

# Training Ahead Australia

# Student Handbook

Please Note:

Printed/Hard copies of this policy should not be relied on as being current. Refer to the electronic version available at the Training Ahead Australia website to be sure you are referring to the latest version - [www.trainingahead.com.au](http://www.trainingahead.com.au)

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## About Training Ahead Australia

Welcome to Training Ahead Australia.

Training Ahead Australia is a leading training provider of Nationally Accredited Training, specialising in delivering quality training solutions across Australia.

Training Ahead Australia's sole business is working within the construction, mining, rail and resource sector to reduce overheads and increase staff efficiency. TAA achieve this through a combination of online, Microsoft Office and nationally accredited training, as well as staff management and leadership training. TAA have offices in Mackay and Melbourne with trainers located across QLD, VIC, NSW, TAS, SA and WA.

Why do people choose to study with Training Ahead Australia?

- Nationally Recognised - Registered Training Organisation (RTO)
- Innovative training and education programs
- Flexible online or on-site study options
- Supportive, industry qualified trainers

## Contact Information

Head Office: Melbourne

Physical Address: Level 1, 176 Bridge Road, Richmond VIC 3121  
Postal Address: Level 1, 176 Bridge Road, Richmond VIC 3121  
Phone: 03 9038 8014  
Fax: n/a  
Email: [grow@trainingahead.com.au](mailto:grow@trainingahead.com.au)  
Website: [www.trainingahead.com.au](http://www.trainingahead.com.au)

## Partnership Agreement

We have an RTO partnership agreement with the following two providers:

Company: Healthy Business Training Academy  
 Scope: Cert III (BSB30715) and Cert IV in Workplace Health & Safety (BSB41415),  
 RTO: 30831  
 Website: <http://www.hbta.edu.au/>  
 Contact: Amy Boleszny (Director)

### 30831 - Amy Boleszny Pty Ltd

Summary	Registration	Contacts	Scope	Restrictions	Delivery	Display history
<p><b>Summary</b></p> <p>Code: <b>30831</b></p> <p>Legal name: <b>Amy Boleszny Pty Ltd</b></p> <p>Trading name(s): <b>Healthy Business Training Academy</b></p> <p>Status: <b>Current</b></p> <p>ABN: <a href="http://www.abn.gov.au/abn/43602985035">43 602 985 035</a></p> <p>ACN: <b>602 985 035</b></p> <p>RTO type: <b>Education/training Business Or Centre: Privately Operated</b></p> <p><b>Registered Training Organisation</b></p> <p>Web address: <a href="http://www.hbta.edu.au/">http://www.hbta.edu.au/</a></p>						

Company: Rhodes Business School  
 Scope: All other training  
 RTO: 40950  
 Website: <http://www.rhodesbusinessschool.com.au/>  
 Contact: Sam Russell (Director)

### 40950 - RHODES GROUP AUSTRALIA PTY. LTD.

Summary	Registration	Contacts	Scope	Restrictions	Delivery	Display history
<p><b>Summary</b></p> <p>Code: <b>40950</b></p> <p>Legal name: <b>RHODES GROUP AUSTRALIA PTY. LTD.</b></p> <p>Trading name(s): <b>Rhodes Business School</b></p> <p>Status: <b>Current</b></p> <p>ABN: <a href="http://www.abn.gov.au/abn/96153653573">96 153 653 573</a></p> <p>ACN: <b>153 653 573</b></p> <p>RTO type: <b>Education/training Business Or Centre: Privately Operated</b></p> <p><b>Registered Training Organisation</b></p>						

## Code of practice & Client Services Charter

TAA is focused on meeting your training needs. We promise to:

- a) Understand the needs of you, the client, our students, staff and the industries in which we operate or do business with.
- b) Operate professionally and always conduct business in a sound, ethical and fair manner.
- c) Employ staff who are knowledgeable, qualified, objective, experienced and always act with integrity.
- d) Treat your information confidentially, protect your rights to privacy and ensure the accuracy and integrity of the information we hold about you.
- e) Respond to student and industry needs and remain competitive within our market.
- f) Ensure the confidentiality and accuracy of your information.

## Educational Guarantee

TAA is committed to providing excellence in training and education. We are committed to:

- a) Providing quality training and education services to the vocational education and training sector in Australia.
- b) Meeting and striving to exceed the requirements of the NVR Standards for Registered Training Organisations, Australian Quality Training Framework 2010 (AQTF2010) and relevant guidelines related to Vocational Education and Training legislation.
- c) Delivering training, assessment and consultancy services that are flexible to the needs of our customers.
- d) Producing professional graduates who are appropriately trained, job-ready and have the employability skills expected by industry.
- e) Developing courses and assessment processes that meet industry demands; cater for a range of learning styles; and are flexible to a diverse range of student needs.
- f) Engaging with industry by participating in and/or facilitating relevant professional associations, networks, focus groups and steering committees.
- g) Maintaining a supportive learning environment that is conducive to the success of our students, clients and staff.

## Management Principles

TAA aims to be the best it can be. To enable this, we:

- a) Use developed and proven management principles, systems and policies to operate an efficient and effective organisation.
- b) Are committed to quality assurance and continuous improvement and incorporate these principles into all aspects of the business.
- c) Regularly collect feedback and continuously use it to improve and enhance our training and assessment services, client services and management systems.
- d) Ensure that decision making of senior management is informed by the experiences of our trainers and assessors.

## Student Expectations and General Housekeeping

As a student with TAA, we expect a certain standard of behaviour from you that includes:

- Being committed and motivated with regard to your learning
- Demonstrating a positive attitude to learning
- Contribute positively to discussions and activities in the classroom
- Ensuring you ask questions where you are unsure
- Treating others with fairness and respect
- Punctuality – arriving at training and returning from breaks on time.

### **Our housekeeping rules include:**

- No eating during classroom time, you may drink water only. There are designated areas for eating and drinking.
- Switching off your mobile during training time.
- Leaving the training room neat and tidy – pick up any rubbish and put your chair back in place.
- You must not be under the influence of alcohol or drugs.
- No smoking on the premises.
- If you are unable to attend, telephone us to let us know that you will be absent.
- Ensure you are quiet in designated study areas.

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

## Cheating/Plagiarism Procedures

If you suspect that someone is guilty of cheating or plagiarising, you should direct your suspicions to your workshop facilitator, your coach, or to the TAA Compliance Manager (via [admin@trainingahead.com.au](mailto:admin@trainingahead.com.au) or 03 9038 8014) who will thoroughly investigate the matter and take appropriate action. In all cases, the student in question will be immediately advised and given ten (10) working days to show cause as to why disciplinary action should not be taken against them. Any student found to have cheated/plagiarised face the possibility of disciplinary action that, dependant on the severity of the offence, can range from a 'fail' result in the relevant unit of competency, to dismissal.

## Confidentiality

Confidentiality is maintained where requested. Complainants/appellants are informed where this may limit the extent to which their complaint or appeal can be investigated.

## Records

All complaints and appeals will be kept on the student file and documented in the "complaints register". These will be kept for a period of five years.

## Vocational Outcomes

When graduates have completed their studies with TAA, a register of the competencies achieved by the graduate will be maintained for future reference and evidence archived.

## Client Resources

All clients are provided with various resources throughout the duration of their course. It is the client's full responsibility to maintain the resources provided to them by TAA.

Please note that charges will be incurred for replacement of any client resources. Please contact TAA for further information.

## Refund Policy

All enrolment fees are non-refundable.

## Fee for Service Enrolments

For enrolments cancelled more than 21 days before program or course commencement:

If a client cancels enrolment in a program or course 21 days or more before commencement, TAA will refund the course fees and charges paid by/for the client for a program or course.

TAA will also cancel any remaining payments that have been scheduled in respect of the enrolment.

For enrolments cancelled 21 days or less prior to or after course commencement:

If a client cancels enrolment in a program or course 21 days or less, prior to, or after course commencement, TAA will not refund any fees and charges paid by or for the client.

## Short Course Refund Policy

Short courses are non-refundable.

## Material Fees

No refunds will be given for printed or electronic materials that are considered to be used. Materials will be considered “used” when;

- The client has accepted the materials and begun their training
- The client has signed their acceptance of the materials

## Course Reschedule/Cancellation

If a course is rescheduled/cancelled by TAA prior to program or course commencement, then participants will be rescheduled to the next available course date. No monies will be refunded by TAA for any expenses the participant has or may incur as a result of the reschedule.

## Dress Code

For the comfort and consideration of everyone involved in the training process, TAA staff and students are required to attend workshops in clean and appropriate clothing. TAA staff and students are also expected to maintain a high standard of personal hygiene and to avoid strong perfumes or other odours which can be uncomfortable for others.

Over and above the importance of maintaining dress code and personal hygiene standards for their TAA training sessions, we encourage students to consider the importance of their personal presentation in regard to their future success – for example, for job interviews and when working in a team/business environment.

## Complaints

In the event of a complaint, the client is required to follow the following procedures to ensure the issue is resolved.

- The complainant must try to resolve the problem with the person concerned.
- The complainant must seek the assistance of their TAA Trainer.

Should the problem still be unresolved, the following procedure must be followed:

- a) Request a Student Complaint Form from your trainer, or contact TAA to obtain a copy of the form.
  1. Fill out all required details on the form and attached any relevant documentation.
  2. Submit the form to TAA via the contact email or postal address provided on the form.
  3. Upon receipt TAA will address the issue.
  4. The client will receive a written statement of the outcome from the Trainer and/or Compliance Manager within 14 days of the complaint being received.

All records of any complaints are kept on file. If the complaint is still unresolved, TAA clients may lodge a complaint with the Australian Skills Quality Authority (ASQA): 1300 701 801 or email [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au)

## Appeal Procedure

1. Request a Student Appeal Form from your trainer, or contact TAA to obtain the form.
2. Fill out all required details on the form and attached any relevant documentation.
3. Submit the form to TAA via contact email or postal address provided on the form.
4. Upon receipt TAA will address will review the appeal.
5. The client will receive a written statement of the outcome from the Trainer and/or Compliance Manager within 21 days of the complaint being received.

If the appeal is still unresolved, the client may contact any relevant Government Department that may be able to assist. Clients may also seek legal redress through the usual court processes if they feel unsatisfied.

## External Complaints or Appeals

For assistance with lodging an external complaint or appeal please contact the Australian Skills Quality Authority (ASQA): 1300 701 801 or email [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au). If ASQA finds your complaint is justified, the conclusions are reported to you and to the relevant Department of Education, Training and Employment regional office.

## Refusal to Provide Services

TAA has the right to refuse to provide services (including training, assessment, and course materials) to clients who have outstanding accounts. TAA shall not be liable for any failure to provide services.

## Privacy Policy

TAA complies with the Privacy Act 2001. Information collected on clients is only used for the purpose of delivery or our services.

### **Use And Disclosure Of Personal Information**

Sensitive personal information will only be collected, as required, from clients. Such information is treated as confidential within TAA and is used for the purpose for which it was collected or for a related purpose. This includes:

- Providing the training services.
- Informing clients about additional or upcoming courses available.
- Gathering feedback from clients regarding training for TAA's market analysis and course development.

## Information about Clients from Third Parties

TAA may need to source or verify information about clients from a third party. Wherever possible this will be done with the client's authorisation, or if not possible, TAA will inform the client when such information is collected.

## Receiving Marketing Information

With client's consent, TAA may provide them with information from time to time about new courses available to them.

Client's consent to this will be implied unless they notify TAA that they do not wish to receive this information. You may do this by advising the Operations Manager in writing that you do not wish to receive marketing information.

## Completion and Procedure for Issuing Certificates

A client will be issued with a certificate on completion. If a client completes only one or more modules but not a complete qualification, a Statement of Attainment will be issued.

A Statement of Attendance may be issued where appropriate.

Before certification is issued the Compliance Manager verifies competency has been properly assessed, all tasks complete, and all fees paid. Once all is deemed in order, the Compliance Manager authorises issue of the relevant certificate.

When a client has completed their course and a certificate has been issued, the client's file is archived. A reference is made of the client name, client number, and certificate number in the archive filing register.

## Refusal to Provide Services

TAA has the right to refuse to provide services (including training, assessment, and course materials) to clients who have outstanding accounts. TAA shall not be liable for any failure to provide services.

## Language, Literacy, and Numeracy (LLN)

In order to complete an TAA training program, students require an adequate level of English literacy and numeracy skills.

Any students who believe they may require additional support due to their limited LLN skills should make this clear in their enrolment application and as a part of the LLN assessment, which is a standard part of an Australian ILN (Individual Learning Plan).

All TAA staff are trained and experienced in helping any students who require additional LLN assistance and will work with you to implement strategies for the support required to assist you achieve your learning and career goals.

## Personal property

Personal property is the responsibility of the owner should not, therefore, be left unattended, loaned, or left in the care of others. Additionally, valuable items not required for study should not be brought to face-to-face study sessions or onto TAA (or contracted) premises.

TAA cannot be held responsible for the security and safekeeping of personal property.

## RPL (Recognition of Prior Learning)

RPL (Recognition of Prior Learning) is a process of recognising a student's knowledge, experience, and skills that they have gained through their education, work, and other learning, which, if deemed to be of a high enough standard, can be used to gain a credit (see the 'Credit' section of this document for more information) in a module(s) or unit(s) of competency.

If you wish to be considered for RPL or to confirm your suitability, please email TAA at [admin@trainingahead.com.au](mailto:admin@trainingahead.com.au) or call 03 9038 8014

## Student ID Number

In line with federal legislation, all students participating in Australian qualifications training will be provided with a 'Unique Student Identifier (USI)', an essential means of identification that assists in recording your educational achievements on a central database.

If you already have a USI, please provide it when you enrol with TAA. If not, TAA will provide you with one, which will become your permanent student ID number (regardless of where you study in Australia).