Student Handbook
Nationally Recognised Training

This handbook outlines your rights and responsibilities in undertaking nationally recognised training. It is important that you read this handbook prior to your first day of training.
Student Handbook
SMR Learning Services Pty Ltd T/A TrainSmart Australia

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About Us

SMR Learning Services t/a TrainSmart Australia is a Registered Training Organisation (RTO code 51771) offering nationally recognised qualifications from Certificate II to Diploma level. We are an award winning global provider of Business Skills, Desktop Applications and IT Technical training. Initially established in Perth, WA in 2004, the organisation expanded into Sydney, NSW in 2010. Both centres have classrooms set up to offer hands-on training in information & communications technology as well as to facilitate the development of business skills in a small group environment. The centres are also equipped with a state of the art Walk-In Mentored Learning lab.

Perth

The Perth training centre is conveniently located in the CBD, close to public transportation. The CBD railway and bus stations are located only minutes from our building, and public transport provides a fast, efficient way of reaching us. Public car parks are also located nearby, however parking is limited and costs approximately $20 per day.

Address: Level 12, 251 Adelaide Terrace, Perth, WA 6000
Telephone: +61 8 9265 9600
Fax: +61 8 9265 9601
Email: mphilip@tsa.edu.au

Sydney

The Sydney training centre is well positioned in the city's northern suburb of Chatswood, minutes from the Chatswood railway station.

Address: Level 9, Suite 3, 1-5 Railway St, Chatswood, NSW 2067
Telephone: +61 2 9410 1880
Fax: +61 2 9410 1881
Email: iismail@tsa.edu.au

Thank you for choosing us.

We wish you every success with your future learning and personal career development.
Enrolment Information

### Course Information
All course information is provided by a member of our Customer Service and Support team. Your Customer Service and Support Officer will take you through an outline of your desired course and advise you of the possible vocational outcomes that may be achieved from successfully completing the course.

Please ensure that you review the course outline prior to registering for any course to be certain that you are attending the course appropriate for your skill level. The structure of the courses is such that they build on skills learned in earlier levels. It is important that you meet all prerequisites outlined below.

If you require more technical information, then you will be referred to a qualified instructor/trainer who will provide you with comprehensive details of the course requirements and will make you fully aware of the required outcomes for completing the course.

### Language, Literacy and Numeracy Assessment
For all nationally recognised training programs, participants are required to have sufficient language, literacy and numeracy skills in order to gain entry into the program of their choice. Our organisation will therefore carry out an initial assessment of a participant’s language, literacy and numeracy (LLN) skills prior to enrolment. This assessment and subsequent career counselling allows us to gain an understanding of each participant’s possible LLN needs if required.

For participants that have completed Year 12 schooling in Australia, or can prove LLN proficiency in other ways, the LLN assessment can be waived.

If a participant is deemed to require specialist assistance, the centre may refer them on to a specialised LLN service provider.

### ICT Screening Test
(ICT courses only)
Participants intending to enrol in Information & Communications Technology (ICT) courses will be required to undertake a screening test relevant for that particular course. The screening test is a short written test, the purpose of which is to determine the participant’s background technical knowledge. The screening test is only for ICT course participants.

### Unique Student Identifier (USI)
Every student requires a USI. The USI is a secure online record of your nationally recognised training that you can access anytime and anywhere. Your USI is linked to the National Vocational Education and Training (VET) Data Collection, and this means an individual’s nationally recognised training and qualifications gained anywhere in Australia, from different training organisations, will be kept all together.
Recognition of Prior Learning (RPL)

Recognition of Prior Learning is an acknowledgement of your existing skills and knowledge that are relevant to your chosen training program. You may have obtained the relevant skills and knowledge through other forms of formal training, workplace experience or life experience.

The benefit of recognition of your relevant skills is that it may take a shorter period of time to complete your chosen training program with us.

Students wishing to attain Recognition of Prior Learning (RPL) for any of the competencies in a training program will need to provide evidence in order to demonstrate knowledge of the said competency. The types of evidence may include:

- Certificates/Qualifications
- Reports
- References from paid or unpaid work experience
- Samples of the students’ work
- A practical assessment or skill demonstration.

All evidence will be checked by an assessor to ensure its validity before competency is recognized. Rest assured that our organisation abides by fair and equitable guidelines in undertaking a well-documented RPL procedure.

Credit Transfer

Our organisation acknowledges qualifications and statements of attainment issued by other registered training organisations. This is commonly known as credit transfer.

Credit transfer is usually for purposes of:

- Entry into a qualification where another qualification or certain statements of attainment are a prerequisite to entry, or
- For part completion of a qualification based on statements of attainment for the units/modules already held by the student.

Credit transfer does have a limited lifespan. If your qualification/statement of attainment is currently listed on the National Register and is still a component of a qualification that you wish to undertake, credit transfer will be granted by our organisation.

If your qualification/statement of attainment held has been superseded and is no longer on the National Register or is not the version required by the qualification into which you wish to enrol, the credit transfer process does not apply. In such situations, recognition of prior learning would be the appropriate way to proceed.
### Enrolment Information (continued)

#### Confirmation of Enrolment

All participants will be required to provide evidence of eligibility for their chosen training program.

At the time of enrolment, the Enrolments Administrator will guide you through the enrolment process and all paper work required to be completed. The Enrolments Administrator will also guide you through any fees and charges applicable for the training program.

Upon enrolment you will complete a Confirmation of Enrolment form and will receive a Notification Letter. You will also receive notification of the training schedule for your chosen course.

#### Withdrawal

All notifications of withdrawal must be submitted in writing or via email. Please see the attached withdrawal form (Appendix 4)

For students who have chosen the VET FEE-HELP option - There are no barriers to a student being able to withdraw from a VET unit of study on or before the census date for that unit, including no withdrawal fees.

Refunds will be issued according to the Refund Policy related to the funding arrangement for your chosen program. One of the following refund policies will apply:

- VET FEE HELP Assistance Scheme, or
- Publicly funded training – state based, or
- Fee for Service (non-publicly funded training)

Please refer to the Refund Policy section of this Student Handbook for further information on refunds.
## Fees & Charges

<table>
<thead>
<tr>
<th>VET FEE HELP Assistance Scheme</th>
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<tbody>
<tr>
<td><strong>No upfront fees/charges apply</strong>: Students who are applying for a VET FEE HELP loan from the government to fully or partially cover their fees for their chosen course.</td>
<td></td>
</tr>
<tr>
<td><strong>No inducements</strong> are used to encourage potential students to enroll and sign up for VET FEE-HELP loans. For example; cash, meals, prizes, vouchers, laptops etc.</td>
<td></td>
</tr>
<tr>
<td>Note: There is a 20% loan fee applied to VET FEE-HELP loans. The loan fee is 20% of the VET FEE-HELP loan incurred for each unit. The loan fee does not count toward your FEE-HELP limit.</td>
<td></td>
</tr>
<tr>
<td>There is no interest charged on HELP debts, however your debt will be indexed on 1 June each year to maintain its real value relative to changes in the Consumer Price Index. Current and past indexation rates are available from the ATO as <a href="http://www.ato.gov.au">www.ato.gov.au</a></td>
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<tr>
<th>State – Based Publicly Funded Training</th>
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<tbody>
<tr>
<td>Separate guidelines exist for publicly funded training in each of the Australian states. TrainSmart Australia can provide you with full details of the fees and charges respective of each state, which can also be downloaded from the relevant government websites.</td>
<td></td>
</tr>
<tr>
<td>The required fees are course dependent and your Enrolment Officer will inform you of all fees and charges relating to your chosen course prior to the enrolment process. Eligibility criteria for concession rates or fee exemptions will also be discussed with you prior to your enrolment. The fees and charges are further documented in your Confirmation of Enrolment form during the enrolment process and, if applicable, in your Notification Letter that you receive from our organisation once you are enrolled.</td>
<td></td>
</tr>
<tr>
<td>Please be advised that:</td>
<td></td>
</tr>
<tr>
<td>• Proof of eligibility for concession or exemption of fees must be shown at the time of enrolment.</td>
<td></td>
</tr>
<tr>
<td>• All fees (if applicable) must be paid in full prior to commencement of the course.</td>
<td></td>
</tr>
<tr>
<td>• Enrolment cannot be processed without payment for the designated course.</td>
<td></td>
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<tr>
<td>• Fees are not transferable between courses</td>
<td></td>
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<tr>
<td>• Payment can be made by credit card, direct debit, cheque, EFT or cash.</td>
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Fees & Charges (continued)

Fee for Service (Non-publicly funded)  This category applies to students who are paying their fees in full for their chosen course – they may be self-funded, or their employer may be covering the cost of their fees for the course of study. The required fees are course dependent and students will be advised of these fees prior to enrolment.

All Fees (inclusive of Resource Fees) must be paid in full prior to a student being issued with a qualification or statement of attainment.

- Corporate customers have the option to apply for a 30 day credit account, and the organisation reserves the right to either grant or refuse approval at its discretion.
- In the case of a self funded attendee, all fees relating to any training undertaken must be paid in full prior to course commencement
- Payment can be made by credit card, direct debit, cheque, EFT or cash.

Incidental Charges  For replacement of a qualification certificate or statement of attainment a re-issue fee of $50 is payable.
<table>
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<tr>
<th>Refund Policy</th>
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<tr>
<td><strong>VET FEE HELP Assistance Scheme</strong></td>
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<tr>
<td>If you correctly withdraw from a VET unit of study <em>on or before the relevant census date</em>, you will not have to pay the cost or debt of that unit. If you have already paid you tuition fees, you will get a refund from your approved provider.</td>
</tr>
<tr>
<td>If you fail a unit, or withdraw from a VET unit of study <em>after the relevant census date</em>, you will still incur a HELP debt or lose an upfront payment, regardless of whether you attended any classes or handed in any assessment.</td>
</tr>
<tr>
<td>If you failed the unit or withdrew from the unit after the census date because you became seriously ill or because of other special circumstances, you can apply for your approved provider to have your FEE-HELP balance re-credited and your HELP debt removed or upfront payment refunded. For further details please refer to the Student Review Policy on the website:</td>
</tr>
<tr>
<td><a href="http://www.tsa.edu.au">www.tsa.edu.au</a></td>
</tr>
<tr>
<td><em>(SMR Learning Services Pty Ltd, trading as TrainSmart Australia)</em></td>
</tr>
<tr>
<td>Note: A census date that is no earlier than 20% of the way through a VET unit of study will be set by the organisation for each unit of study. The census date for each unit of study will be made available on the website:</td>
</tr>
<tr>
<td><a href="http://www.tsa.edu.au">www.tsa.edu.au</a></td>
</tr>
<tr>
<td><em>(SMR Learning Services Pty Ltd, trading as TrainSmart Australia)</em></td>
</tr>
<tr>
<td>For full details on the organisation’s Refund Policy on the VET FEE HELP Assistance Scheme, please refer to Appendix 3 of this Handbook.</td>
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</table>

| **State-Based Publicly Funded Training** |
| The organisation guarantees a sound financial position and safeguards all participant fees until used for training and assessment. |
| For all publicly funded training courses, the refund of student fees is stipulated by either federal or state legislation. Separate guidelines exist for the VET FEE HELP Assistance Scheme and other state based funding schemes. TrainSmart Australia can provide you with full details of the guidelines, respective of each state, which can also be downloaded from the relevant government websites. |
Refund Policy (continued)

**Fee for Service (Non-publicly funded)**

The organisation offers a fair and equitable refund policy for ‘fee for service’ training that complies with all legislative guidelines.

We guarantee a sound financial position and safeguard all participant fees until used for training and or assessment.

**Full refund of fees** will be given under the following conditions:

- The organisation cancels or reschedules a course to a time unsuitable to the student.
- A student withdraws from a course due to serious illness we will refund any fees paid - a medical certificate is required.
- For all dedicated or customized courses, at least 21 days notice of withdrawal must be provided to SMR Learning Services T/A TrainSmart Australia.

**No refund**

Any requests for refund of fees that do not comply with the conditions listed above for ‘Fee for Service’ students will attract a 100% fee being charged.

**All notifications must be received in writing or via email.** Any outstanding payments must be settled within five (5) working days. All administration and legal costs associated with collecting overdue payments will be charged back to the participant or its sponsoring company.
Training

Flexible Learning
To help you meet your training goals, we provide a comprehensive learning experience that effectively maximises your potential. Depending on your choice of course, our learning options include: Instructor-Led Training (classroom), or Mentored Learning (online):

Instructor-Led Training involves classroom based training in small groups with one of our outstanding instructors. Additionally, one-to-one contact with the trainer and participant is scheduled into the learning program in the form of study days, offering a more comprehensive and flexible approach to learning for each participant. This method of training is utilised for all Professional Development and Desktop Applications training.

Mentored Learning is the approach utilised for all online, eLearning courses. Mentored Learning offers a highly flexible approach to learning whereby the participant studies at their own pace online using video content and exercises in conjunction with a manual. An instructor (mentor) is present at all times during the training session for one-to-one consultation offering a greater depth of hands-on experience to the learner. The scheduling of a given training session for each participant is flexible.

Attendance
When participating in an accredited training program you are expected to attend and complete all scheduled training so that you gain your qualification. If you are unable to attend a scheduled session or appointment you will need to provide adequate notice and explanation.

For instructor-led training, each day of training you will be required to sign a Course Sign-In Sheet at the reception desk, prior to commencement of the training session. Your attendance will be recorded electronically and the hard copy sheet will also be retained as evidence of your attendance for each unit of competency.

Student Induction
Student induction takes place on the first day of training at our Centre. During the induction session, your trainer will introduce you to our training and assessment processes in detail and remind you of your rights and responsibilities in undertaking nationally recognised training.

Online students have a comprehensive, online induction program available that should be undertaken within the first week. You are able to participate in or repeat this induction program at any stage during your course.

It is important that you read this Student Handbook completely in order to benefit effectively from this induction session.

Student User Agreement
For all training sessions utilising computers at our Centre, you will be required to comply with the terms and conditions of usage by signing a Student User Agreement form (either hard copy or electronically).
Assessment Guidelines

An “Assessment Pack” will be provided to you at the commencement of each unit of competency. The Assessment Pack contains a variety of assessment tasks that must be completed in full to gain competency. Your Trainer will explain to you in detail what you will be required to do in order to complete the Assessment Pack prior to submission.

Our standard at SMR Learning Services t/a TrainSmart Australia ensures that all assessment tasks are conducted in a valid, reliable, fair and flexible manner. If there is any aspect of the assessment process that is unclear or that you are not certain about you should speak to the trainer/assessor.

Please ensure that you read the “Instructions to the Candidate” section, on each assessment pack, and that you retain a copy of each assessment pack prior to submission for your own record.

Your Trainer will inform you of an acceptable time frame for completion of assessments for each unit of competency. Should you require a reasonable adjustment of the assessment you should discuss this with the trainer/assessor immediately. Reasonable adjustments may include practicable extension of timelines.

Editing and Saving your Assessments

When working with TrainSmart pdf Assessment documents, it is important that you have Acrobat reader installed (use acrobat reader link below). Use the installed Acrobat reader program to edit and save your assessments.

Acrobat reader link [https://get.adobe.com/reader/](https://get.adobe.com/reader/)

**Warning:** If you use other versions of Acrobat reader it is possible to edit the assessment but you may not be able to save it.

**How can I be sure that I am opening my assessment with the correct pdf reader?**

Some browsers have been set-up to open the selected pdf document with the default installed pdf reader. For example Windows 8 has a pdf reader pre-installed.

To bypass this, save the pdf document locally. Open the pdf document by right clicking the mouse and select Open with Adobe Acrobat Reader DC. You will now be able to edit and save your assessment.
### Assessment Submission

A completed assessment pack may be submitted using any one of the following methods:

1. Upload your assessments via the Course website,
2. In person to your Trainer or at the reception desk,
3. By mail.

Once you have submitted your fully completed assessment pack, you will receive an email from the organisation notifying you that the assessment is now being marked by our qualified assessor. **Please allow up to 2 weeks for your assessment to be marked.**

### Assessment Results & Feedback

All assessments are marked by a qualified assessor within our organisation. If you are deemed to be “Not Yet Competent” the assessor will give you constructive feedback in terms of what you need to do further in order to gain competency.

Immediately after your assessment has been marked, either directly from your assessor or automated via the Course website you will receive an email to inform you that your assessment has been marked. Please note that in competency based assessment your result is either C (Competent) or NYC (Not Yet Competent). There is no grading system.

For all electronically submitted assessments, you will have your assessment returned to you with the Assessor’s comments for feedback on your assessment work. In the case of all hard copy assessments, you will be provided with ongoing feedback on your completed assessments during the program. The marked assessment with assessor’s comments can be returned to you by request.
**Participant Support**

**Training and Assessment Support**

We are committed to providing each individual participant with a positive and enjoyable learning experience that will serve to enhance their existing skill set. Our caring one-to-one approach offers participants the following support services:

- Discussion between participant and their trainer/assessor about the participant’s particular needs.
- Arrangements for additional one-to-one advice where possible between participant and trainer/assessor.
- On-going monitoring of participant’s progress by trainer/assessor, to ensure successful learning outcomes through participant feedback as outlined below.

If you have any special needs, these needs can be addressed at the time of your enrolment with your Customer Service and Support Officer. Alternatively, you may contact a member of the management at any time during your training and assessment process.

**Student Feedback**

Feedback in any area of your engagement with the organisation is welcomed at all times. This may be done through phone or email in addition to the more formal mechanisms outlined below.

At the end of training sessions a Program Evaluation Form is made available for each student to complete on a regular basis. This importantly enables us to monitor your training and assessment needs on an on-going basis for the duration of the training program.

**Learner and Employer Questionnaires**

On your last training session you will be requested to complete a Learner Questionnaire. This questionnaire provides you with further opportunity to offer voluntary feedback regarding your entire learning experience with us.

Additionally, for those participants that enrol as Existing Workers, feedback will also be sought through an Employer Questionnaire, in order to seek your Employers’ views on the relevant training program.

*Learner and Employer feedback is mandatory for all students enrolled in a Traineeship program.*

Please note that your feedback is completely confidential and is not linked in any way to your training and assessment progress. It is extremely important to us as it allows us to continually improve our training and assessment processes.
## Participant Conduct

### Personal Responsibility

Regular and punctual attendance is required for all training sessions in order to successfully complete the course. Participants who do not display regular attendance during the program will be required to discuss their position with the organisation’s learning team.

Participants are also expected to display a high level of personal responsibility for their learning/assessment process and for their interaction with other participants and staff members.

Participants must also advise the Centre in writing if they are withdrawing from the program as outlined in the Enrolment Information section of this Handbook.

### Cheating and Plagiarism

All assessment must be your own work. Cheating or getting others to do your work will not be tolerated.

Copying from a published document (including the Internet) without referencing will not be tolerated. This is called plagiarism and is illegal. You must follow referencing guidelines if you take another person’s idea, and put it into your own words. Your trainer can provide you with more information.

Cheating and Plagiarism may lead to cancellation of enrolment.

### Disciplinary Procedures

Where your behaviour is affecting the learning process, you will be asked to leave and you and/or your employer will be given a written notice of the occurrence. Re-entry to the room or course will need to be negotiated with the trainer or your Training Coordinator.

Any misconduct will result in a meeting followed by a written notice to you and/or your employer.

Any further incidents will result in termination from the course without a refund.

Serious misconduct will result in immediate termination from your course. No refund will be given in this instance.
Appeals and Grievances

Appeals

Students are encouraged, at all times, to liaise directly with their trainer or assessor regarding their assessment result in order to promote a favourable outcome.

If, however, you have decided to appeal against a final assessment result, you can consult the management staff at the Centre who will advise you of the formal process of appeal. Details of the process are also fully documented in the organisation’s Grievances and Appeals Policy and Procedure available on our website.

All formal appeals must be submitted in writing. The appeal handling process will commence within ten days of receipt of the written appeal.

A Grievances and Appeals Form has been included in Appendix 1 of this Handbook.

Grievances (or complaints)

We strive to establish an atmosphere of trust and openness with participants so that any type of grievance (complaint) is dealt with in a timely, constructive and effective manner.

A grievance can be defined as a student’s expression of dissatisfaction with any aspect of our services and activities, including:

- the enrolment, induction, orientation and career counseling process;
- the quality of education and training provided;
- academic matters, including student progress, assessment and curriculum;
- handling of personal information and access to personal records;
- other student dealings, generally.

Students are encouraged, wherever possible, to resolve concerns or difficulties directly with their trainer. Our management staff are also readily available to assist you in resolving issues at this informal level.

If, however, you have decided to submit a formal grievance, you can consult our management personnel who will advise you of the formal grievance process. Details of the process are also fully documented in the organisation’s Grievances and Appeals Policy and Procedure available on our website.

All formal grievances must be submitted in writing (via email or by using the Grievances and Appeals Form). The grievance handling process will commence within ten days of receipt of the formal submission. The Grievances and Appeals Form has been included in Appendix 1 of this Handbook.
### Issue of Qualification or Statement of Attainment

**Qualification**

Upon successful completion of your accredited training qualification, you will be issued with a Qualification Certificate and a Record of Results that details all units completed. You will also receive notification of this by email.

**Statement of Attainment**

Where you achieve competency in units that partially fulfil a qualification, you will be issued with a Statement of Attainment listing all competencies that you have successfully completed. You will also receive notification of this by email.

### Participant Records

**Change of Personal Details**

If your personal details change during the period you are enrolled with us, prior to issuance of your qualification or statement of attainment, you must advise the Centre as soon as possible by completion of the [Confidential Records form](#) (in Appendix 2 of this Handbook).

**Retention of Student Records**

All student records relating to enrolment details, attendance rolls and assessment results showing the outcome for each unit of competency are retained by the organisation for a period of 5 years.

All student ‘Record of Results’, qualifications and statements of attainment are retained in electronic form for up to 30 years.

**Access to Records**

Under the Freedom of Information Act 1992, you can seek copies of your own competency records and other documents from the Centre on request by completion of the [Confidential Records form](#) (in Appendix 2 of this Handbook).

**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 with any Vocational Education and Training provider.

You can access your USI account at [www.usi.gov.au](http://www.usi.gov.au) from your computer, tablet or smart phone anytime.
Legislation

Fair Treatment and Equal Opportunity

All reasonable steps are taken to ensure that participants are given equal opportunity to undertake our training programs irrespective of their sex, race, disability, sexual preference, age, political beliefs, criminal record or carers’ responsibilities.

Furthermore, we aim to provide participants with a safe, supportive educational and social environment that is free from discrimination, bullying, victimisation or harassment of any kind. This applies equally to students and staff members. If you feel you have been discriminated against, please ask to speak to a member of our management team.

For further information please refer to the organisation’s Fair Treatment and Equal Opportunity Policy available on our website.

Work Health and Safety

During the student induction process you will be introduced to our safety and emergency procedures. Should you have any queries about safety on our premises, please do not hesitate to ask a member of staff.

All of our training courses include information on work health and safety relevant to your training. This is a mandatory requirement of all nationally accredited training packages.

Privacy Policy

When you enrol with us you can be assured that the personal information you provide is protected under the Privacy and Personal Information Protection Act 1998.

We are obliged to tell you the purpose of collecting personal information, who receives this information and where it is held. We must also provide for your ongoing rights to access this information about yourself and make corrections. We are also obliged to protect your personal and private information and not disclose it without your knowledge and approval. Information we ask you to provide will only be that necessary for the purposes of your course enrolment, learning and study records.

For further information please refer to the organisation’s Privacy Policy available on our website.
Appendix 1

GRIEVANCES AND APPEALS FORM

CONTACT DETAILS

<table>
<thead>
<tr>
<th>Contact Name</th>
<th>Job Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company Name</td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td></td>
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<tr>
<td>Phone</td>
<td>Fax</td>
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<tr>
<td>Email</td>
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</tbody>
</table>

COURSE DETAILS

<table>
<thead>
<tr>
<th>Name of Course</th>
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<tbody>
<tr>
<td>Trainer Name</td>
<td></td>
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<tr>
<td>Course Location</td>
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</tbody>
</table>

DETAILS OF APPEAL OR GRIEVANCE

Signature Complainant

Signature Staff Member & Position

Date

Send completed form to: Fax: 08 9265 9601 Email: compliance@tsa.edu.au
CONFIDENTIAL RECORDS FORM

Use this form if you wish to:
- Access your personal information which is held by our organisation.
- Update your information and/or advise us of any perceived inaccuracy.

**CONTACT DETAILS**

<table>
<thead>
<tr>
<th>Contact Name</th>
<th>Company Name</th>
<th>Job Title</th>
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<th>Address</th>
<th>Phone</th>
<th>Fax</th>
<th>Email</th>
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**COURSE DETAILS**

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<thead>
<tr>
<th>Name of Course</th>
<th>Trainer Name</th>
<th>Course Location</th>
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<tbody>
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</tbody>
</table>

**REQUEST FOR ACCESS OF CONFIDENTIAL RECORDS**

- Request to View Records
- Request Copy of Records

<table>
<thead>
<tr>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
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</table>

**IF ANY DETAILS NEED UPDATING OR ARE INACCURATE, PLEASE OUTLINE BELOW:**

<table>
<thead>
<tr>
<th>Change of Name/Address</th>
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<table>
<thead>
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<th>Change of Email/Phone</th>
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<table>
<thead>
<tr>
<th>Other</th>
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<table>
<thead>
<tr>
<th>Signature</th>
<th>Date</th>
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</table>

Send completed form to: Fax: 08 9265 9601   Email: admin@tsa.edu.au
Appendix 3

REFUND POLICY - VET FEE-HELP Assistance Scheme

POLICY STATEMENT

SMR Learning Services Pty Ltd T/A TrainSmart Australia offers a fair and equitable refund policy that complies with all legislative requirements. Students are informed of all fees, charges, census dates and of the refund policy during the enrolment process. Information on the refund policy is also stated in the Student Handbook. SMR Learning Services guarantees a sound financial position and safeguards all participant fees until used for training and or assessment.

POLICY COVERAGE

This refund policy applies to all students who are enrolled in a VET FEE-HELP course at SMR Learning Services. To be entitled to VET FEE-HELP assistance a person must be an Australian citizen or the holder of a permanent humanitarian visa who will be resident in Australia for the duration of their VET units of study.

POLICY DETAIL

If a student withdraws from a VET unit of study on or before the relevant census date:

- SMR Learning Services will refund any VET tuition fees that the student has paid for that VET unit of study. All notifications must be received in writing or by e-mail
- The student will not incur a VET FEE-HELP debt

This does not apply where VET tuition assurance arrangements have been activated and the student has elected the VET course assurance option for that unit.

If a student withdraws from a VET unit of study after the relevant census date:

- No refund is applicable and/or
- The student will incur a VET FEE-HELP debt

A student who withdraws after the census date for a VET unit of study may apply for special consideration inline with the Student Review Procedures for Re-crediting a FEE-HELP balance.

A census date that is no earlier than 20% of the way through a VET unit of study will be set by SMR Learning Services for each unit of study. The census date for each unit of study will be made available on the website www.tsa.edu.au

This Refund Policy is made publicly available on SMR Learning Services website: www.tsa.edu.au

All students eligible for VET FEE-HELP are informed of the refund policy through the student induction process.

All staff are informed of this policy during their induction process and the information is made available in writing within the Staff Handbook. All staff are responsible for observing the guidelines stated in this policy.
### APPENDIX 4

**WITHDRAWAL/DEFERRMENT APPLICATION FORM for students who have taken a VET FEE-HELP option - 2015**

This form is to be completed by the student and returned to the TrainSmart Administrations Team

<table>
<thead>
<tr>
<th>First Name:</th>
<th>Last Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of birth:</td>
<td>Student Id:</td>
</tr>
<tr>
<td>Address:</td>
<td>Post code:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Course Code:</th>
<th>Course Title:</th>
</tr>
</thead>
</table>

Please tick your request/s, complete with withdrawal reason and sign below:

- [ ] I wish to withdraw from my course.
- [ ] I wish to withdraw from my Unit/s of Study on or before the census date
- [ ] I wish to withdraw from my Unit/s of study after the census date
- [ ] I wish to defer my studies for [ ] months (up to 6 month from request receipt date)

**Withdrawal/Deferral Reason:**

<table>
<thead>
<tr>
<th>Unit of Study Code</th>
<th>Unit of Study Name</th>
<th>Office Use Only</th>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Start Date</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Census Date</td>
</tr>
<tr>
<td></td>
<td></td>
<td>End Date</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Signature of student:</th>
<th>Sign Date:</th>
</tr>
</thead>
</table>
## Withdrawal information in relation to VET FEE-HELP

- Students who withdraw from a Unit of Study or a Course of Study are required to notify their TrainSmart Australia in writing.
- There is no barrier to a student being able to withdraw from a VET unit of study on or before the census date for that unit, including withdrawal fees.
- Students who withdraw from a Unit of Study on or before the census date will not incur the debt attached to the census date from which they are withdrawing.
- Students who withdraw after the census date will be liable for the full debt attached to census dates passed.

Further information:

## Deferring or discontinuing your studies

- **Deferring your studies** – You have decided to defer your studies, and have identified your proposed return to study date within a period up to 6 months from the date of receipt of your deferment advice. The student fee remains current for your qualification within the period of deferring your studies. If you do not recommence your studies within the 6 month period, your record will be amended to identify that you have withdrawn or discontinued your studies.

- **Discontinuing your studies** – You have decided to cease studies in your enrolled qualification, or have not returned to study within 6 months of deferring your studies. If you wish to return to complete this qualification, you will be reassessed at that time to determine your qualification entrance eligibility and student fee.