



Student Handbook

Aakira Pty Ltd trading as Training Ahead Australia

RTO Code: 45462

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<b>Doc. Owner</b>	Dannielle Walz				Page 1 of 27

## Table of Contents

Purpose of this handbook.....	4
Participant induction and acknowledgement.....	4
General Information .....	5
Our Training Venues .....	5
Training Delivered Under Our Scope of Registration.....	5
Accredited Training.....	5
Language, Literacy and Numeracy.....	5
Training and Assessment Personnel .....	6
Program Timeframes .....	6
Attendance and Participation .....	6
<b>Learning Resources</b> .....	7
Delivery for the Achievement of Competence .....	7
Additional Tutoring / Coaching / Mentoring .....	7
Assessment Methodologies .....	8
Assessment of Not Yet Competent.....	8
Non-Completion.....	9
Program Deferment .....	9
Recognition of Prior Learning (RPL) .....	9
Mutual Recognition Policy / Credit Transfer.....	10
Fees .....	10
Complaints – Policy and Procedure .....	11
Appeals – Policy and Procedure.....	17
Issuing AQF Certificate Documentation.....	22
Reissuance of Qualification/s.....	22
Participant Support Services .....	22
Access and Equity Policy .....	22
Discrimination and Harassment Policy .....	23
Enrolment Procedure.....	23
Refusal or Cancellation Of Enrolment.....	24
Trainer Withdrawal from A Program .....	24
Confidentiality.....	24
Use and disclosure of personal information.....	25
Information about participants from a third party.....	25
Receiving marketing information .....	25
Security of Personal Information .....	25

<b>Doc. Title</b>	Student Handbook				
<b>Doc. No.</b>	Doc-2330	<b>Version Date:</b>	15 Sep 2020	<b>Version:</b>	1.0
<b>Doc. Owner</b>	Dannielle Walz				Page 2 of 27

Rights to access information..... 25

Authorised Third Parties ..... 26

Legislative Requirements..... 26

Quality Management Focus ..... 27

Marketing and Advertising Policy ..... 27

Further Enquiries ..... 27

Refund policy ..... 27

Occupational Health and Safety Policy ..... 27

<b>Doc. Title</b>	Student Handbook				
<b>Doc. No.</b>	Doc-2330	<b>Version Date:</b>	15 Sep 2020	<b>Version:</b>	1.0
<b>Doc. Owner</b>	Dannielle Walz				Page 3 of 27

### Purpose of this handbook

The purpose of this Participant Handbook is to provide participants with information in resolving any questions that they may arise during the course of study. In this handbook participants will find information regarding:

- The structure and operations
- Training & assessment services on offer
- Procedures for recognition of prior learning (RPL)
- Complaints and appeals processes
- Policies regarding safety and discrimination
- Participant services and the privacy of your information.

Please refer to this handbook to support you in your study. The information contained within this document is consistent with our approved policies and procedures. If the information contained is not clear or you require further clarification/direction or wish to view our full suite of policies and procedures please contact our team on 1300 355 900.

Training Ahead Australia take responsibility and follow processes to ensure our training and assessment practices comply with the National Vocational Education and Training Act and Training Regulator Act 2011.

### Participant induction and acknowledgement

Before you complete and sign your enrolment form for a Training Ahead Australia course, please be sure that you have read through this handbook and understand its contents. If you do not understand something, please contact us on 1300 355 900 to speak to one of the friendly team. By completing, signing and submitting your enrolment form, you are acknowledging that you have read this handbook and understand its contents.

This handbook contains the information students need prior to their enrolment and during their enrolment. Training Ahead Australia reserves the right to alter policies at any time without prior notice. Policies may have only been partially reproduced in this booklet. For a complete overview of Training Ahead Australia policies and procedures, please request a copy by emailing us at [bookings@trainingahead.com.au](mailto:bookings@trainingahead.com.au).

Not all policies and procedures are listed in this handbook.

<b>Doc. Title</b>	Student Handbook				
<b>Doc. No.</b>	Doc-2330	<b>Version Date:</b>	15 Sep 2020	<b>Version:</b>	1.0
<b>Doc. Owner</b>	Danielle Walz				Page 4 of 27

## General Information

### Our Office and Hours

Address: 8-10 Sloane St, Maribyrnong VIC 3032

### Opening Hours

Our office is open between 9.00am and 5.00pm Monday to Friday (except Public Holidays). We can be contacted on 1300 355 900 (Monday to Friday 9.00am to 5.00pm) or via [bookings@trainingahead.com.au](mailto:bookings@trainingahead.com.au)

### After Hours Emergencies

In the event of an emergency the Support Officer can be contacted on 0420 430 939.

### Our Training Venues

TAA have the following training venues:

- Newport Rail Academy – Shea St, Newport VIC 3015
- Training Ahead training facility

### Training Delivered Under Our Scope of Registration

TAA delivers a combination of units of competence and Qualifications and the full scope can be found at [training.gov](http://training.gov)

Students can choose to enrol in whole qualifications or individual units depending on their learning needs and career goals. Please contact our office on 1300 355 900 to discuss with any one of our helpful staff if you or your organisation has specific training needs.

### Accredited Training

Participants who completed accredited training and assessment will be issued with either a Qualification or a Statement of Attainment. Both documents will be clearly identified with the Nationally Recognised Training Logo as you see to the left.

### Language, Literacy and Numeracy

Depending on the program participants enrol in you may be required to Read and interpret textbook information

- Follow written and verbal instructions
- Prepare a range of documents using office equipment
- Present written & verbal information in a range of contexts
- Conduct research
- Communicate and/or work with individuals and groups
- Use a computer at basic skill level

All participants have the option to be assessed in order to ascertain if their Literacy and Numeracy skills are sufficient to successfully undertake the program. Additionally, some programs will require participants to complete an assessment prior to enrolment. This is usually via interview or through appropriate assessment tasks identified by our trainers. You will be advised of these requirements upon course enquiry. Those who require further assessment will be referred to a qualified expert. Any costs incurred will be the sole responsibility of the participant.

<b>Doc. Title</b>	Student Handbook				
<b>Doc. No.</b>	Doc-2330	<b>Version Date:</b>	15 Sep 2020	<b>Version:</b>	1.0
<b>Doc. Owner</b>	Dannielle Walz				Page 5 of 27

### Training and Assessment Personnel

Training Ahead Australia have personnel with appropriate qualifications and experience, with up to date knowledge to deliver the training and facilitate the assessments of the identified qualifications and units of competence in this handbook. It is a minimum requirement that all trainers and assessors hold the Certificate IV in Training and Assessment.

Assessment will meet the National Assessment Principles including recognition of prior learning and credit transfer.

Training Ahead Australia trainers and assessors adhere to standards in the National Code of Practice for Assessors and as per the ASQA Standards for Registered Training Organisations.

### Program Timeframes

<b>Workshop / Classroom Based</b>	Participants will be advised of timetable for the training program prior to commencement. Sessions will be led and directed by an TRAINING AHEAD AUSTRALIA Trainer/Assessor.
<b>Project Model</b>	Participants will complete their learning and assessment through a well-designed project and the timeframe will depend on the course, the attendance hours, and work to be completed outside the training session/s.
<b>Self-Paced</b>	Timeframes for this method of delivery will be negotiated with your trainer/assessor and will be negotiated on the basis of qualification requirements and individual characteristics of the participant (previous experience, availability, learning requirements).
<b>Traineeships</b>	These are a contractual agreement that may be for full-time employees meaning their training is completed in 12 months, or for part-time employees meaning their training is completed in 24 months.
<b>Site Specific</b>	Your employer will advise of program, as we contextualise our program design, delivery, assessment and scheduling to meet workplace requirements.

### Attendance and Participation

Upon enquiry and/or enrolment, participants will be advised of the timetable specific to their program – including classes, workshops and assessments. It is expected that participants will attend all agreed sessions. Non-attendance will require participants to complete work in their own time to ‘catch up’. Depending on the availability of trainers and/or assessors, this may be with or without support. Obviously, circumstances will vary on an individual basis. Students are to contact the office as soon as possible to advise of non-attendance.

Rescheduling or extension of time is available (not guaranteed) for participants to complete their training – with a written letter and relevant documentation (for example doctor’s certificate) detailing grounds for your application.

Courses that are not accredited will be clearly identified and participants will be issued with a Statement of Participation.

### Learning Resources

Different programs delivered will have different resourcing requirements. For most qualifications resources have been costed into the overall course pricing, however, for others there is the option to purchase or hire the textbooks. Additionally, Training Ahead Australia will advise the participant of any resources or equipment they are required to provide or bring to the training. The details relevant to the training you have selected will be specified ***prior to enrolment***.

### Delivery for the Achievement of Competence

Competency may be achieved:

- in the industry workplace via workshops and project based learning and assessment
- formal training sessions [workshop based, online]
- self-paced options [Assessment only, RPL, creation or collection of a portfolio of evidence]
- combination of formal and self-based delivery
- work experience including working in a voluntary capacity
- participants may apply for personal coaching if required

### Additional Tutoring / Coaching / Mentoring

Additional client support services are available to individual participants. A participant requiring additional client support, beyond what is available within the delivery program (and trainer/assessor timetables) should contact Training Ahead Australia as soon as possible, and are advised that additional fees may apply.

Additional support services available include:

- additional tutoring/coaching/mentoring is provided. This may be phone or email.
- access to subject matter experts for additional discussion of course content
- extra assistance in project preparation
- provision of specialist accessible format materials, subject to appropriate notice

Participants are encouraged to speak with their trainer as soon as they identify they are having difficulties, rather than wait for assessment. You can approach your trainer and speak with them directly or contact them via telephone or email to discuss your options.

<b>Doc. Title</b>	Student Handbook				
<b>Doc. No.</b>	Doc-2330	<b>Version Date:</b>	15 Sep 2020	<b>Version:</b>	1.0
<b>Doc. Owner</b>	Dannielle Walz				Page 7 of 27

## Assessment Methodologies

***The objective is for the participant to prove they have achieved competency*** against the specifications of the unit of competence and to the standards expected in the industry and/or the workplace. Participants **may** be assessed by one or more of the following methods:

<b>Observation</b>	the completion of a specified task or set of procedure/s, normally performed under close supervision, using a detailed checklist.
<b>Oral Questioning</b>	a verbal response is provided by the participant to a series of questions presented in order to demonstrate understanding of principles or reasoning behind the action taken.
<b>Logbook / Training Record Book</b>	This document is completed by the participant, and will require sign off by their supervisor and/or TRAINING AHEAD AUSTRALIA assessor. It may record information relating to their tasks completed on the job and what they have learnt
<b>Case Study</b>	An opportunity to display problem solving and decision-making skills is provided in a simulated context
<b>Multiple Choice</b>	a question or incomplete statement followed by several options [usually 4 – 5] from which the participant selects the appropriate answer/s
<b>Written Short Answer</b>	a written response item consisting of a question/s with answers of a single word, a few words, a sentence, or a paragraph
<b>Project</b>	an exercise or investigation based on a real-life situation, generally requiring a significant part of the work being carried out without supervision, and involving the completion of a project report
<b>Third Party Reporting</b>	a third-party report is a document that TRAINING AHEAD AUSTRALIA will provide you with, and needs to be signed off by an appropriately qualified, designated officer from within the workplace of the individual
<b>Portfolio of Evidence</b>	a collection of evidence from the individual's experience and/or workplace to prove the demonstration of the performance criteria, elements, required skills and required knowledge.
<b>Online</b>	Tasks, projects, case studies and questioning delivered through the online platform Moodle or Axcelerate, and supported by the submission of evidence through the platform or electronic formats.

Assessment methodologies will be discussed before or at the commencement of training with the participant and/or the employer. Additionally, Training Ahead Australia may provide these details through printed materials prior to enrolment. Participants should advise their trainer/assessor of any concerns (e.g. medical, learning, physical, time constraints) relating to the assessment process. Assessments are conducted in conjunction with the procedures and policies of Training Ahead Australia, and are validated to ensure compliance with the Principles of Assessment and Rules of Evidence.

### Assessment of Not Yet Competent

Your Trainer and/or Assessor will provide constructive feedback on what is required to achieve an assessment of competence. This may involve reassessment using similar processes, reassessment utilising an alternate assessment process or the development of an action plan to support progression towards competence. Up to a further 3 months may be granted to complete the program, with a reassessment process and date specified. It is essential to speak with your Trainer and/or Assessor for details and/or clarification.

<b>Doc. Title</b>	Student Handbook			
<b>Doc. No.</b>	Doc-2330	<b>Version Date:</b>	15 Sep 2020	<b>Version:</b> 1.0
<b>Doc. Owner</b>	Dannielle Walz			Page 8 of 27



### Non-Completion

If it is identified that a participant is unable to successfully complete the program, by Training Ahead Australia staff, the participant will be provided with:

- Clear explanation
- Copies of all completed learning materials
- Copies of all assessments
- Transcript of competency footprint
- Recommendations and referral options if available and relevant

If an individual identifies they are not able to complete training they can apply for deferment as detailed below, or should advise their trainer in writing of their inability to complete.

Training Ahead Australia will follow up with participants who have outstanding evidence/assessment requirements or reassessments for completion.

### Program Deferment

Students must apply in writing for deferments, to the Director, under the following circumstances for up to 12 months:

- medical grounds (doctor’s certificate required)
- special compassionate grounds
- problems associated with employment, *or*
- other special unforeseen circumstances

Applications will be responded to within 7 days, in writing.

### Recognition of Prior Learning (RPL)

Participants **may** be entitled to a credit transfer in the following circumstances:

- Successful RPL application.
- Completed units of competency from a relevant National Training Package.
- Approved units of competency from a National Training Product.

Training Ahead Australia advise all applicants of RPL opportunities and procedures on initial enquiry. Applicants who consider that they have completed appropriate training, or have through prior learning and experience, gained the required skills/competencies stipulated for the units of the course may be granted credit upon substantiation of that claim. The assessment will be professionally conducted and will be valid, reliable, flexible and fair. Evidence for credit of prior learning may include:

- Evidence of current competence
- Performance, demonstration, or skills test
- Portfolio, logbook, task book, projects or assignments
- Written presentation
- Interview
- Case studies
- Third party reports
- Completed assessment only workbooks

RPL is available for most units. The training package components set the RPL benchmarks. Participants may make an application on request.

<b>Doc. Title</b>	Student Handbook				
<b>Doc. No.</b>	Doc-2330	<b>Version Date:</b>	15 Sep 2020	<b>Version:</b>	1.0
<b>Doc. Owner</b>	Dannielle Walz				Page 9 of 27

If there is sufficient evidence in the application and supporting documentation, no further assessment may be necessary. Further assessment required may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility. The form of assessment may be negotiated with the participant and may consist of interview, written assignment, exam, or another method. Assessment must be conducted by a qualified assessor.

A standard fee per unit/course will be charged for the RPL assessment. Successful participants are notified promptly of the RPL outcome. The Assessor advises unsuccessful participants of reasons for non-recognition and steps they can take by submitting more evidence, and failing that the appeal mechanisms.

**NB: ANY DOCUMENTATION SUBMITTED FOR RPL WILL NOT BE RETURNED TO THE APPLICANT, PLEASE ENSURE THAT YOU SEND COPIES AND NOT ORIGINALS.**

### Mutual Recognition Policy / Credit Transfer

Training Ahead Australia recognise Australian Qualification Framework qualifications and Statements of Attainment which are issued by any other Registered Training Organisation throughout Australia on **verification**.

### Fees

Fees are clearly stated on the Training Ahead Australia Price List available on the website and in office. Payments and Refund Policy is attached to the back of this handbook for your reference.

- Fees will be clearly detailed on each invoice.
- Fees may be paid by credit card, direct deposit and/or cash on commencement of training – within the Australian Skills Quality Authority Framework guidelines and the Payment and Refund Policy.
- Training Ahead Australia will manage fees in accordance with the Australian Skills Quality Authority Framework.
- **No** GST is charged for any nationally accredited training.
- Administration costs are included in the fee, except when relating to refunds in some circumstances.
- Training Ahead Australia personnel travel and accommodation is included in the fee unless otherwise negotiated.
- There are no hidden fees.
- Information relating to withdrawal, cancellation and refunds is included in the attached Payment and Refunds Policy.
- Training Ahead Australia charges reissuing fees for nationally recognised training completed – after participants have been issued with their first original copies. This costing is detailed on Training Ahead Australia Pricing List.
- Training Ahead Australia have engaged a debt collection agency, for the collection of unpaid debts.

<b>Doc. Title</b>	Student Handbook				
<b>Doc. No.</b>	Doc-2330	<b>Version Date:</b>	15 Sep 2020	<b>Version:</b>	1.0
<b>Doc. Owner</b>	Danielle Walz				Page 10 of 27

## Complaints – Policy and Procedure

### Purpose

The purpose of this policy and procedure is to outline Training Ahead Australia’s approach to managing dissatisfaction, formal complaints of students, clients, staff and other members of the community. It provides a transparent approach for all complaints to be addressed in a fair, efficient and confidential manner.

This Policy and Procedure refers to Standard 6 of the Standards for Registered Training Organisations 2015

*“RTOs must implement a transparent complaints and appeals policy that enables learners and clients to be informed of and to understand their rights and the RTO’s responsibilities under the Standards.*

*Enterprise RTOs and volunteer associations that do not charge fees for the training and/or assessment and only provide training to employees or members are not required to maintain a separate complaints and appeals policy in relation to their training and assessment. These organisations must ensure, however, that their organisation’s complaints policy is sufficiently broad to cover the activities as an RTO.”*

### Policy Statement

Training Ahead Australia acknowledges individual’s rights to lodge a complaint when they are dissatisfied with the training and/or assessment, a service and/or experiences that have been provided.

Training Ahead Australia will ensure that all individuals have access to a fair and equitable process for lodging a complaint.

Training Ahead Australia is committed to maintaining an effective, timely, fair and equitable complaints handling system, which is easily accessible. We do this by:

- Having a culture that views complaints as an opportunity to improve our organisation and how it works
- Having a complaints handling system that is client/student focused
- Ensuring that complaints are resolved promptly, objectively and with sensitivity and in complete confidentiality
- Ensuring that the views of each complainant and respondent are respected and that any party to a complaint is not discriminated against nor victimised
- Ensuring there is a consistent response to complaints

A complaint can be about any aspect of the business. This includes academic and non-academic matters.

<b>Doc. Title</b>	Student Handbook				
<b>Doc. No.</b>	Doc-2330	<b>Version Date:</b>	15 Sep 2020	<b>Version:</b>	1.0
<b>Doc. Owner</b>	Danielle Walz				Page 11 of 27

## Definitions

- **Appeal** means a request for a decision made by Training Ahead Australia to be reviewed
- **Appellant** refers to the person making the appeal
- **Complaint** means a person’s formal expression of dissatisfaction with any product or service provided by Training Ahead Australia
- **Complainant** means the ‘individual’ who has lodged the complaint
- **Individual** – For the purpose of this document, the term *individuals* refers to the scope including all students, clients, staff and other members of the community.
- **Services** means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support
- **SRTOs** means the Standards for RTOs 2015 – refer definition of ‘Standards’
- **Standards** means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from [www.asqa.gov.au](http://www.asqa.gov.au)
- **Third Party** means any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee
- **Training Ahead Australia** – Throughout this document, the following abbreviations may be used: TAA, Training Ahead
- **Training Ahead Support Team** refers to a range of staff members at Training Ahead Australia including: Office Manager, Compliance Officer, Accounts Officer, RIWC Support Officer, Administration Officers, Training Coordinators, Management and Trainer and Assessors

## Scope

The scope of this policy and procedure applies to:

- Prospective students
- All students (learner of RTO)
- Clients, including companies
- Suppliers
- Staff including Support Staff, Trainer and Assessors and all other staff members
- Other members of the community
- Workplace mentoring and supervisors

## Procedure

### What is this procedure used for?

This procedure details how to lodge a complaint and the complaint handling process.

### Why is this procedure required?

As an RTO Training Ahead Australia needs to ensure that:

- Students have the opportunity to make a complaint
- That all complaints are taken seriously and the individual lodging the complaint is provided with a fair and equitable process without discrimination

<b>Doc. Title</b>	Student Handbook				
<b>Doc. No.</b>	Doc-2330	<b>Version Date:</b>	15 Sep 2020	<b>Version:</b>	1.0
<b>Doc. Owner</b>	Danielle Walz				Page 12 of 27

## Responsibilities

Below lists the following responsibilities by Training Ahead Australia

### Chief Executive Office (CEO)

The CEO has the following responsibilities:

- Development and implementation of the Complaints Policy and Procedure
- Complete reviews on Policy and Procedure
- Provide consultation with employees

### Training Ahead Australia Staff:

Training Ahead Australia staff members have the following responsibilities:

- Follow the procedure
- Treat all complaints with fairness and without discrimination
- Ensure confidentiality is maintained throughout the process

### When is the Procedure Reviewed?

This procedure is reviewed every 2 years

### Location of Complaints Policy and Procedure

The complaints policy and procedure are publicly available:

- On the website
- At the Training Ahead Australia office
- In the Student Handbook
- Link provided on booking confirmation

### Nature of Complaints

The RTO has a Complaints Policy and Procedure to manage and respond to allegations involving the conduct of:

- The RTO, its trainers, assessors or other staff
- A third party providing services on the RTO's behalf, its trainers, assessors or other staff
- A learner of the RTO.

Complaints may be made in relation to any of Training Ahead Australia's Services and Activities such as:

- A third party providing services on the RTO's behalf, its trainers, assessors or other staff;
- The application and enrolment process
- The quality of training and assessment provided
- Training and assessment matters, including student support, reasonable adjustment and assessment requirements
- The actions of another student
- Marketing information
- The RTO, its Trainer and Assessors and other staff and the way someone has been treated

### How is a Complaint different to a Concern?

Training Ahead Australia's complaint process is a formal process in which Training Ahead Australia must respond to the complainant. The complaint process also leads to Training Ahead Australia's appeals process.

A concern is something that is of interest, importance or connected to one or more of the above people, that they feel could be improved, as it is affecting their or others satisfaction with their involvement

<b>Doc. Title</b>	Student Handbook				
<b>Doc. No.</b>	Doc-2330	<b>Version Date:</b>	15 Sep 2020	<b>Version:</b>	1.0
<b>Doc. Owner</b>	Dannielle Walz				Page 13 of 27

with Aakira. A concern is when a person is dissatisfied, but not to the extent of discontent or dissatisfaction that they want to raise a complaint. When this person or persons raise a concern, they want to raise the concern in an informal way, not through the complaints process or continuous improvement process.

In summary, a 'concern' is an issue of interest (because of its importance and effect), which is raised informally in order to improve or change a situation.

### Principles of Resolutions

- Training Ahead Australia is committed to developing a Policy and Procedure that ensures the principles of natural justice and procedural fairness are adopted at every stage of the complaint process. Throughout this Policy and Procedure, Training Ahead Australia ensures that complaints:
  - Are responded to in a consistent and transparent manner
  - Are at no cost to the individual
  - Are responded to promptly, objectively, with sensitivity and confidentiality
  - Are used as an opportunity to identify potential causes of the complaint and take actions to prevent the issues from reoccurring in addition to identifying areas for improvement
- Complaints will be resolved on an individual case by case basis
- Nothing in this Policy and Procedure limits the rights of an individual to take action under Australia’s Consumer Protection laws and it does not circumscribe an individual’s right to pursue other legal remedies
- Any complaints will not affect or bias the progress of the individual in any current or future training or services
- Training Ahead Australia will be maintain the student’s enrolment while the complaint handling process is ongoing

### Complaint Process

All complaints shall follow the following process:

- Complaints should be made as soon as possible after the incident occurring
- A complaint can be received by Training Ahead Australia in the following methods  
 Note: Individuals are not required to put a complaint in writing, as this would be a barrier to the student. Training Ahead Australia allows for a range of methods for Individuals to submit their complaint.
  - **In person.** If an individual has a complaint, they are encouraged to speak immediately with their Trainer and Assessor or the Training Ahead Support Team to resolve the issue. Most complaints can be resolved immediately when they are addressed straight away. If you are coming in to discuss your complaint, it is advised to contact us before hand to ensure the appropriate staff member is available to discuss the complaint with you
  - **Email.** Email the Training Ahead Support Team at [bookings@trainingahead.com.au](mailto:bookings@trainingahead.com.au) and you will receive a response via email or phone within 2 business days of your complaint being raised

<b>Doc. Title</b>	Student Handbook				
<b>Doc. No.</b>	Doc-2330	<b>Version Date:</b>	15 Sep 2020	<b>Version:</b>	1.0
<b>Doc. Owner</b>	Danielle Walz				Page 14 of 27

- **Phone.** Phone 1300 355 900 and speak to the Training Ahead Support Team. After initial contact, you may be directed to another Team Member who is able to provide further assistance, who will return your call within 2 business days
- **A Complaints Form** – If the individual would prefer to complete a Complaints Form, they are welcome to. This is not a mandatory requirement though
- When making a complaint, provide as much information as possible to enable Training Ahead Australia to investigate and determine an appropriate solution. This should included where possible:
  - The issue; who, what, when, where and why
  - Any evidence to support your complaint
  - Details of any steps you’ve already take to resolve the issues
  - Any suggestions about how the matter might be resolved
- On receipt of the complaint, Training Ahead Australia securely maintains records of all complaints and their outcomes in the following location:
  - Complaints Register
  - Student Management System (for complaints submitted via students)

*Note: Only management and approved staff have access to the Student Management System and Complaints Register*
- The Training Ahead Support Team will discuss the complaint with the complainant to resolve the complaint as soon as practicable
- The complaint will be acknowledged in writing and the outcome will be acknowledged in writing
- If the complaint is unable to resolved immediately, the Training Ahead Australia Support Team will investigate and attempt to resolve the complaint as soon as possible
- If a complaint is unable to be resolved immediately or the complainant is dissatisfied with the result, the CEO is to be notified by Training Ahead Support Team, in either person, phone or email.
- If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint, the matter will be referred to an independent third-party for review, at the request of the individual

**Timeframes for Resolution**

Complaints will be finalised as soon as practicable unless there is a significant reason for the matter to take longer. Complaints, where possible, are to be resolved within 30 days of the initial application.

Where the complaint will take longer than 60 calendar days to finalise, Training Ahead Australia will inform the complainant in writing why more than 60 days are required. The complainant will also be provided with regular updates on the progress of the complaint.

**Monitoring and Improvement**

The complaints register will be reviewed at the Management Meetings with areas for improvement identified and acted upon (Refer to Continuous Improvement Policy).

By reviewing the Complaints Register, Training Ahead Australia Identifies potential causes of complaints and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

**Independent Third-Party Review**

<b>Doc. Title</b>	Student Handbook				
<b>Doc. No.</b>	Doc-2330	<b>Version Date:</b>	15 Sep 2020	<b>Version:</b>	1.0
<b>Doc. Owner</b>	Danielle Walz				Page 15 of 27

- Training Ahead Australia acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant the internal processes have failed to resolve the matter
- Complainants can find an appropriate independent party by calling the Resolution Institute on 02 9251 3366 or by searching the following directory, according to their locality and area of concern: <https://www.resolution.institute/disputeresolverdirectory>
- Training Ahead Australia may also appoint the independent party to be involved in the resolution of a complaint where it is deemed necessary or the complaint was unable to re-resolved
- Training Ahead Australia will provide complete cooperation with the external mediator investigating the complaint and will be bound by the recommendations arising out of this process
- The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant will also be formally notified in writing of the outcome of the mediation
- The complainant may request a different Independent third-party, at the appellants own cost, unless a prior arrangement is made with Training Ahead Australia

<b>Doc. Title</b>	Student Handbook				
<b>Doc. No.</b>	Doc-2330	<b>Version Date:</b>	15 Sep 2020	<b>Version:</b>	1.0
<b>Doc. Owner</b>	Danielle Walz				Page 16 of 27



## Appeals – Policy and Procedure

### Purpose

The purpose of this policy and procedure is to outline Training Ahead Australia’s approach to managing appeals to assessment outcomes. This includes managing requests for a review of assessment decisions, including those made by third party training and assessment providers who provide services on behalf of Training Ahead Australia. It provides a clear process and is transparent approach for all appeals to be addressed in a fair, efficient and confidential manner.

This Policy and Procedure refers to Standard 6 of the Standards for Registered Training Organisations 2015

*“RTOs must implement a transparent complaints and appeals policy that enables learners and clients to be informed of and to understand their rights and the RTO’s responsibilities under the Standards.*

*Enterprise RTOs and volunteer associations that do not charge fees for the training and/or assessment and only provide training to employees or members are not required to maintain a separate complaints and appeals policy in relation to their training and assessment. These organisations must ensure, however, that their organisation’s complaints policy is sufficiently broad to cover the activities as an RTO.”*

### Policy Statement

Training Ahead Australia acknowledges that clients have the right to appeal an assessment decision, based on valid grounds for appeal.

Training Ahead Australia has provision for clients to appeal against assessment decisions, including those made by a third party partner.

Training Ahead Australia is committed to maintaining an effective, timely, fair and equitable appeals handling system, which is easily accessible. We do this by:

- Having a culture that views appeals as an opportunity to improve our organisation and how it works
- Having an appeal handling system that is client/student focused
- Ensuring that appeals are resolved promptly, objectively and with sensitivity and in complete confidentiality
- Ensuring that the views of each appellant and respondent are respected and that any party to appeal is not discriminated against nor victimised
- Ensuring there is a consistent response to appeals

<b>Doc. Title</b>	Student Handbook				
<b>Doc. No.</b>	Doc-2330	<b>Version Date:</b>	15 Sep 2020	<b>Version:</b>	1.0
<b>Doc. Owner</b>	Danielle Walz				Page 17 of 27

## Definitions

- **Appeal** means a request for a decision made by Training Ahead Australia to be reviewed
- **Appellant** refers to the person making the appeal
- **Complaint** means a person’s formal expression of dissatisfaction with any product or service provided by Training Ahead Australia
- **Complainant** means the ‘individual’ who has lodged the complaint
- **Individual** – For the purpose of this document, the term *individuals* refers to the scope including all students, clients, staff and other members of the community.
- **Services** means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support
- **SRTOs** means the Standards for RTOs 2015 – refer definition of ‘Standards’
- **Standards** means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from [www.asqa.gov.au](http://www.asqa.gov.au)
- **Third Party** means any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee
- **Training Ahead Australia** – Throughout this document, the following abbreviations may be used: TAA, Training Ahead
- **Training Ahead Support Team** refers to a range of staff members at Training Ahead Australia including: Office Manager, Compliance Officer, Accounts Officer, RIWC Support Officer, Administration Officers, Training Coordinators, Management and Trainer and Assessors

## Scope

The scope of this policy and procedure applies to:

- Prospective students
- All students (learner of RTO)
- Clients, including companies
- Suppliers
- Staff including Support Staff, Trainer and Assessors and all other staff members
- Other members of the community
- Workplace mentoring and supervisors

## Procedure

### What is this procedure used for?

This procedure details how to lodge an appeal and the appeal handling process.

### Why is this procedure required?

As an RTO Training Ahead Australia needs to ensure that:

- Students have the opportunity to make an appeal
- That all appeals are taken seriously and the individual lodging the appeal is provided with a fair and equitable process without discrimination

## Responsibilities

Below lists the following responsibilities by Training Ahead Australia

### Chief Executive Office (CEO)

The CEO has the following responsibilities:

- Development and implementation of the Appeals Policy and Procedure
- Complete reviews on Policy and Procedure
- Provide consultation with employees

<b>Doc. Title</b>	Student Handbook				
<b>Doc. No.</b>	Doc-2330	<b>Version Date:</b>	15 Sep 2020	<b>Version:</b>	1.0
<b>Doc. Owner</b>	Dannielle Walz				Page 18 of 27

### Training Ahead Australia Support Staff:

Training Ahead Australia staff members have the following responsibilities:

- Follow the procedure
- Treat all appeals with fairness and without discrimination
- Ensure confidentiality is maintained throughout the process

### When is the Procedure Reviewed?

This procedure is reviewed every 2 years

### Location of Policy and Procedure

The policy and procedure are publicly available:

- On the website
- At the Training Ahead Australia office
- In the Student Handbook
- Link provided on booking confirmations

### Nature of Appeals

Training Ahead Australia has an Appeals Policy and Procedure to manage requests for a review of decisions including:

- Assessment decisions, made by Training Ahead Australia or a third party providing services on the Training Ahead Australia behalf

### Principles of Appeal Resolutions

- Training Ahead Australia is committed to developing a Policy and Procedure that ensures the principles of natural justice and procedural fairness are adopted at every stage of the appeal process. Throughout this Policy and Procedure, Training Ahead Australia ensures that appeals:
  - Are responded to in a consistent and transparent manner
  - Initial appeals are at no cost to the individual
  - Are responded to promptly, objectively, with sensitivity and confidentiality
  - Are used as an opportunity to identify potential causes of the appeal and take actions to prevent the issues from reoccurring in addition to identifying areas for improvement
- Appeals will be resolved on an individual case by case basis
- Individuals have the right to lodge an appeal against a decision if they feel they were unfairly treated during an assessment and/or where they feel the decision is incorrect and they have grounds for an appeal
- Nothing in this Policy and Procedure limits the rights of an individual to take action under Australia’s Consumer Protection laws and it does not circumscribe an individual’s right to pursue other legal remedies
- Any appeals will not affect or bias the progress of the individual in any current or future training or services
- Training Ahead Australia will maintain the student’s enrolment while the appeal handling process is ongoing
- In all cases, either the CEO or a Director will endorse the final conclusion
- Every appeal is heard by a suitably qualified independent Assessor or panel; who will be asked to make an independent decision

### Appeal Process

<b>Doc. Title</b>	Student Handbook				
<b>Doc. No.</b>	Doc-2330	<b>Version Date:</b>	15 Sep 2020	<b>Version:</b>	1.0
<b>Doc. Owner</b>	Dannielle Walz				Page 19 of 27

All appeals shall follow the following process:

**Prior to Lodging an Appeal**

In the first instance, individuals should approach the Assessor of the assessment task regarding the assessment process/outcome and their concerns. All individuals have available to them a second attempt at an assessment task prior to seeking appeal.

**Lodging an Appeal**

- Appeals should be made as soon as possible
- An appeal can be received by Training Ahead Australia in the following methods
 

Note: Individuals are not required to put an appeal in writing, as this would be a barrier to the student. Training Ahead Australia allows for a range of methods for Individuals to submit their appeal.

  - **In person.** If an individual has an appeal, they are encouraged to speak immediately with their Trainer and Assessor or the Training Ahead Support Team to resolve the appeal. If you are coming in to discuss your appeal, it is advised to contact us before hand to ensure the appropriate staff member is available to discuss the appeal with you
  - **Email.** Email the Training Ahead Support Team at [bookings@trainingahead.com.au](mailto:bookings@trainingahead.com.au) and you will receive a response via email or phone within 2 business days of your appeal being received
  - **Phone.** Phone 1300 355 900 and speak to the Training Ahead Support Team. After initial contact, you may be directed to another Team Member who is able to provide further assistance, who will return your call within 2 business days
- When making an appeal, provide as much information as possible to enable Training Ahead Australia to investigate and determine an appropriate solution
- On receipt of the appeal, Training Ahead Australia securely maintains records of all appeals and their outcomes in the following location:
  - Appeals Register
  - Student Management System (for appeals submitted via students)

*Note: Only management and approved staff have access to the Student Management System and Appeals Register*
- The Training Ahead Support Team will discuss the appeal with the appellant to resolve the appeal as soon as practicable
- The appeal will be acknowledged in writing
- If the appeal is unable to resolved immediately, the Training Ahead Australia Support Team will review and attempt to resolve the appeal as soon as possible
- If the appeal process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third-party for review, at the request of the individual

**Timeframes for Resolution**

Appeals will be finalised as soon as practicable unless there is a significant reason for the matter to take longer. Appeals, where possible, are to be resolved within 30 days of the initial application. The appellant will be advised in writing on the outcome of their appeal, within 7 days of the resolution.

Where the appeal will take longer than 60 calendar days to finalise, Training Ahead Australia will inform the appellant in writing why more than 60 days are required. The appellant will also be provided with regular updates on the progress of the appeal.

<b>Doc. Title</b>	Student Handbook				
<b>Doc. No.</b>	Doc-2330	<b>Version Date:</b>	15 Sep 2020	<b>Version:</b>	1.0
<b>Doc. Owner</b>	Dannielle Walz				Page 20 of 27

**Monitoring and Improvement**

The Appeals Register will be reviewed at the Management Meetings with areas for improvement identified and acted upon (Refer to Continuous Improvement Policy).

By reviewing the Appeals Register, Training Ahead Australia Identifies potential causes of appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

**Independent Third-Party Review**

- Training Ahead Australia acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the appellant the internal processes have failed to resolve the matter
- Appellants can find an appropriate independent party by calling the Resolution Institute on 02 9251 3366 or by searching the following directory, according to their locality and area of concern: <https://www.resolution.institute/disputeresolverdirectory>
- Training Ahead Australia may also appoint the independent party to be involved in the resolution of an appeal where it is deemed necessary or the appeal was unable to re-resolved
- Training Ahead Australia will provide complete cooperation with the external mediator investigating the appeal and will be bound by the recommendations arising out of this process
- The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The appellant will also be formally notified in writing of the outcome of the mediation
- The appellant may request a different Independent third-party, at the appellants own cost, unless a prior arrangement is made with Training Ahead Australia

<b>Doc. Title</b>	Student Handbook				
<b>Doc. No.</b>	Doc-2330	<b>Version Date:</b>	15 Sep 2020	<b>Version:</b>	1.0
<b>Doc. Owner</b>	Danielle Walz				Page 21 of 27

## Issuing AQF Certificate Documentation

- Qualifications, Certificates, and Statement/s of Attainment will be issued within 30 calendar days of successful completion of the program and payment has been made in full.
- All Training Ahead Australia documents meet the AQF Qualifications Issuance Policy for the VET sector.
- Qualifications will meet the requirements of the training package/product and legislation.
- Training Ahead Australia will hold the qualification until all fees have been paid.
- Training Ahead Australia will only issue the original qualification to the participant.
- Training Ahead Australia does not issue any copies of qualifications at time of issuance.
- As negotiated, and permission signed on enrolment, electronic copies of qualifications may be issued to the employer (and in some instances Job Network Provider).
- Training Ahead Australia will retain records of AQF certification documentation issued for a period of 30 years.

## Reissuance of Qualification/s

Applicants will be required to complete an Application Form, and provide photographic identification. This may take up to 2 weeks from completion of your application.

**Training Ahead Australia does not reissue superseded qualifications. Training Ahead Australia will verify if the student has completed the superseded qualification only.** Please protect your qualification.

## Participant Support Services

If you have special learning or other needs e.g. dietary, cultural, you should in the first instance discuss them with your trainer.

Training Ahead Australia are concerned with the welfare and comfort of our participants. Our trainers are required to respond to, and attempt to, alleviate any signs of distress or discomfort. If you are suffering discomfort or distress bring it to the trainer’s attention. If the trainer is unable to assist he/she will refer you to the relevant expert.

If you feel you are at risk of, and/or suffering a medical emergency, advise the trainer immediately who will take the appropriate action. Training Ahead Australia staff **WILL** call an ambulance if they feel you are at risk, and then contact your emergency contact listed on your enrolment form.

If you believe that your needs are not being met, we invite you to contact us for a confidential discussion.

The Training Ahead Australia Student Study Guide is available to all students to assist them manage their training commitments.

## Access and Equity Policy

Training Ahead Australia will meet the needs of all individuals through the integration of access and equity guidelines. Training Ahead Australia ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

Access and equity issues are considered during training package/product development and in training delivery and assessment. This policy applies to the staff and course participants of TRAINING AHEAD AUSTRALIA.

<b>Doc. Title</b>	Student Handbook				
<b>Doc. No.</b>	Doc-2330	<b>Version Date:</b>	15 Sep 2020	<b>Version:</b>	1.0
<b>Doc. Owner</b>	Dannielle Walz				Page 22 of 27

## Discrimination and Harassment Policy

Discrimination and harassment can be physical, verbal or written. Discrimination and harassment applies to any relationship between employee, employer or contractor. It also applies to other employees, peers and subordinates. If for any reason you believe you are a victim of discrimination or harassment it is important that you **report to your trainer, or if preferred, the Manager.**

A report of the facts will be made in complete confidence. If it has been established that an offence has been committed it may result in the immediate removal of the offender and possible police action.

Discrimination and harassment in the workplace can take many forms. It is an offence to discriminate or harass any individual on the basis of

- Age – being regarded as too young or too old
- Breastfeeding - being asked not to feed, or to use other facilities to breast or bottle feed
- Family responsibility – having a caring role
- Family status – being a relative of a particular person or having the status of being a particular relative
- Gender history – having reassigned gender as certified under the Gender Reassignment Act 2000
- Impairment – having a physical, intellectual or mental disability that is current, past or imputed
- Marital status – being single, married, a de facto partner, separated, divorced or widowed
- Political conviction – including a lack of conviction
- Pregnancy – being pregnant, having a characteristic associated with pregnancy or generally imputed to persons who are pregnant.
- Race – including colour, ethnicity or national origin or descent
- Racial harassment – including offensive or insulting comments or other behaviour about a person’s colour, ethnic background or origin
- Religious conviction – including a lack of conviction
- Sex – being a man or woman
- Sexual harassment – including unwelcome requests for sexual favours, touching and comments about a person’s private relationships
- Sexual orientation – including heterosexuality, homosexuality, lesbianism, bisexuality or assumed sexual orientation.
- Spent conviction - the Commission can investigate discrimination on the ground of spent convictions under the Spent Convictions Act 1988.

## Enrolment Procedure

- Participants will be recruited responsibly and ethically at all times and recruitment will be consistent with training package/product requirements. Training Ahead Australia are committed to non-discrimination in any form when recruiting and selecting and at all times complies with equal opportunity and anti-discrimination legislation.
- Complete the enrolment form making sure to read and sign the declaration/s.
  - ✓ Participants wanting to enrol under a funded model will be required to meet the eligibility assessment of the Government as specified by the funding program policy documents.
  - ✓ TRAINING AHEAD AUSTRALIA will complete the eligibility assessment using the government platform.
- Confirmation of identification must also be supplied.
  - ✓ Additional documentation may be required to meet funding eligibility requirements. This will be specified on the actual application form.
- Return to all documentation to Training Ahead Australia.

<b>Doc. Title</b>	Student Handbook				
<b>Doc. No.</b>	Doc-2330	<b>Version Date:</b>	15 Sep 2020	<b>Version:</b>	1.0
<b>Doc. Owner</b>	Dannielle Walz				Page 23 of 27

- Training Ahead Australia will contact you to organise pre-course interview, supply materials and training dates, etc.

### Refusal or Cancellation Of Enrolment

Training Ahead Australia may refuse or cancel enrolment at its discretion. Some reasons include but are not limited to:

- Failure to fulfil reasonable assessment requirements
- Not being responsible for own assessments
- Misconduct as deemed by the assessor
- Endangering the life of other/s or self
- Visa cancellation
- Fraudulent application
- Falsification of documents
- Medical condition/s
- Non-compliance with safety directions
- Other reasons as deemed by TRAINING AHEAD AUSTRALIA Director

Where this is deemed necessary by Training Ahead Australia, the individual involved will receive written communication explaining why the action had been taken. A mediation session may be conducted as required and deemed appropriate by the Director – each situation being actioned based on the factors of the individual situation.

Misconduct may include:

- wilfully obstructing or disrupting any activity in the workplace and/or training venue
- not abiding by any regulation or rule of the organisation/business where training is taking place
- wilfully carrying out behaviour that may be detrimental to the health and safety of themselves, other students or staff
- any form of harassment, whether based on gender, race, age, sexual preference or religious belief
- wilfully damaging or wrongfully dealing with any Training Ahead Australia and/or client’s property
- assaulting or attempting to assault any person within the training program
- drunken and/or disorderly behaviour and/or under the influence of prohibited drugs and/or substances during the program
- cheating and plagiarism
- making a false representation as to a matter affecting student status, or possession of prohibited or dangerous articles.

### Trainer Withdrawal from A Program

If a trainer is forced to withdraw from a program for any reason [health, family, emergency] and there is no other trainer available, the participant/s will be refunded all fees paid and be issued with a Statement of Attainment for any units completed and given all assessment records to date. If acceptable to participants and the workplace, other training alternatives and schedules may be negotiated instead of a refund to complete the training agreement.

### Confidentiality

Training Ahead Australia and its employees comply with the relevant Legislation. Information collected on participants is only used for the purpose of delivery of our services.

<b>Doc. Title</b>	Student Handbook				
<b>Doc. No.</b>	Doc-2330	<b>Version Date:</b>	15 Sep 2020	<b>Version:</b>	1.0
<b>Doc. Owner</b>	Dannielle Walz				Page 24 of 27



### Use and disclosure of personal information

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

- providing the training services
- informing participants about additional or upcoming courses available
- Gathering feedback from participants regarding training for Training Ahead Australia market analysis and course development.

Training Ahead Australia will not disclose sensitive personal information to other third parties without written permission or instruction from the participant unless required by Law to do so. If you wish to authorise a third party to access your records please contact the Director.

### Information about participants from a third party

Training Ahead Australia may need to source or verify information about participants from a third party (work related). Wherever possible this will be done with the participant’s authorisation, or where this is not possible, Training Ahead Australia will attempt to inform the participant when such information is collected.

### Receiving marketing information

With participant’s consent, TRAINING AHEAD AUSTRALIA may provide them with information from time to time about new programs available to them. Participant’s consent to this will be implied unless they notify Training Ahead Australia that they do not wish to receive this information. You may do this by advising the Director that you do not wish to receive marketing information.

### Security of Personal Information

In line with new technology, Training Ahead Australia continually improves the security of personal information collected. Training Ahead Australia take all reasonable steps to protect the personal information of participants by:

- securing all files with personal information in locked metal cabinets and in the Student Information Management System
- only providing staff with access to personal information
- destroying information after the required retention period
- ensuring computer security at all times by the use of firewalls and up to date virus software
- password access to the computer system
- audits of the computer systems
- not releasing information to third parties without prior written authorisation.

### Rights to access information

Under the Privacy Act, participants have the right to access personal information held about them. If the information is incorrect, they have the right to request TRAINING AHEAD AUSTRALIA amend the information. To access this information participants are required to contact the Director in writing. The Director must verify the candidate’s identity through either presentation of appropriate identification or answering a series of specific targeted questions. These questions are:

- Full Name
- Participant Number
- Date of Birth

<b>Doc. Title</b>	Student Handbook				
<b>Doc. No.</b>	Doc-2330	<b>Version Date:</b>	15 Sep 2020	<b>Version:</b>	1.0
<b>Doc. Owner</b>	Danielle Walz				Page 25 of 27

- Address
- Phone Number

There may then be a waiting period of up to 21 days before access can be granted. The Director is responsible for the processing of all requests for participant information from participants. The Director may also, if deemed necessary, further ensure the candidate’s identification through a signature comparison with their enrolment form.

**Authorised Third Parties**

Participants may nominate third parties they wish to access their records. This process is monitored by the Director who ensures the security details for the third party obtained.

Personnel who receive a request for information from a person claiming to be authorised must verify this authorisation and any related conditions.

**Legislative Requirements**

- Training Ahead Australia is committed to high standards in the provision of training and/or assessment.
- Training Ahead Australia complies with all legislative requirements of State and Federal Government
- Training Ahead Australia is also required to comply with the Standards for Registered Training Organisation (RTOs) 2015, Australian Skills Quality Authority regulations/direction, and the Australian Qualifications Framework.

<b>Doc. Title</b>	Student Handbook				
<b>Doc. No.</b>	Doc-2330	<b>Version Date:</b>	15 Sep 2020	<b>Version:</b>	1.0
<b>Doc. Owner</b>	Danielle Walz				Page 26 of 27

### Quality Management Focus

Training Ahead Australia has a commitment to best practice and quality service provision, with a focus on a continuous improvement. Training Ahead Australia values feedback from candidates, tutors, and industry representatives. Where possible, Training Ahead Australia utilises this information for continuous improvement. Feedback is gathered throughout training and through formal processes such as the Quality Indicator Survey you will receive following the issuing of your qualification.

### Marketing and Advertising Policy

Training Ahead Australia markets training services with integrity, accuracy and professionalism, without vague and ambiguous statements. When providing information, no false or misleading comparisons are made with other Training Providers. TRAINING AHEAD AUSTRALIA’s marketing strategies will not contravene legislation.

### Further Enquiries

This Participant Handbook has endeavoured to give you the necessary information to make an informed decision on enrolment. If you require further clarification of the information herein please direct your enquiries to 1300 355 900 or [bookings@trainingahead.com.au](mailto:bookings@trainingahead.com.au)

### Refund policy

Refund policy can be found on the website or a copy received from the office

### Occupational Health and Safety Policy

- Training Ahead Australia aim is at all times to protect the health and safety of all persons within the training environment throughout its operations.
- All persons are asked to contact the Manager directly if there are any complaints or concerns relating to OHS.
- Training Ahead Australia training/assessment is conducted in the client’s workplace or an approved training facility.
- At the beginning of each program the facilitator will advise participants of the OHS requirements as per site venue regulations.
- Trainer/supervisors will complete risk assessment of training facility and facility resources prior, during and after each program.
- Training Ahead Australia will seek advice from employers and/or supervisors while conducting training/assessing at their venue.
- Training Ahead Australia trainer/assessor is responsible for the reporting of any incident that occurred during the provision of services regardless of the venue of delivery.

<b>Doc. Title</b>	Student Handbook				
<b>Doc. No.</b>	Doc-2330	<b>Version Date:</b>	15 Sep 2020	<b>Version:</b>	1.0
<b>Doc. Owner</b>	Dannielle Walz				Page 27 of 27