



SETTING THE BENCHMARK FOR
SAFETY & EMERGENCY RESPONSE

STUDENT HANDBOOK



SETS Enterprises RTO # 52334

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Welcome

Welcome to S.E.T.S Enterprises Pty Ltd.

Safety and Emergency Training Services (SETS) is a unique multi-faceted company that provides a range of value-added quality products, people and services to individuals and companies through the state of Western Australia and throughout the country.

One of SETS core products is to provide specialist training for emergency service personnel, especially those wishing to seek work, or currently working on mine or industrial sites.

The trainers who will carry out your training program possess a wide scope of knowledge and Industry experience which ensures that the training you receive will be of high quality and is relevant to the areas in which you wish to work in the future.

SETS prides itself on providing professional customer service and meeting the needs of our clients.

This handbook has been developed to provide you the relevant information relating to your training with SETS and the services and support we provide throughout your learning journey.

If there is anything in this handbook you do not understand or anything you wish to have clarified, please feel free to speak to any member of our friendly staff.

Registered Training Organisation

A Registered Training Organisation (RTO) in Australia is a vocational education organisation providing training and assessment that results in qualifications and statements of attainment within the Australian Qualifications Framework (AQF). These qualifications and statements of attainment are recognised and accepted by industry and other educational institutions throughout Australia.

National Registration Information

SETS Enterprises Pty Ltd (SETS) is a registered business name for S.E.T.S Enterprises Pty Ltd. All RTOs are given a national provider number, SETS's provider number is 52334.

SETS is a Registered Training Organisation (RTO 52334) and registered with the Australian Skills Quality Authority (ASQA) which is the Australian Federal Government training regulatory body.

RTOs registered with ASQA need to renew their registration every five or seven years and must pass an audit to do so, they can also be audited at any time during their registration period. SETS is due to renew its registration on 30 November 2022.

When audited the RTO must prove that they have complied fully with the *Standards for Registered Training Organisations (RTOs) 2015* (the Standards).

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Our Staff

The principal Kevin Broadbent of SETS has been involved in vocational training and staff development for over ten years, and thirty plus years' experience in the mining and construction industries.

All trainers and assessors who deliver programs for SETS are qualified Trainers and Assessors and are specialist in their training area and experience.

Code of Practice

SETS has developed a Code of Practice to address and establish its commitment to the maintenance of high standards in the provision of vocational education and training. The Code of Practice forms the foundation of all our policies and procedures.

Client Feedback

SETS seek feedback from all clients on their satisfaction with services they have received.

You will be asked to complete feedback forms regarding both the quality of our training products and the services delivered. Please take the time to complete these forms. Feedback and / or suggestions can be provided to your trainer at any time throughout your training.

Services

SETS provide training and / or assessment services in three areas:

- Nationally Recognised Training
- Certificates of Competency, and
- Verifications of Competency

Refer to Training.gov.au to view SETS Enterprises RTO 52334 Scope of registration that we currently deliver.

In addition to the explicit units of competency listed, SETS may also deliver individual units of competency implicitly identified as elements of a qualification's packaging rules.

Currency Information

The Standards require that SETS transition from superseded to current versions of our registered training products within twelve months, unless the packaging rules of a specific qualification require the superseded unit be retained.

Refer to the [SETS website](#) for currency information about specific qualifications and units of competency delivered by us.

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Course Information

Full details and course information is available on the SETS website. www.setservices.com.au

Individuals and companies that book on courses will be provided information regarding their specific course when sent confirmation of their booking.

Unique Student Identifier (USI)

If you are studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. You will be provided with further information on how to obtain USI. A USI is free and your application can be processed [here](#) online.

All clients undertaking nationally recognised training will need a USI.

USI EXEMPTIONS: Registered Training Organisations and Individuals can be exempt from reporting or obtaining a USI under certain conditions, however where an exemption is provided the training activity will not be included in the National VET Provider Collection and the training activity will not appear on the student's Authenticated VET Transcript.

Further information regarding USI exemptions can be found here: <https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-reporting-usi>

Booking a Course

- To book a course, participants need to complete an Enrolment Form.
- No booking is confirmed until, the completed Enrolment Form has been returned to SETS and SETS has returned a Course Confirmation to the participant.
- Booking enquiries may be made verbally by phone, or by email.
- All prospective learners will then be emailed or faxed an Enrolment Form, or the Enrolment Form can be downloaded from the SETS website for completion.

Payment of Course Fees

Payment is to be made prior to undertaking a course. Payment may be made by cash, cheque, debit/credit card or direct debit from our website. If paying by direct debit, SETS's bank account details are provided on our invoice.

A deposit of 50% of the full course fee, per person, is required at the time of booking for all courses under the value of \$1500. For courses over \$1500, the student is required to pay an initial \$800 to secure the booking and will receive a payment plan schedule by email for the balance.

In some circumstances SETS will invoice companies after training has been undertaken. This will be agreed upon between SETS and the company. SETS do prefer purchase orders in this instance prior to training commencing.

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Cancellations, Refunds or Transfer of Courses

When a prospective learner accepts a placement on a course offered by SETS and pays fees, it creates a contract between the learner and SETS.

In the case of cancellation or withdrawal by the learner, the following cancellation policy applies to fees paid:

Notification Period	Fee Amount Refunded
More than 10 business days prior to course commencement	Full refund of fees
From 9 and 3 business days prior to course commencement	50% of fees
2 Business days (48 hours) or less prior to course commencement	25% of fees
Non-attendance on the day the course commences	No refund of fees

- The amount retained (50% or 25%) by SETS reflects the cost of staff and resources; at the point of cancellation or withdrawal, which will have already been committed based on the learner's initial intention, and contract, to undertake the training.
- Enrolments into short courses (one day) can also be transferred to an alternative date in cases where there is one available.
- Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.

There is no charge for a learner to transfer to another course with SETS. If SETS cancels the course or finds a student ineligible to meet the course criteria, then a full refund will be made available to whoever paid that course fee.

Please note that fees may still apply for the processing of refunds.

Where refunds are approved, the refund payment will be paid to the learner, or whoever paid the fees, within 14 days from the time SETS received written notice to cancel the enrolment.

Refunds will be paid via electronic funds transfer using an authorised nominated bank account.

RPL Payment and Refund Policy

This policy is to be read in conjunction with [Appendix 2 for RPL Process Flow Chart](#) which identifies the services provided by SETS at in each stage.

RPL STAGE	PAYMENT %	REFUND STATUS
RPL Stage 1 – Application Fee	10%	Non-refundable
RPL Stage 2 – Initial evidence development and review	40%	Non-refundable – once evidence submitted
NOTE: Stages 1 & 2 are paid in advance at the time of enrolment.		
RPL Stage 3 - Withdrawal	-	Where the candidate decides not to continue the RPL process there are no additional charges.

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RPL Stage 3 - Finalisation	50%	<p>Where the candidate decides to continue the RPL process this % must be paid in advance.</p> <p>Should the candidate decide to discontinue the process at a point in Stage 3, and requests a refund, the SETS General Manager will decide what effort SETS has made to that point.</p> <p>The effort ratio % of the payment will be retained by SETS the remaining % will be refunded.</p> <p>EXAMPLE: Payment amount = \$1000.00 Effort ratio = 60% (\$600.00) Remaining amount = \$400.00 (Refunded)</p> <p>Factors that will be considered by the SETS General Manager when determining the effort ratio include, assessor work hours, administrative functions and processes and any other matter the General Manager determines relevant on a case-by-case basis.</p> <p>The SETS General Manager's decision on the effort ratio is final.</p>

Exceptional Circumstances

Discretion may be exercised by the General Manager in all situations if the learner can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the learner may be offered a full credit toward the tuition fee in another scheduled course in-lieu of a refund. If the General Manager deems it appropriate, they may also authorise a refund of fees.

Note. If for any reason SETS is unable to fulfil its service agreement with a student, SETS will refund the learner's proportion of fees paid for services not delivered.

Terms used:

- "course" or "training" also includes the recognition of prior learning (RPL) process.
- "fees" means any fees paid including full payment, part-payment, or deposit.

How to Request a Refund

Individuals

SETS understand that the circumstances under which an individual may need to cancel a course and request a refund vary so whilst written advice (email or txt) is preferred we will accept telephone notification.

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Companies

Companies that cancel a course and require refunds must make the request in writing (email).

Your Consumer Rights

Prospective learners have rights as consumers, and Australian Consumer Law provides protection for consumers who purchase services. A full explanation of your rights as a consumer can be found at this location:

[Personal Services a Guide to the Australian Consumer Law](#)

Cooling Off Period

By law, you have 10 business days to reconsider an unsolicited consumer agreement (contract). During this time, you can cancel the contract without penalty. This is called the 'cooling off' period.

An agreement is considered to be unsolicited when:

- A supplier/salesperson approaches or telephones a consumer without that consumer having invited this contact.
- negotiations take place over the phone, or in person at a location other than the
- supplier's premises; and
- the total value of the agreement is more than \$100, or the value was not ascertainable at the time the agreement was made.

Further information regarding cooling off periods can be obtained from the Department of Commerce, [Consumer Protection](#).

RTO or Third Party Closing or Ceasing to Deliver Training

In addition to the rights provided by Australian Consumer Law (as above) it is requirement of our regulating body (ASQA) that should SETS; or any organisation delivering training on our behalf, close or cease to deliver training in which a learner is enrolled and who will NOT complete their training before we cease operating, SETS must arrange to transfer the learner to another suitable RTO (or other RTOs).

Should this situation occur SETS will formally notify each existing learner of the arrangements made and obtain their agreement to those arrangements, including any refund of fees available.

Further information is available [here](#) at the ASQA website.

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Modes of Delivery

A delivery mode describes the way training will be delivered to support and enable learning.

Broadly speaking, there are three delivery modes:

- Face-to-face
- Self-paced (pre-course workbooks or in-course assignments), and
- Blended learning (a combination of face-to-face and self-paced).

SETS provide training to its learners predominately through face-to-face delivery.

However, some courses we deliver through blended learning i.e., Provide First Aid requires learners to complete a pre-course workbook prior to attending.

Assessment

“Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.”

(Standards for Registered Training Organisations (RTOs) 2015 – Glossary)

Individuals are required to undertake assessments to demonstrate competency in units of competency. Encouragement and support will be provided throughout the assessment process. Any concerns or issues with undertaking assessments, should be discussed with the assessor so that additional support can be provided if required.

- Assessments are conducted according to the guidelines and standards outlined in the Training Package, adhering to the principles of assessment and rules of evidence.
- Competence is to be demonstrated over the full range of performance criteria to industry standards.
- Consistency of outcomes over a period will form the basis of assessment.
- Assessments will be carried out by qualified assessors.
- Students will be provided with several opportunities to demonstrate competency for each unit, including the opportunity to be re-assessed if required.
- SETS support reasonable adjustment of assessments and will work with clients to maximise opportunities for successful completion of assessment requirements.

There are several outcomes an assessor can arrive at following their judgement:

Competent [C]: Competent shows that sufficient evidence has been gathered to demonstrate achievement of the standard or objective.

Individuals judged as competent are issued the relevant AQF certification documentation. (Refer to [Certification Documents](#))

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Not Yet Competent [NYC]: Not yet competent shows that insufficient evidence has been gathered to demonstrate achievement of the standard or objective.

At the completion of a course or following assessment, if a learner is deemed not yet competent, after every effort has been made to achieve the required competency, SETS will offer further training. This is discussed at the completion of the course and dates and costs, if necessary, are discussed.

Recognition of Prior Learning [RPL]: Competency is achieved through the Recognition of Prior Learning process. (Refer to [Recognition of Prior Learning](#))

National Recognition/Credit Transfer [CT]: Recognition of a competent assessment judgement by another Registered Training Organisation. (Refer to [National Recognition](#))

Complaints and Appeals

Please refer to [Appendix 1 Complaints and Appeals Policy](#) at the end of this handbook or visit our website www.sets-services.com.au.

Should you consider that you need to make a complaint or lodge an appeal please use our policy as a guide on how to do so.

Working with Others

At all times, the course you are attending should be considered a work situation rather than a classroom and is subject to normal employment expectations. SETS expect the following from its employees and therefore of its learners, your cooperation while with us will be appreciated.

- ✓ **Eating and Drinking** – We are flexible enough to allow drinks to be consumed in training areas, but all care must be taken to keep work environment clean and safe. Food should only be consumed during designated breaks and in appropriate areas.
- ✓ **Kitchen Area** - Please keep this area clean. Tidy up after yourself and do not leave a mess for others to clean up.
- ✓ **Toilets** – Toilet facilities are provided for males and females these facilities always need to be kept clean and hygienic.
- ✓ **Smoking** – Smoking is not permitted in part of our premises for safety and health reasons. If you wish to smoke, please do so outside and well away from any doors.
- ✓ **Other Classes** - Please respect their privacy and need to learn. Try not to interrupt or disturb others. Be mindful of noise levels.
- ✓ **Panadol** and other medical drugs cannot be issued to clients according to OSH&W regulations.
- ✓ **Parking** - Parking is available at our sites and detailed information will be provided when your booking is confirmed.
- ✓ **Dress Code** - Be prepared to follow our course dress code, including the removal of facial piercings for work placement activities if required. (Refer to [Occupational Safety and Health](#))

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- ✓ **Mobile Phones** – We ask that mobiles phones not be used for any reason during class times and are to be turned off or put on silent.
 - ✓ **Respect** – Please always respect fellow classmates and SETS staff.
 - ✓ **Drugs and alcohol** – SETS do not tolerate people in our workplace that are under the influence of drugs and / or alcohol or have in their possession, for use in the workplace any drugs and / or alcohol. If you are, you will be asked to leave our workplace immediately.
- Note: Please be advised you may be subject to a breathalyser test at the commencement of any of our high-risk courses.**

Information for Enrolment

SETS will give an induction to all participants at the start of each training course. This will cover:

- Training venue, including safety and emergency details
- Course content and outline
- Procedures for assessments to be undertaken
- Use and care of equipment
- General housekeeping
- Complaints and appeals processes
- Care and acknowledgement of fellow course participants and staff
- SETS's responsibility under the Access and Equity, Privacy and Duty of Care requirements
- Statements of Attainment/Licences etc. to be issued/offered

Access and Equity

SETS will ensure all students have equal opportunity to pursue their training and development. This means participants will have access to a fair and equitable environment without regards to political affiliation, race, colour, religion, national origin, sex, marital status, or physical disability. All training and enrolments will be conducted in an ethical and responsible manner, ensuring fairness and compliance to Equal Opportunity Legislation. All trainers and assessors will be responsible to observe and be advocates for this policy.

SETS provide an opportunity for persons regardless of cultural background and gender to attend and undertake training. SETS also allows participants with disabilities to attend as long as they do not put themselves or fellow participants at risk of injury, and they are of the understanding that they have the ability to obtain and undertake the skills required.

Reasonable Adjustment

Where a learner identifies as a person with special and/or specific needs requiring reasonable adjustment, then strategies contained in the Government of Western Australia, Department of Training and Workforce Development guide *Assessment in the VET Sector 2nd Edition 2016*, at Page 62, identifies kinds of reasonable adjustment that can be made:

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Reasonable adjustment as it applies to participation in learning and assessment activities may include:

- customising resources or activities within a training package or accredited course.
- modifying a presentation medium.
- providing additional support.
- providing assistive or adaptive technologies.
- making additional information accessible both before enrolment and during the course; and
- monitoring these adjustments to ensure that the learner's needs continue to be met.

Participants must have a good command of the English language. They must be able to read and write English to be able to undertake the written assessments.

Refer to [Appendix 4 - Learner Commencement to Completion Process](#)

Student Support Services

SETS is committed to providing support services or referral for students within its scope of operations. The nature of the support depends on an assessment of the individual's needs.

If you require support or assistance at any point throughout your course, you are invited to contact us to discuss and design a support strategy. If you are aware of something that might impact your progression through training and assessment prior to course commencement, please notify us as early as possible to allow us to best cater for your needs. If you do not tell us prior to course commencement about an existing condition that may affect completion of training and assessment, SETS may not be able to provide the support or assistance required.

Support services may include the following areas.

- **Mentoring:** This encompasses study skills support and assistance when applying for RPL.
- **One-to-One Training:** Where students require individual coaching our trainers and assessors will provide a reasonable amount of one-to-one training.
- **Counselling:** Referral to other services can be provided.
- **Language, Literacy and Numeracy (LLN):** Students can be referred to external agencies for support.
- **Disability Support:** SETS can refer students to an appropriate external agency depending on their individual requirements.

Where access to a support service incurs additional costs, those costs must be met by the student, unless other arrangements are made with SETS.

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Recognition of Prior Learning (RPL)

Every participant is given the opportunity to demonstrate their prior learning. Recognition may negate the need for training, but full assessments must be completed.

Participants can contact SETS for details relating to the requirements for Recognition of Prior Learning. Participants will be required to produce documentary evidence of their knowledge and experience, being in the form of CV's, letters, references from managers, prior training, and work experience etc. These must be supported by the contact details of reputable, contactable referees who can confirm the prior learning. The assessor will make a judgement if the participant has the necessary experience and skills required.

The full cost for completing an RPL assessment will vary depending on the time required by an assessor to review the evidence provided by the applicant. We recommend that if you are considering the RPL process you contact our team to discuss the cost and the process.

Refer to [Appendix 2 for RPL Process Flow Chart](#)

National Recognition (Credit Transfer)

SETS accept and provide credit to learners for units of competency (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or
- Authenticated VET transcripts issued by the Registrar. Refer to [Appendix 3 for Credit Transfer Flow Chart](#)

Privacy and Storage of Records

SETS ensure that all records are kept confidential. All records are kept in accordance with the statutory regulatory requirements. SETS only collects information that is necessary to comply with their obligations within the Standards.

All assessment information is securely stored; electronic records in password protected databases, and physical records in a restricted/secure location.

Should a participant wish to view his/her assessment at a later date, this may be done so by contacting SETS directly in writing or in person. Some form of identification will be required to verify the participant.

Should a third party wish to view any assessment, permission needs to be granted by the participant who undertook the assessment, excluding ASQA and Worksafe, for auditing or other official purposes. 48 hours may be required for SETS to retrieve these assessments from our archives.

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National VET Data Policy – Privacy Notice

Privacy Notice (Effective 1 January 2019)

Under the *Data Provision Requirements 2012*, SETS Enterprises Pty Ltd is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by SETS Enterprises Pty Ltd for statistical, administrative, regulatory and research purposes. SETS Enterprises Pty Ltd may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

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

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

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third- party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Certification Documents

SETS will issue AQF certification documentation i.e., a Nationally Recognised Testamur (Certificate) and Record of Results or Statement of Attainment indicating the competencies that an individual has achieved on successful completion of all training and assessment components.

Your AQF certification documentation will only be issued when all agreed fees the learner owes to SETS have been paid.

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Loss of Certificate or Statement of Attainment

In the event of loss of your Certificate or Statement of Attainment please contact SETS.

Your Certificate or Statement of Attainment can be reissued. Please refer below regarding details of costs. To have either your Certificate or Statement of Attainment reissued you will need to provide ID, preferably photographic in the form of a driver's licence, passport, or proof of age.

Re-issuing Certificates

If your AQF certification documentations; Certificate, Record of Results or Statement of Attainment, is lost or stolen and you wish SETS to issue another there will be a cost involved.

At present the cost is \$25.00 per document.

Legislation

VET Quality Framework

The vocational education and training (VET) Quality Framework is aimed at achieving greater national consistency in the way RTOs are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced.

The VET Quality Framework comprises:

- the *Standards for Registered Training Organisations (RTOs) 2015*
- the Fit and Proper Person Requirements
- the Financial Viability Risk Assessment Requirements
- the Data Provision Requirements
- the Australian Qualifications Framework.

SETS is also subject to a variety of other legislation related to training and assessment as well as general business practices. This legislation, including any subsidiary legislation, includes:

- a) National Vocational Education and Training Regulator Act 2011 (Cth)
- b) Equal Opportunity Act 1984 (WA)
- c) Health Act 1911 (WA)
- d) Workers' Compensation and Injury Management Act 1981 (WA)
- e) Occupational Safety and Health Act 1984 (WA)
- f) Australian Human Rights Commission Act 1986 (Cth)
- g) Racial Discrimination Act 1975 (Cth)
- h) Student Identifiers Act 2014 (Cth)
- i) Privacy Act 1988 (Cth)
- j) Copyright Act 1968 (Cth)
- k) Fair Work Act 2009 (Cth)
- l) Work Health and Safety Act 2011 (Cth)

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m) Disability Standards for Education 2005 (Cth)

All legislation can be accessed via www.comlaw.gov.au and www.slp.wa.gov.au.

SETS will monitor changes to this legislation and where those changes directly affect SETS operations will notify everyone concerned.

Occupational Safety and Health

SETS is committed to providing a safe and healthy work and training environment for all participants and trainers. SETS make every reasonable effort to prevent accidents and injuries to both participants and trainers. SETS promote the health, safety and welfare of all participants, in accordance with the current WA State and Federal Legislation and Industry Statutory Regulatory requirements. All participants must be fit and capable of undertaking their practical assessment to the extent that they do not endanger themselves or fellow participants attending the course. Any physical disabilities need to be advised prior to the course. This will assist SETS to make a judgment to ensure that they are capable to undertake the course.

All participants must wear sturdy, fully enclosed footwear. Normal work boots that are clean, and free of oil and grease, are preferred. Appropriate clothing suitable to the course they are undertaking must be worn.

PPE (Personal Protective Equipment) e.g. hard hats, hi-vis, etc., can provided by SETS on the day(s) of training. Participants may provide their own P.P.E if preferred.



Training Site Information

SETS provide training at their Balcatta site in the metropolitan area and on clients' sites across Australia. The following information is applicable to our training venue at Balcatta.

- Minimum dress standard is long sleeved shirt, long pants and enclosed shoes.
- Please arrive by 7.15 a.m. as courses start at 7.30 a.m. sharp, unless otherwise advised
- Please make sure you are present at our venue, before 7.30 a.m. as late arrivals may be refused entry to the course.
- Courses generally finish at the latest 5.00 p.m.
- All protective gear, i.e. hard hats, Hi-Vis vest etc. will be supplied.
- Photo ID is required for verification of identity.
- Tea, coffee and biscuits are available, as well as kitchen facilities.
- Cold drinks and snacks are available for purchase.
- There are local lunch bars nearby where lunch can be purchased.

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Further Inquiries

If you have any further questions pertaining to your enrolment, course, or learning, please do not hesitate to contact any one of the dedicated, friendly SETS team.

T: (08) 9240 5191

E: training@setservices.com.au

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Appendix 1 – Complaints and Appeals Policy

COMPLAINTS AND APPEALS POLICY

SETS view all complaints and appeals as an opportunity to improve the services we provide. Where a learner feels they have cause to raise an issue we encourage them to do so.

Complaints

This policy covers managing and responding to allegations involving the conduct of:

1. Our organisation including, our trainers, assessors, and other staff
2. Any third parties providing services on our behalf including its trainers, assessors, or other staff, and
3. Our learners.

Appeals

This policy also covers to requests for review of decisions, including assessment decisions, made by:

1. Our organisation, and
2. Any third parties providing services on our behalf.

Our approach to resolving issues:

In all cases we ask that if you feel comfortable doing so you first try to resolve the issue by speaking to someone about it.

Ideally the person you speak should be the person concerned, if not that person then someone you believe to be their supervisor or another person in authority.

If you are uncomfortable raising the issue in person then we ask that you answer six simple questions for us, but we will need enough information to act on your behalf:

Question	What information we would like to know
Who	Who is the person you have the issue with? Their name is best if you have it or how you came into contact with them i.e., receptionist, person you spoke over the phone, etc.
What	What was it that raised your concerns? I.e. inappropriate behaviour, a decision you believe was not fair, an instruction you believe was unsafe, etc.
When	What was the date and/or course you were attending when the issue arose?
Where	Where did the issue occur? Tell us as much about the place where the issue occurred as you can.
Why	Tell us why you believe the issue occurred, i.e. misunderstanding during training, insufficient instructions provided, lack of sensitivity to diversity, etc.
How	How you would like the issue resolved? What would be your preferred outcome?

How to lodge your complaint or appeal.

You can answer these questions by any means you prefer, telephone, email, text, letter or note or ask us for a form.

Acknowledgement:

We have a regulatory obligation to acknowledge your complaint or appeal in writing so we will need enough personal information about you to do so, we will need your name and either a postal address or email address.

Natural Justice and Procedural Fairness:

Put simply, this means there are two views to every situation: yours and the other persons. So, we will afford all parties concerned an opportunity to give their view of the issue before any decisions are made.

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Timeframes:

We are required to finalise complaints and appeals as soon as practicable (as quickly as reasonably possible). Where we can resolve the issue at the time we will. If we cannot resolve the issue at the time, we will finalise it within five working days of you advising us.

If we think that the issue might take longer than 60 calendar days to process and finalise we will write and tell you so and the reason why, we will also give you regular updates on the progress of the matter.

What if we are unable to resolve the issue?

If we are unable to resolve the issue, and you ask us to, we will have an appropriate independent third party provide a review at no cost to you.

Your privacy is ensured:

We will take appropriate measures to ensure your personal details and the details of your complaint or appeal are kept secure.

Who else can you lodged a complaint with?

If you are not satisfied with the outcome of your complaint or appeal, or feel that you want to take the issue to an external authority, you can contact the following:

NOTE: ASQA requires that before lodging a complaint with them that our complaints/appeals process must have been followed first.

Australian Skills Quality Authority (ASQA)

By phone: To speak to an ASQA representative please contact the ASQA info line on 1300 701 801 between 9.00 am and 7.00 pm Eastern Standard Time (EST), Monday to Friday (dial +61 3 8613 3910 from outside Australia).

Interpreter services are available through the Australian Government's Translating and Interpreting Service by calling 131 450.

Online: You can contact ASQA online by completing the ask [ASQA a question online form](#) or email enquiries@asqa.gov.au

To provide feedback about ASQA email feedback@asqa.gov.au

Post: ASQA's postal address is GPO Box 9928, Melbourne, VIC 3001.

OR

The National Training Complaints Hotline

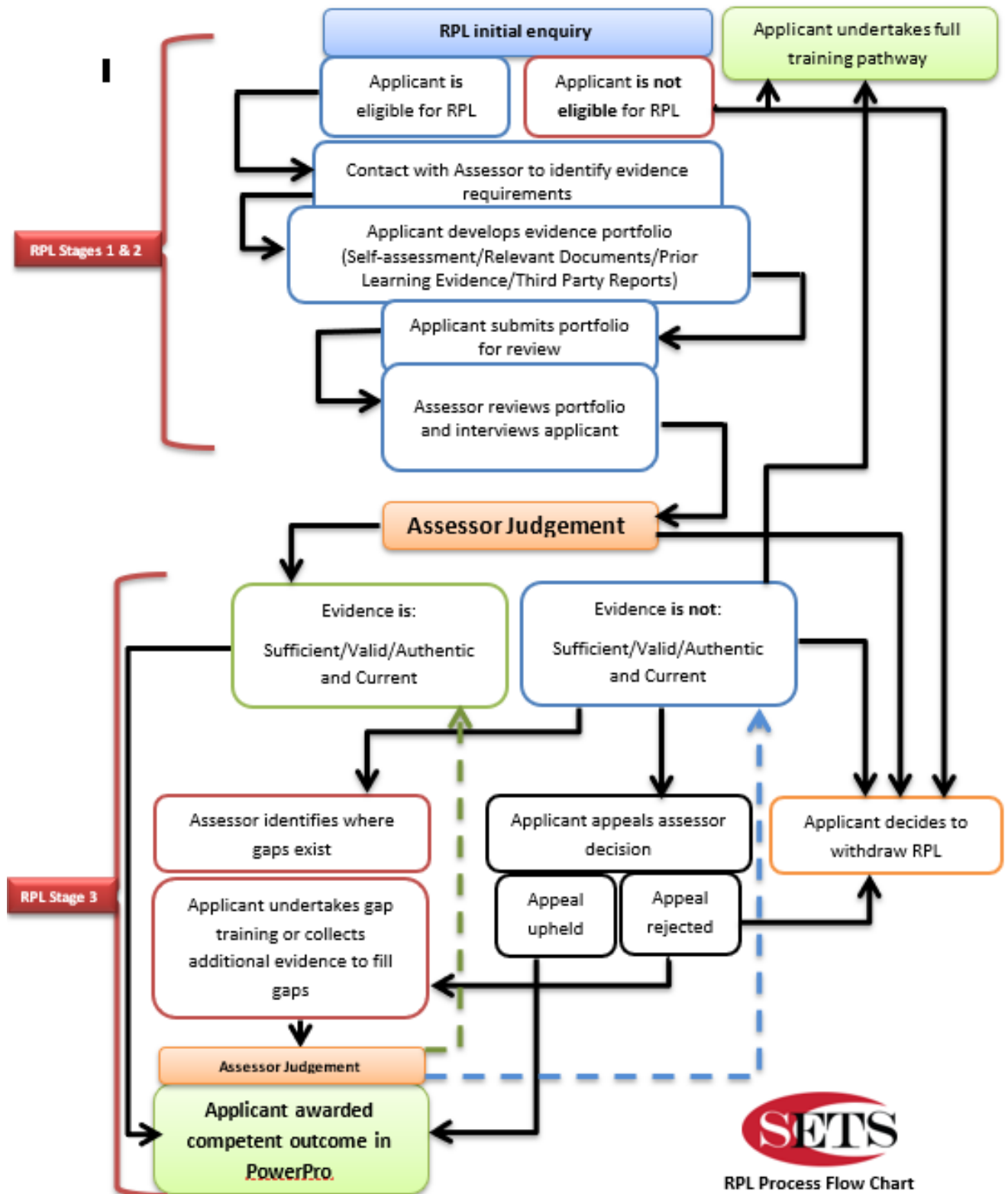
Phone: 13 38 73 - Please select option 4, Monday–Friday, 8am to 6pm nationally.

Email: Please refer to the process for [submitting an email complaint](#).

The National Training Complaints Hotline uses the services of the Translating and Interpreting Service and National Relay Service.

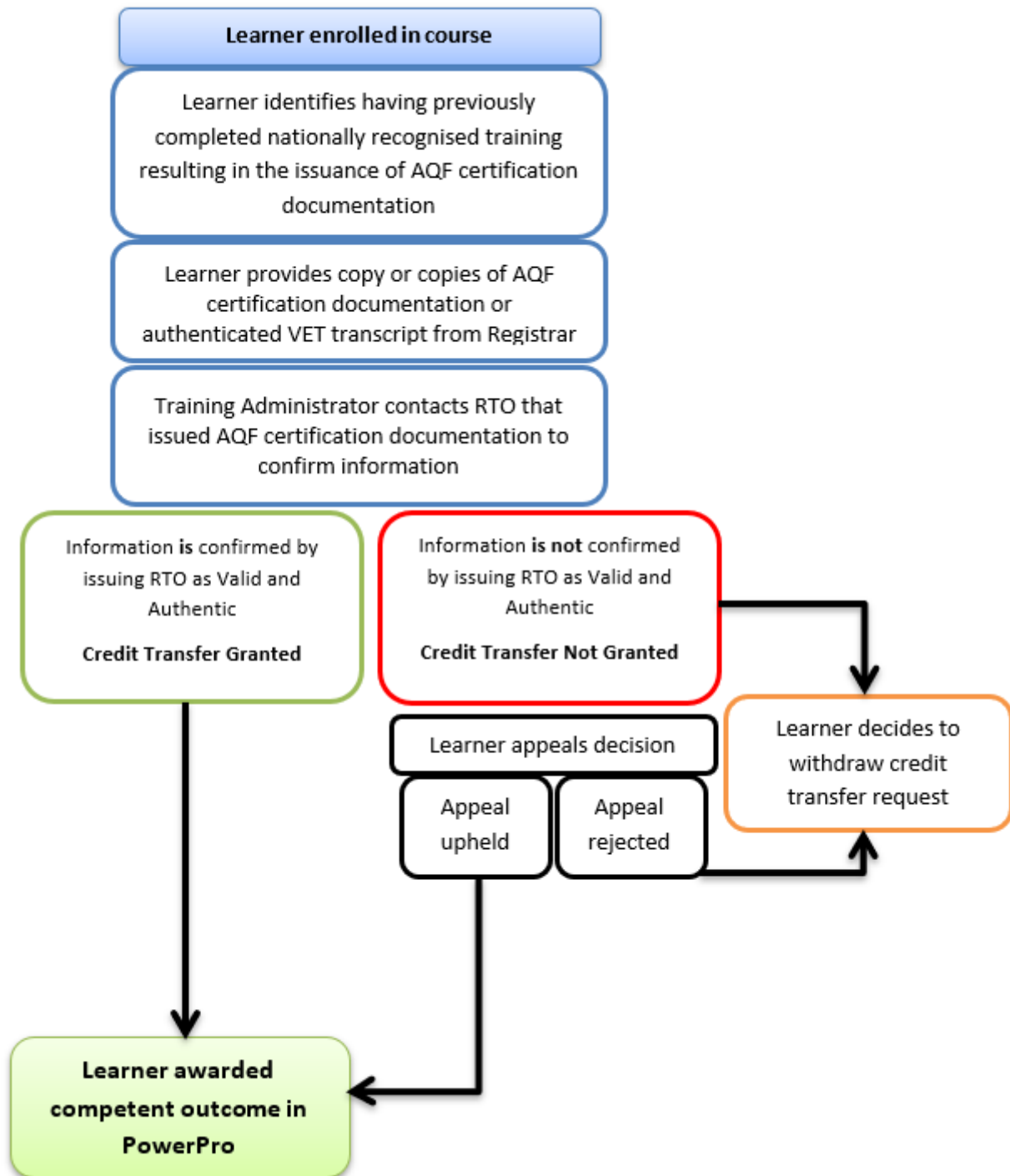
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Appendix 2 – RPL Process

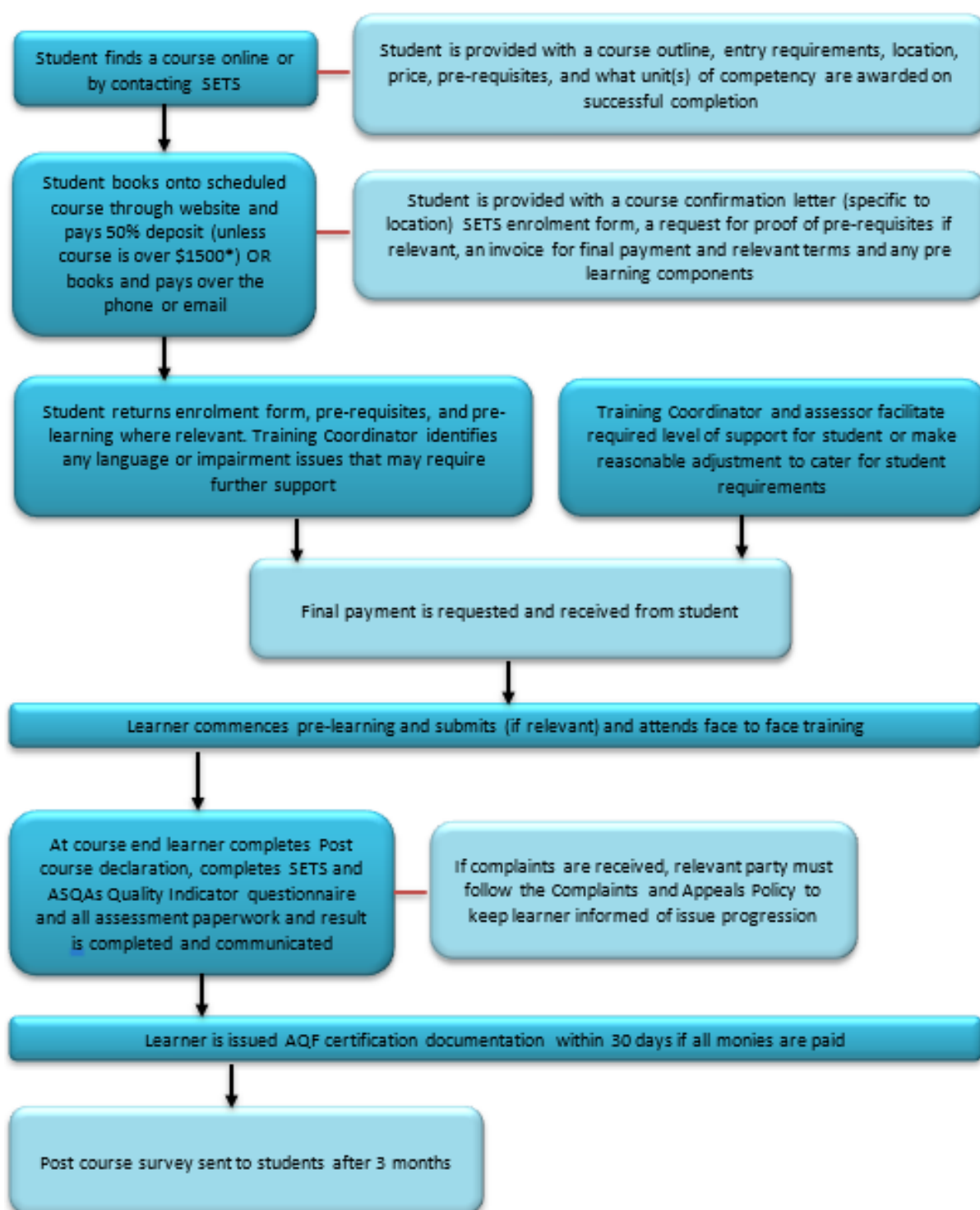


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Appendix 3 - Credit Transfer Process



Appendix 4 – Learner Commencement to Completion Process



***For any courses valued over \$1500, students are only required to pay an initial \$800 deposit and will receive a payment plan schedule with their confirmation letter for the balance**

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