity, cultural and religious practices.
- The provision of the best possible services by skilled staff.
- The opportunity for feedback on the services provided.
- Receive a copy of and have access to our complaints process.
- Have access to their own records on request.

## **FLEXIBLE LEARNING**

Our training and assessment procedures are flexible and are designed to take into account your needs. We will ensure that:

- All required resources for the delivery of any course are in place and maintained in good working order.
- Training and assessment will only be conducted by qualified staff.
- All training and assessment will be to the nationally set standard prescribed in the relevant Training Package or accredited course material.

This means that the training and assessment you receive from us is completed in accordance of the national quality training framework and any qualifications you achieve with us will be recognised anywhere in Australia.

## **COMPETENCY BASED TRAINING (CBT)**

CBT is providing “hands-on” training in workplace skills at a standard set by industry. When you can perform these skills, you are assessed “competent”

### **What does this mean to you?**

CBT provides you with a qualification that states you have been assessed under training conditions as being able to demonstrate skills to a certain level. CBT provides multi-skilling and your Statement of Results will attest to nationally recognised training to a standard set by the relevant industry.

Upon completion, you will receive a qualification recognised throughout Australia. This means approved training to industry standards which are constantly under review to keep up to date with exactly what the industry wants.

CBT gives you competency at a certain standard or level. Pathways are then opened up through to higher levels. In gaining skills at one level, you can then proceed to train at the next level. The standards are set by industry and are regularly reviewed to reflect rapid and continuous changes in the workplace. You become multi-skilled and this should make it easier to move up the ladder of your chosen career. The trainer will explain assessments for each new Unit of Competency at the commencement of the module.

## ASSESSMENTS

Assessment is a process of collecting evidence and making judgements about whether or not competency has been achieved. It is important to remember that assessment measures a person's achievement against identified competency standards and not against another person's achievement. Assessment is a process not an event, which can occur informally or formally.

Assessments conducted for all nationally recognised outcomes will involve assessment in a continual evidence gathering mode. Training Direct Australia recognises that each student will absorb and become confident about new information at differing levels and in different ways. Each student therefore will be treated separately in regards to your needs and approaches to learning and assessment.

Important note: Each student needs to be aware that you must only commence assessment when you feel confident and comfortable to do so. Prior to commencing any period of assessment, should you not feel comfortable or confident you should let the trainer/assessor know. Other assessment arrangements that better meet your needs can be entered into.

Training Direct Australia recognises the need to make reasonable adjustments within our assessment and learning environments to meet your individual needs. If you need to speak confidentially to someone about your individual needs please discuss directly with your trainer.

Assessment takes place within each unit of competency. Assessment may be in the form of:

- Assessment questions
- Projects
- Assignments
- Case studies
- Oral questioning
- Practical work
- Skills observation
- Portfolio of work

To gain competency in each unit all assessment activities must be successfully completed.

### Re-evaluation of Assessments

Any enrolled student has the right to approach an appropriate staff member or assessor concerned for an initial re-evaluation of any assessment no later than ten (10) working days after the results have been provided to the student.

## **Appeals for Re-assessment**

If you feel that during your assessment process you have been dealt with in a manner which you consider not to be fair and equitable, or if you feel that an academic decision has been made that you feel is unjust, you have the right to appeal.

A student wishing to seek an appeal shall adhere to the following avenues:

- Informal approach may be made to the trainer and assessor.
- If the student is dissatisfied with the decision of the trainer and assessor, the student shall have further right to appeal to the General Manager.
- If the student is dissatisfied with the decision of the General Manager, the student shall have further right to appeal to the Managing Director.
- Training Direct Australia complaints and appeals procedure can be requested at any time and is also made publicly available through our website.

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

Many of the people participating in training with Training Direct Australia may have substantial experience in, and knowledge of their industry and are therefore entitled to gain recognition for this towards the completion of their chosen qualification. Under the guidelines of this program all students are both entitled and encouraged to access the advantages of Recognition of Prior Learning (R.P.L.).

### **What is RPL?**

RPL is based on the awareness that people learn in many different ways throughout their lifetime- through work experience and life experience as well as through education and training. RPL takes into account a person's skills and experiences, no matter how they were obtained, to allow them to gain credit for a course of study.

In broad terms the process of RPL involves matching what the students already know and can do with the learning outcomes/performance criteria of the course. If a student can show they have already attained the learning outcomes for any units, they do not have to undertake those units.

The key point to understand about R.P.L. is that it is based on the notion of evidence showing how the performance criteria of the program have been met. It is a retrospective process which requires the student to link their past experience and learning to very specific course requirements. In some cases, the process of seeking RPL and the subsequent work involved in detailing evidence and the linking of this evidence to the course outcomes is more time consuming than following the prescribed course material. This needs to be considered by those who consider seeking RPL.

## **What to do next**

If you are enrolled and believe that you have experience/training in the area of study within the program and would like to seek RPL, then the sooner the process of evidence gathering begins the better.

The types of evidence that should be collected in the first instance are records of any training and work experience that you have been involved with in the past. Evidence that is of particular value includes:

- Copies of Certificates or Statements of Attainment.
- Instruction manuals/books etc. that you have completed.
- Diaries that indicate your involvement in the chosen industry.
- Authentic "checkable" references of your past work experience that helps to point out your role as a professional within your chosen industry.

RPL kits are available upon request. The forms will need to be completed accurately with evidence attached. A Training Direct representative will organise a time for the initial RPL interview.

All RPL assessments are conducted by qualified trainers. You will be notified of the outcome of your assessment in writing. If you are unhappy with the outcome you may follow the appeals procedure on Page 6 of this Student Handbook.

## **CREDIT TRANSFER**

Credit is the application under national recognition, where a student holds a full qualification and the Statement of Results or a Statement of Attainment in partial completion of a qualification, issued by a Nationally Registered Training Organisation (RTO) and who's issued documents hold the Nationally Recognised Training Logo.

If seeking credit, an original copy of the above mentioned evidence must be sighted and a copy kept by Training Direct Australia. If you can only produce a photocopy, then it is your responsibility to have the qualification or statement of attainment verified that it is a true copy of your original by a Justice of Peace (JP) or equivalent status.

Training Direct Australia will also recognise USI Transcripts.

In the event that you are submitting documentation that is superseded due to the introduction of the current Training Package, the national mapping documents will be utilised to match pre issued units to the new unit of competency.

## **FEES AND CHARGES**

### **User Choice Funded Trainee – Student Contribution Fees**

If funding is available and you fulfil the eligibility criteria, you may be eligible to have your training paid for by the Queensland State Government.

Student contribution fees are the non-government contribution to the cost of training and assessment services provided by Training Direct Australia. Student contribution fees under the User Choice program are set at \$1.60 per nominal hour for each unit of competency.

In Queensland the student contribution fee payable for the student is mandatory. The employer may choose to pay the fee on behalf of the student.

### **Certificate 3 Guarantee - Student Co-Contribution Fees**

If students meet the eligibility criteria, Certificate III in Hospitality can be funded through the Queensland State Government VET Investment Plan Certificate 3 Guarantee program.

The co-contribution fee is a mandatory contribution to the cost of training and assessment services provided by Training Direct Australia and must be made by students undertaking this qualification. If employed, the employer may choose to pay the co-contribution fee on behalf of the student.

### **Non State Government Funded Student Fees**

If the student is not eligible for funding from the Queensland State Government, Training Direct Australia will invoice the relevant parties on a User Pay basis.

For student eligibility within each of the programs and further information in relation to our course fees, payment schedules and exemptions please contact Training Direct Australia on 1800 685 988.

### **Fee for Service Training Programs**

Training Direct Australia delivers a number of face-to-face public programs including the following:

- Responsible Service of Alcohol
- Food Safety Supervisor

Admission to the above listed programs is based on prior payment or payment on course commencement.



## **CANCELLATIONS AND REFUNDS**

Training Direct Australia reserves the right to cancel training programs should insufficient students be enrolled. In this event, students will be entitled to receive a full refund of the enrolment fee when this fee is charged as part of a program.

Should any student wish to cancel their enrolment to a program or course please note the following conditions are applied to refunds.

### **User Choice Enrolment and Student Contribution Fees**

Training Direct Australia refund policy provides that:

- Full refunds will be given to students for student contribution fees charged for training delivery that has not commenced at the time of the cancellation of enrolment; and
- Proportionate refunds will be given where the student has withdrawn from a Unit of Competency or qualification.

### **Certificate 3 Guarantee Student Co-Contribution Fees**

If no training is completed and the student cancels, an enrolment fee of \$15.00 will be charged. After commencement of training the fee is non-refundable. If the student has any Credits, they will not be charged for those units.

### **Non State Government Funded Student Fees**

Any payments that have been remitted to Training Direct Australia prior to cancellation are non-refundable.

### **Fee for Service**

Cancellation must be sent in writing or phoned through to Training Direct Australia. This can be emailed to [admin@trainingdirectaust.com.au](mailto:admin@trainingdirectaust.com.au) or phone on 1800 685 988.

100% refund will be provided if cancellation is seven working days or more, prior to the course commencement.

If cancellation in less than seven working days of the course date 50% of the total fees will be forfeited or have the option of transferring to another date if available.

### **Appeals**

A person who is refused a refund may within 7 days after written notice is received, apply to the Managing Director for reconsideration of the refusal.

## COMPLAINTS AND APPEALS PROCEDURE

Training Direct Australia aims to provide quality training and assessments at all times. This is a key priority for us, as we wish to keep our customers satisfied.

We understand that sometimes this may not occur. Appreciating the value of your individual needs and expectations from the services we deliver, please follow the below procedures to ensure your issue is dealt with to your and our satisfaction.

- Discuss the issue with your trainer.
- If the issue is not resolved students are to request a complaint/appeals interview with the General Manager.
- If the issue is not resolved by the General Manager, the student is to request a complaint/appeals interview with the Managing Director.
- The interview will be conducted with the Managing Director, student and an agreed witness.
- Following the interview, a report will be compiled, and in line with quality standards a copy of the report will be provided to the student, which will outline the action to be taken.
- All efforts will be made to equitably come to a fair decision that reflects the needs of the student and the needs of Training Direct Australia.
- Where no such agreement can be made an independent negotiator will be engaged at Training Direct Australia to arbitrate the situation. In the event that no satisfactory conclusion can be reached final arbitration will be sought from the relevant State Training Authority.
- In the event that the complaint comes about due to an unsatisfactory academic result being published the complainant has the right to appeal the decision in writing to the Managing Director.
- Each complaint and appeal and its outcome is recorded in writing.
- Each appeal is heard by an independent person or panel.
- Each appellant:
  - has an opportunity to formally present his or her case
  - is given a written statement of the appeal outcomes, including reasons for the decision
- Training Direct Australia will act upon the subject of any complaint found to be substantiated.
- Complaints can be raised with Training Direct Australia on a confidential basis at any time.
- Training Direct Australia complaints and appeals procedure can be requested at any time and is also made publicly available through our website.

## **YOUR RESPONSIBILITIES**

To ensure all students gain maximum benefit from your involvement with Training Direct Australia we would request that:

- The rights of others are respected and an effective learning environment with regard to equal opportunity is promoted.
- You are punctual for classes and your clothes are neat, clean and tidy and up to workplace standards.
- Training Direct Australia is notified if you are unable to attend classes.
- Our non-smoking policy within the building and perimeters is observed.
- All electronic devices are switched off while in class.
- No alcohol/drugs on premises.
- No food or drinks in classrooms.
- Responsibility for personal possessions brought onto the premises rests with individuals.

## **ANTI-DISCRIMINATION, HARASSMENT & BULLYING POLICY**

Training Direct Australia is committed to the provision of a training facility that is free from harassment, discrimination and bullying. We believe it is a fundamental right of all students to enjoy a training facility free from any forms of harassment and a fundamental obligation of everyone to behave appropriately whilst participating in any training course. Unacceptable behaviour will be subject to disciplinary action including termination of enrolment.

## **DISCIPLINE**

Training Direct Australia is committed to the development of skills in an adult learning environment, where students are encouraged to actively participate in the learning and involve others in the experience. However, on occasions it may be necessary to speak to students attending a training session because of unruly or disorderly behaviour towards your trainer or fellow learners, the following is a guide to how such discipline might occur.

Discipline of a student will occur in the following circumstances:

- Behaving in an unruly manner, which is affecting the learning abilities of other students.
- Using language or making inferences that can be deemed as offensive i.e. make jokes, or swear or make innuendos regarding subject matter or students that the trainer feels is not appropriate or that may cause offence.
- Showing signs of undue intoxication or under the influence of other substances.

The trainer has the right to remove any student from a class should they feel that the ongoing participation of the student will adversely affect the learning ability of the other learners.

## **LANGUAGE, LITERACY AND NUMERACY**

Studying takes time, effort and learning, particularly for people who have been away from formal education for some time or who have job and home responsibilities. It can be even more difficult for students who cannot for various reasons read or write well or who have problems with numbers and concepts.

If you are experiencing difficulties, or anticipate that you will require assistance, please contact the Managing Director and they will arrange to have one of our staff talk to you to help assist with what delivery modes will be most effective for you.

Persons from non-English speaking backgrounds who are having difficulties in reading or writing English can also contact the Managing Director to seek additional help.

## **STUDENTS WITH SPECIAL NEEDS**

Students with special needs are offered the same opportunities as any other student. Our training and assessment programs will take special needs into consideration and adopt and adjust learning and assessment strategies as appropriate.

We have numerous contacts to support services available. Training Direct Australia can assist students if required with a Disabled Australian Apprentice Wage Support. We can access resources to enable our students to have a fair and equitable opportunity throughout their learning experience at TDA.

### **What is Disabled Australian Apprentice Wage Support?**

Disabled Australian Apprentice Wage Support (DAAWS) is an Australian Government incentive payable to an employer who employs an Australian Apprentice who satisfies the disability eligibility criteria in an Australian Apprenticeship.

The wage support is also available to an employer who employs an Australian Apprentice who becomes disabled during their apprenticeship or traineeship.

## **STUDENT SUPPORT SERVICES**

Training Direct Australia will endeavour to provide as much support as possible for clients to achieve the required level of competency in all our qualifications we deliver. If you are having difficulties during your time studying with us, please feel free to talk to your trainer or the Managing Director. We may be able to arrange extra support if needed.

## **LOST CERTIFICATES/STATEMENT OF ATTAINMENT**

Training Direct Australia keeps records of student qualifications for 30 years. If you have misplaced your Certificate or Statement of Attainment from a previous Training Direct Australia course, please contact us for a reprint.

To issue a replacement Statement of Attainment will incur a cost of \$30 (GST inclusive).

To issue a replacement Qualification including results will incur a cost of \$30 (GST inclusive).

Once contact is made with the office, a search will be conducted to confirm your details and then an invoice will then be generated. When payment is confirmed by you, the reprint will be mailed to the given address provided.

## **USEFUL WEB LINKS**

### **Supervised Registered Training Organisation (Training Direct Australia)**

Website: [www.trainingdirect.net.au](http://www.trainingdirect.net.au)

We have also listed below contact details for government departments relevant to your training.

### **Government Website Links and Contact Numbers**

#### **Australian Skills Quality Authority**

Website: [www.asqa.gov.au](http://www.asqa.gov.au)

#### **The Department of Trade, Employment and Training (DTET)**

Website: [www.desbt.qld.gov.au](http://www.desbt.qld.gov.au)

#### **Apprenticeship and Traineeship Enquires**

Website: [www.apprenticeshipsinfo.qld.gov.au](http://www.apprenticeshipsinfo.qld.gov.au)

#### **Fair Work Australia**

Website: [www.fwc.gov.au](http://www.fwc.gov.au)