



STUDENT HANDBOOK



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INTRODUCTION

Welcome to your **Team Solutions Training** personal development session(s).

TEAM SOLUTIONS TRAINING is registered to provide a range of nationally accredited and non-accredited courses throughout Australia. Team Solutions Training takes great pride in its provision of service, training outcomes and its staff dedication.

We seek to achieve excellence in all we do and to deliver the highest level of quality and service to our clients. We strive to enable every staff member and participant to recognise the full potential of their abilities and realise their ambitions. We try to respond rapidly and effectively to the changing needs and requirements of our industry. If, at any time, you are experiencing difficulties with your training we ask that you report your concerns, complaints or grievance to your supervisor/trainer/workplace assessor.

This booklet is designed to give you some specific information on issues, which may be relevant during your time with us. Should you wish to contact us at any time for more information please feel free to contact us on (08) 82956464



Client Selection, Enrolment & Induction / Orientation Procedures

We conduct induction/orientation sessions for all students at the commencement of training. Entry and client selection requirements vary with different courses and are provided in course promotional material.

We make sure that you can participate and achieve the same outcomes as other members of the community. This means any person is welcome to participate in TST training and courses of study, irrespective of their employment status. Some courses may have prerequisite standards and competencies. Students wishing to undertake these courses must ensure that they read and understand any prerequisites required for entry. TST undertakes to eliminate organisational practices that may contribute to the disadvantages suffered by specific groups in employment, education and training.

We do this by: •

- Promoting access to employment and training for all people regardless of gender, socio-economic background, disability, ethnic origin, sexual orientation, age or race.
- Ensuring training services are delivered in a non-discriminatory, open and respectful manner.
- Providing reasonable access and equity in regard to training and assessment at all levels.
- All staff members have responsibility for access and equity issues for students.

STUDENT RIGHTS AND RESPONSIBILITIES

You have the right to:

- Be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status.



- Be free from all forms of intimidation and learn in a safe, orderly and cooperative environment.
- Have any disputes settled in a fair and rational manner (this is accomplished by TST's Grievance Procedure)
- Learn in an environment that is conducive to success, supportive and recognises existing skills and knowledge.
- Have privacy and confidentiality concerning any records containing personal information, (subject to other statutory requirements and other agreed uses);
- Be given information about assessment procedures throughout your training
- Appeal any decision made regarding assessment; and lodge a complaint and have it investigated effectively without fear of retaliation or victimisation.
- You have the responsibility to treat staff and fellow students with respect and fairness. This includes but is not limited to:
 - Following reasonable directions from a member of the training staff.
 - Not behaving in any way that may offend, embarrass, or threaten others and not harassing fellow students or staff.
 - Caring for facilities by not damaging, stealing, modifying, or misusing property; and acting in a safe manner that does not place you or others at risk which includes adhering to smoking rules and following normal safety practices during face-to-face training; and
 - Participating in all assessment tasks as scheduled, honestly and to the best of your ability.

STUDENTS WITH SPECIAL NEEDS

In line with our Access and Equity practices, students with special needs are offered the same opportunities as any other candidate. Our training and assessment programs will take special needs into consideration from the planning stage onwards and adopt learning and assessment methods as appropriate. As special needs extend to more than physical or learning difficulties, trainers and assessors will consider the best approach when dealing with candidates with



needs such as out of hours work commitments and work-related rostering requirements and individual workplaces and training needs. This is especially so in relation to assessment because one fundamental principle of an assessment system is that each candidate must have access to fair and open assessment. Depending on any specification given in the standards, the assessor may be able to accept alternative evidence from a candidate with different needs and different workplaces. If there is uncertainty, TST's Learning and Assessment Facilitator will call on other assessors or a verifier for assistance and guidance, as required. In such a case, the situation will be fully documented, with appropriate feedback being provided to the candidate at all stages.

COMPETENCY BASED TRAINING.

You are participating in a course of competency-based training. So, what exactly does that mean? Competency Based Training (CBT) focuses on what the student is expected to be able to do in the workplace because of the training, not just having theoretical knowledge. An important characteristic of CBT is that it is focused not only on the actual jobs that are required in the workplace, but also the ability to transfer and apply skills, knowledge and attitudes to new situations and environments. Qualifications are made up of Units of Competency. These tell us the skills and knowledge recognised as necessary to perform effectively in a particular job role. Each industry area has developed a Training Package that contains National Competency Standards for specific industry areas and job roles. Competency standards are job functions.

The National Competency Standards provide a framework for training and assessment and tell us what skills and knowledge an employee at a particular level within a particular industry should be reasonably expected to achieve. So competency is: "The ability to perform a job to the required level of performance expected in the workplace." Our assessments ensure that you have both the technical and employability skills to perform your specific job role to the required competency standards.



FEES & CHARGES

Where applicable, students are charged fees at the commencement of the course. In the unlikely event where TST cancels a course, students are entitled to a full refund or transfer of funds to a future course. TST understands that circumstances may arise which affect a student's ability to participate in a training program. TST'S refund policy is outlined below.

TST Refund Policy A full refund of fees paid shall apply where:

- A refund results from circumstances caused by TST (e.g. cancelled class)
- A student withdraws 14 days or more before the date of commencement of delivery of those modules/competencies that are the subject of the withdrawal application or online registration dropped by the student.
- A student is unable to attend due to extended hospitalisation/illness, and/or pregnancy or childbirth. A partial (50%) Refund of Fees shall apply where:
- Having enrolled, a student withdraws less than 14 days from any or all modules/competencies prior to completing 20% of training, for reasons of personal circumstances which are beyond the student's control, and which prohibit the student from continuing.
- Personal circumstances beyond a student's control include sickness (verified by a medical certificate), change of employment circumstances (verified by employer)

Appeals For Refund

Where a student seeks a refund, they should email. Each refund request will be considered on its own merits. Decisions on refunds will always be provided to the applicant in writing.

Fees and Charges for Additional Services

Post Course

Options available to students who are deemed not yet competent on completion of training and assessment include:

- One to one coaching or tutoring. A fee of \$180.00 per hour will apply.



- Enrol in the next relevant training course at a 25% discounted fee.

PRIVACY & CONFIDENTIALITY

Team Solutions Training is committed to protecting the privacy of your personal information. We have a Privacy Policy that sets out the way we handle personal information, including the use and disclosure of personal information and rights to access your personal information. We only collect information that is directly relevant to effective service delivery. Team Solutions Training will exercise strict control over consent, clarity and confidentiality of information. If a third party requires client information, we will obtain written consent from the relevant staff member or client prior to the release of any information.

TRAINING & ASSESSMENT

WHAT IS ACCREDITED TRAINING?

Accredited Training is training delivered by a Registered Training Organisation (RTO) from an Industry Training Package (ITP) which is recognised nationally. Team Solutions Training is a Registered Training Organisation with all training undertaken in accordance with the Australian Skills Quality Authority (ASQA). Team Solutions Training is registered to deliver training throughout Australia. Before your course commences you may want to find out whether it is a nationally recognised course. If your course is nationally recognised your completion certificate will display the *Nationally Recognised Training* logo.

ASSESSMENT

Assessment is the process of collecting evidence to determine whether you can perform a task or have the required knowledge to achieve the recognised industry standards. TST ensures that you are informed about how assessment will take place and what types of evidence you will need to produce. Some of the methods are:



- Observation: Where the student will be observed performing a series of tasks a number of times to determine their competency.
- Question and answers: Where the Student will be questioned to determine the depth of their understanding of the process to ensure that they are competent.
 - Written assessment: In this instance the student will be given the opportunity to demonstrate their competency through written reports etc. Other methods include case studies, templates, projects, essays, workplace project etc. All assessment tasks will consider any language and literacy issues, or cultural issues related to the task.

Upon completion of your assessment, you will either be assessed as:

- Competent, which means you can demonstrate the skills and knowledge, or
- Not yet competent, which means you have not yet been able to demonstrate the required skills and knowledge. Where this is the case, your assessor will return your assessment providing clarification and you will be given the opportunity to adjust and resubmit the assessment for review.

FLEXIBLE LEARNING STRATEGIES & ASSESSMENT PROCEDURES

Flexible learning and assessment procedures form part of TST's learning and assessment strategies and are integral to the concept of competency-based training. Where students are undertaking training within a workplace as part of a structured program we will customise our training and assessments to meet your specific workplace needs. In all courses you are encouraged to use the issues, ideas and challenges of your role to apply learning to your real work.

You will always be provided with documentation explaining what assessments will be required, how they will take place and what the standards for achievement are.

Reassessment – Students are entitled to resubmit assessment tasks if deemed not yet competent. There will be no additional charge for this reassessment, however if an assessment task is resubmitted a third time a re-assessment fee of \$120 will be charged.



The role of an assessor is to objectively assess and judge your evidence against a set of standards. At TST we ensure that all our Learning and Assessment Facilitators are provided with ongoing professional development and that they are supported and informed on contemporary assessment practices and the applicable training package and industry standards. An assessor must:

- Meet the requirements set out by the ASQA and the National Standards.
- Interpret and understand the performance criteria for each standard.
- Ensure that your evidence meets the standards.
- Use industry expertise to make fair and objective judgements. Assessment should not be stressful. At TST we support and encourage participants to excel in their assessments. It is in your long-term interests to ensure that all the skills necessary are mastered; our aim is to help you to learn those skills in the right way.

FLEXIBLE LEARNING STRATEGIES & ASSESSMENT PROCEDURES

Flexible learning and assessment procedures form part of our learning and assessment strategies. Where possible, we customise our training/assessments to meet the specific needs of our participants which ensures flexible assessment processes. If you are having difficulty achieving competency in any module, please discuss the matter with your assessor/trainer and where possible alternate learning/assessment strategies will be provided which may include components of on-the-job, off-the-job or assignments/distance education.

RECOGNITION OF PRIOR LEARNING (RPL)

All participants are offered the opportunity to apply for Recognition of Prior Learning and Current Competency on an individual basis prior to the course commencement. Applicants should complete an *Application for RPL form* available from our office. The RPL process allows participants to apply for credit for previous study, work, life and educational experience that match the learning outcomes of specific modules within their course. All RPL applicants will be asked to provide evidence to support their claim, and this should be attached to the application



form. Examples of evidence might include documentation such as certificates issued by other training organisations, support letters from employers, course outlines of previously studied courses. We also recognise the credentials issued by other organisations operating under the VET Quality Framework, through recognition.

All assessment of RPL applications is reviewed by staff who are qualified to conduct the assessment. From time to time, or when deemed necessary, we will have an additional person or subject expert be part of the assessment process.

Participants may request a review of the RPL decision through our Grievance Procedure (outlined in detail later in this handbook).

ATTENDANCE PROCEDURES

On-the-job Training

Regular attendance is required over the period of the personal development sessions to successfully achieve the competencies of the course. The participants attendance record at training may affect the achievement of competencies.

Off-the-job Training

Participant attendance is required at each session organised for off-the-job training. The student roll is recorded at the commencement of each training session. It is the responsibility of the participant to notify the Team Solutions Training office or their Trainer/Facilitator if they are unable to attend a set training session for any reason.

ISSUING OF CERTIFICATION

Assessment determines whether a participant is competent or not yet competent in each unit of their course. On completion of their course, participants are issued with a certificate listing the modules where competency has been achieved. A letter of attainment is available for all



courses. A Statement of Attainment is issued on successful completion of a number of the modules of an accredited course. A Certificate is issued when the student has demonstrated competency and satisfied the requirements of the accredited qualification.

YOUR CERTIFICATION WILL INCLUDE THE DATE YOUR CERTIFICATE WAS ISSUED, A TRANSCRIPT OF ALL UNITS ACHIEVED AND A UNIQUE IDENTIFYING NUMBER

RE-ISSUING QUALIFICATIONS

TST keeps records of your course results for 30 years. If in the future, you need another copy of your certificate you can request a copy by writing to us – this can be a formal letter or an email. Your request must outline:

- (a) Your name and date of birth.
- (b) Your current address (and your address at the time of the course if you remember it).
- (c) The course you completed (e.g., Diploma of Leadership and Management); and
- (d) When the course started and finished; and any other details you can give to identify yourself.

A fee of \$55 is charged for reissuance.

FEEDBACK / EVALUATION

We monitor our compliance with the National Standards and our policies and procedures using evaluation and feedback documentation at the completion of all courses. TST actively seeks your feedback and regularly undertakes evaluations of all courses and activities as part of our ongoing continuous improvement system. Evaluation mechanisms are provided to all TST students. All feedback is documented to ensure appropriate follow up action is taken.

CONDITIONS UNDER WHICH TUITION MAY BE TERMINATED:

- Non-payment of applicable fees
- Serious breaches of TST policies
- Non-completion of required assessments



PLAGIARISM

Plagiarism, either intentional or unintentional, cheating and collusion is a practice which runs counter to TST's values of honesty, excellence and integrity. As such, students are expected to always act with integrity and only submit work that is their own, or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilised in the development of the work. For all assignments, TST requires that you complete and submit a declaration stating that all work is your own. This requirement is in the format of a declaration that is attached to your assessment sheet.

If your work is deemed to have been plagiarised, TST will advise you and describe it as one or more of the following:

- Cheating which is seeking to obtain an unfair advantage in the assessment of any piece of work.
- Plagiarism which is taking and using the ideas and/or expressions and/or wording of another person or organisation and passing them off as one's own by failing to give appropriate acknowledgement. This includes material from any sources such as staff, students, texts, resources and the internet, whether published or unpublished.
- Collusion which is unauthorised collaboration between students and/or the unauthorised act of a student presenting work as his or her own, which is the outcome of directly working with others.

Where TST establishes that incidents of plagiarism, cheating and/or collusion have occurred, these incidents will be investigated which will result in disciplinary action.

PROVISION FOR LANGUAGE, LITERACY & NUMERACY ASSESSMENT

We monitor the needs of our participant's language, literacy and numeracy skills through our induction process, application and enrolment forms and interviews. We make provisions for special needs and/or support on request or when needs are identified.



CLIENT SUPPORT

We offer both our in-house and external students support including:

- Flexible learning options
- One-on-one tutoring
- Website information
- Alternative assessment strategies
- Training premises accessible for people with disabilities
- Other support assistance as required

People with special needs such as disability will be accepted as participants. Wherever possible we provide training premises which are accessible for people with disabilities.

WELFARE & GUIDANCE SERVICES

We endeavour to provide welfare and guidance to all students/clients. This includes:

- Occupational Health and Safety
- Review of payment schedules when requested
- Learning pathways and possible RPL opportunities
- Provision for special learning needs
- Provision for special cultural and religious needs
- Provision for special dietary needs

WORK HEALTH & SAFETY

Team Solutions Training is committed to providing a safe and healthy workplace for all students, employees, contractors, and visitors and adheres to relevant government legislation. Individuals have a responsibility to take care of the health and safety of themselves and others and to comply with company occupational health and safety policy and risk management procedures. All accidents or unsafe working practices or conditions must be immediately reported to your supervisor.



CULTURAL RELEVANCE

Any individual is welcome to participate in TST training programs, irrespective of cultural background. Participants who wish to undertake courses which have prerequisite standards and competencies will be counselled and made aware of support programs and assistance. Events of major cultural importance to the participant will be acknowledged and allowance made for their observance.

ACCESS/EQUITY, EQUAL OPPORTUNITY, DISCRIMINATION & HARASSMENT ISSUES

Team Solutions Training provides equal opportunity and affirmative action in employment and education. Each of our staff members has responsibility for access and equity issues for all students/clients. All staff are expected to act in accordance with our Code of Practice and all students/clients are made aware of their rights and responsibilities through this Student Handbook. We recognise the principles of Access and Equity and the rights of all people to be treated in a fair and equitable manner.

Team Solutions Training will undertake to ensure all clients and employees are treated equitably and are not subject to discrimination or harassment. They will also ensure people who make complaints or those who are witnesses to complaints are not victimised in any way.

COMPLAINTS & GRIEVANCE PROCEDURES

It is recognised instances could arise where participants may seek to address a grievance or complaint. In assessment activities TST seeks to minimise the influence of subjectivity, as a protection against unfairness and to maximise the objectivity and validity of the process and learning outcomes. We recognise that students may have problems that do not directly concern TST but may impinge on the student's ability to achieve competency. In this instance



we will offer advice in referring the student to appropriate external support groups for assistance.

GRIEVANCE RESOLUTION PROCESS:

Step 1 Person raises the grievance matter with the trainer. This should occur within 7 days from the date of the training.

Step 2 If unresolved with the trainer, refer grievance to Training Director in writing within 7 working days.

Step 3 If unresolved within 7 working days, the parties are to refer the matter to TST CEO

Step 4 If unresolved, the matter can be referred to external arbitrator as an independent mediator. There may be fee associated with this service..

Participants will be notified in writing of the decision of an assessment appeal, grievance or complaint.

APPEALS

All students have the right to appeal assessment outcomes. Appeals should be written and should be lodged with the assessor within 28 days of notification of the assessment outcome. In the first instance the assessor discusses the appeal grievance and allows for re-assessment (if appropriate) and informs the student of the decision.

If the Student is not satisfied with the decision, then the appeal may be placed with the CEO. The student may be re-assessed by a second assessor and this re-assessment outcome is recorded in writing. If the Student feels the appeals process was unsatisfactory, then the grievance process outlined above will be instigated.

