

STUDENT HANDBOOK

A guide to assist you through your course



TRAINED UP

Trained Up Pty Ltd

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Using the Student Handbook

This Student Handbook has been designed to provide you with information relevant to your enrolment. Information contained in this guide has been divided into five sections. Each section aims to help prospective and current students make informed decisions about their enrolment, understand their rights and responsibilities as well as learn more about our organisation.

The Student Handbook is best read in conjunction with any pre-enrolment information provided. If you have a question or require additional information on any aspect of your enrolment not covered in this handbook you are encouraged to contact us for more information.

Telephone 0403409974

Address 3/2 Phipps Cl, Deakin ACT 2600

Email: info@trainedup.com.au

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Section 1: About Trained Up



Who are we

Our registered training organisation (RTO-40875), Trained Up was created by enthusiastic management staff who have been working in the Hospitality and Security industry with combined management experience of over 90 years. Our industry knowledge has enabled us to understand the educational progression that is required to enable a student to gain the confidence to excel in the industry.

Employers also play a key role in raising the standards of any industry. At Trained Up we recognise the important contribution that employers are making to develop their staff. We tailor our training and create courses that are structured to advance the staff members ability to contribute to the employers business goals.

Our team of experienced educators and industry experts curate and deliver courses that are relevant, practical, and engaging. We leverage cutting-edge technology and instructional design principles to create immersive and interactive learning experiences.

Whether you are a student seeking to expand your academic horizons, a professional aiming to upskill or reskill, or an enthusiast pursuing personal interests, we have a course for you.

- We are dedicated to revolutionizing education through our comprehensive range of online courses. With a passion for learning and a commitment to excellence, we strive to empower individuals around the globe to enhance their knowledge, skills, and career prospects.
- We prioritize learner success and satisfaction, providing flexible learning options that fit seamlessly into busy lifestyles. Our intuitive platform offers 24/7 access to course materials, allowing learners to study at their own pace and convenience. Additionally, our responsive support team is readily available to assist learners throughout their educational journey.
- Join us on a transformative learning journey, unlock your potential, and shape your future with the power of knowledge. Discover endless possibilities and embark on a path of personal and professional growth with Trained Up

For more information, you are encouraged to visit our website or speak to one of our friendly training staff.



What we believe

At Trained Up, management and staff are focused on helping students to become smarter and safer workers.

We aim to create a culture within the industry that places a high value on continual learning. Through education comes knowledge and with knowledge comes professionalism and respect.

We will provide quality training, supplied by enthusiastic industry professionals. We will teach students safe techniques that they can use in their work every day and provide personalised service to fulfil our clients' needs.

We want the community at large to value the knowledge and expertise that is required to perform all facets of security work.



How we can support your learning

Trained Up is committed to assisting our students complete their course by providing them with the specialised support required to meet their individual learning and assessment needs. Through the completion of an enrolment form and routine screening activities, students with special needs and additional support requirements are identified and supported. In these instances, the Trainer is notified and a discussion is undertaken with the student to identify how to best meet their learning needs.

So that the prospective student is able to make an informed decision the Trainer will at this meeting also discuss what services are available internally or externally to support their learning. The use of available support services, assistive technology, equipment, resources and reasonable adjustment are

discussed and their applicability in meeting the students individual need explored. Where the student requires specialised support, and provides consent, referral to relevant specialised service(s) are organised.

To optimise the student's ability to complete their course an *"Individualised Learning and Assessment Plan"* (Plan) is developed by the trainer/assessor in partnership with the student. Whilst ideally the Plan is completed prior to the student's commencement it can, depending on the students' needs be developed and implemented at any point throughout their enrolment.



Our Staff

Our trainers and assessors have extensive industry experience and are qualified Trainers and Assessors. We are here to support you through our training courses and to ensure you have an enjoyable learning experience.

Only Trainers and Assessors who have industry relevant qualifications and current experience in completing the tasks required by the course and extensive knowledge in the particular industry areas (as outlined in the relevant training package and demonstrated at the course and unit of competency level), are employed and authorised to deliver and assess nationally recognised training.



Resources

Our training centre provides;

- A fully equipped training room with access to IT equipment, screens, ergonomic chairs and work desk
- First Aid equipment
- Appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry
- A functioning hand held scanner
- Bags and items (including props representing prohibited items) to allow achievement of the assessment demonstrations
- Standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations
- Access to online industry learning resources and links to industry networks,
- Actual or simulated work environments

TRAINING RESOURCES

Student or Employer Supplied Training Resources

The type of course dictates whether or not the student shall be required to provide their own equipment or will have equipment provided for them. Students are advised on the student information sheet of any equipment that they are required to supply for the course.

Where the student provides their own equipment copies of inspection logs, calibration certificates, etc. maybe required before the student can use their own equipment. The trainer will complete a pre-use check of the equipment.

When appropriate, students will have access to Trained Up industry resources for the duration of the training course. Resources may include items such as personal protective equipment, tools, writing implements, etc. All resources issued to students shall be returned in an acceptable condition at the completion of the course or session.

Students are provided with all necessary learning materials to complete their course as part of their fees.

Section 2: Your Rights and Responsibilities



What you can expect from us

We pride ourselves on delivering real training to the security industry. Students will develop practical skills, safe work practice and theoretical knowledge, that they will use every day at work. Being involved in the security industry for many years, the management and teaching team at Trained Up, understands the requirements of business owners. We will ensure that employers and students will be satisfied with the training and administration that we provide.

As a student you have a right to expect that Trained Up will;

- Clearly convey to you, the policies and procedures that you must be aware of.
- Adhere to all relevant legislation. Current legislation is available online at www.austlii.edu.au and www.legislation.nsw.gov.au
- Adhere to the privacy act and the freedom of information act and ensure that information about you is only conveyed to those with legal and legitimate reason for access
- Always conduct ourselves ethically, responsibly, with courtesy and respect, and to be both morally and socially responsible at all times.
- Provide you with the support and assistance you need to complete the course.
- Provide you with the services that you have paid for and deliver it to you in the manner it was advertised.
- Clearly state all fees and charges associated with the course requirements
- Employ trainers and assessors who are current in their knowledge and experience in the courses being undertaken.
- Ensure course requirements are compliant to the principles defined in the NVR Standards, and that the certificate and statement of attainment issued by us to you demonstrates that you are competent in the course you complete.
- Inform you of any changes to our course requirements, our administrative procedures and/or regulations. Any required changes will not be made without appropriate notice and will not disadvantage currently enrolled students.
- Ensure that complaints and grievances are dealt with quickly and satisfactorily in accordance with our procedures.
- Provide you with clear and unambiguous feedback on your assessment results.
- Evaluate all provided feedback and act on opportunities for improvement to our processes and policies.



Students selection and enrolment

Trained Up has a commitment to ensuring its student selection processes are fair, transparent and non-discriminatory. Students are selected regardless of religion, gender, disability, sexuality, sexual preference, culture and ethnic background.

General principles that underpin our selection and enrolment processes are as follows;

- Trained Up is compliant with student protection regulation/legislation and all federal and state discrimination acts.
- Accurate and ethical marketing and advertising strategies ensure students are fully informed prior to application/enrolment (e.g. course eligibility, pre-requisite requirements and language, literacy and numeracy skill levels).
- In accordance with Australian Privacy Principles prospective students are informed of how their information will be collected, used, disclosed and stored.
- Students are routinely screened to ensure eligibility requirements are met, special needs are identified and opportunities for recognition are provided.

- Student selection is based on;
 - The prospective student's enrolment being fully completed.
 - All required documentation being submitted, including the student's USI.
 - Course eligibility and pre-requisite requirements being met.
 - Fees paid in accordance with the organisation's 'Fees and Refund Policy and Procedure'
 - Consent and declarations being read, understood and signed.
- Where special needs or additional support requirements are identified an Individualised Learning and Assessment Plan is developed, implemented, monitored and evaluated throughout the term of the student's enrolment.
- Documentation and supporting evidence is collected and stored in accordance with the organisation Privacy Policy and Procedure and Record Retention Policy and Procedure.
- Students are encouraged to provide feedback on their experience and through the organisation's continuous improvement process. Opportunities for improvement are identified and actioned.
- Students are able to make a complaint or appeal an enrolment decision as per the organisation's "Complaint and Appeals Policy and Procedure".
- Refunds, where required, are provided to students in accordance with the organisation's 'Fees and Refund Policy and Procedure'.

If you want to find out more information, please ask us for help.

Enrolment Policy & Procedure

This policy defines how enrolment is managed at Trained Up for accredited and professional education courses. The focus is on protecting and informing the student so they may make informed choices about the options available to meet their learning needs. Operating under a fee-for-service model, corporate and individual enrolments are managed directly by Trained Up without third party arrangements. Trained Up will advise all students and potential students of any changes to services offered by Trained Up which may impact them directly. Potential students who wish to enquire and pay funds at that time are not necessarily accepted or enrolled into a course. **These potential students must meet the LLN requirements and accept the conditions of the course as all other students. A full refund is available for unsuccessful potential students (see Fees and Refunds Policy).** Trained Up website has a disclaimer stating that by paying money does not guarantee or enrol the student into the course and that the money is fully refundable within the terms of our Fee and Refund Policy.

Prior to enrolment or the commencement of training and assessment,

Trained Up will provide students with current and accurate information that enables them to make informed decisions about undertaking training. The information provided to students will include, but not be limited to, the following:

Enrolment & Selection

- a) The student is responsible for notifying Trained Up Pty Ltd if they have a medical condition or disability or require assistance in their training.
- b) It is the student's responsibility to note the date, time and location of the course as advised.
- c) Courses with low enrolments may be cancelled, every effort will be made to contact students, please ensure your contact details are correct.
- d) Requests from the student to transfer or credit their course placement due to changed personal circumstances will be considered and every effort will be made to ensure a placement into an alternative course.
- e) If you are unable to complete your course, due to changed personal circumstances, we will make every effort to ensure you are placed into an alternative pre-scheduled course.
- f) Students can only join after course commencement date if they meet all prerequisites.

- g) Trained Up reserves the right to decline admission to a course, terminate a student's enrolment in a class or change a Trainer/Assessor at any time without notice.
- h) Students participate in courses involving physical activity; field trips, practical demonstrations etc. and do so at their own risk. Trained Up students are covered by public liability insurance whilst on our premises.
- i) As part of your pre-enrolment, Trained Up will provide you with course dates, duration, location of training and assessment and how the training and assessment is to occur. You will be advised of all course costs, and if there are any other requirements for providing resources or equipment to complete your course.
- j) Trained Up offers Credit Transfers and Recognition of Prior Learning. Refer to the relevant section in this Handbook.
- k) Trained Up's obligations to the student, includes our responsibility for the quality of the training and assessment and certificate issuance in accordance with the Standards for Registered Training Organisations; and the student's rights including details of the complaints and appeals process.
- l) Trained Up does not guarantee an employment outcome on completion of the course/qualification.

At enrolment, students are provided with the National VET Data Privacy Notice so that students are informed about how their data is used by the Government. For more information refer to National VET Data Privacy Notice and Trained Up's Privacy Policy. Information is also provided to students by Trained Up through communications including:

1. Student Handbook
2. Webpage for each training product
3. Course Outline or Subject Outlines for each training product
4. Course Brochure or Flyer for each training product
5. Welcome email

Establish Student Needs and Suitability

- Trained Up will provide tools and processes, as far as possible, to ensure that students are enrolled in the course most suited to their needs. This may involve establishing individuals' career goals, job requirements, regulatory or licensing requirements, and overall suitability and capability to undertake proposed course of study.

- Prospective students will be discouraged from enrolling in the courses that are identified as unsuited to their needs or capabilities. In such cases, alternative courses or pathways will be offered where possible.

- Any special support needs of students will be identified at the enrolment stage, if possible, and strategies to meet the needs developed. Students will not be enrolled in a course if it is known that Trained Up is unable to provide the support the student needs. If this occurs, every reasonable effort will be made to identify an alternative provider who can meet the student's needs

- If a student insists on enrolling in a course that Trained Up staff believe is not suited to their needs, the circumstances must be noted on the student file within the student management system.

Unique Student Identifier (USI)

Registered Training Organisations such as Trained Up are not permitted to issue a qualification or Statement of Attainment unless the student has provided a Unique Student Identifier (USI).

To avoid delays in the issuance of Qualifications and Statements of Attainment, students will be requested to provide their USI at the time of enrolment. Once the USI has been provided, Trained Up will verify the number with the USI scheme Registrar and students will then be provided with access to the learning materials

. Certain student and course exemptions exist under the Student Identifiers Act 2014. If this is the case, students will not be required to provide a USI, however if they do not provide a USI, they will be

unable to access their record of participation and achievement using the USI system. Trained Up will maintain such records in accordance with the requirements of the RTO Standards. Students' USI and other information will be secured in accordance with Trained Up's Privacy Policy.

Confirmation of Enrolment

Trained Up will review the student's enrolment application against stated enrolment requirements and advise the student, in writing once the enrolment has been accepted and finalised. Access to the online learning platform will not be provided to the student until the enrolment has been finalised. If for any reason Trained Up is unable to accept the enrolment application, the applicant will be contacted and the reasons for the decision will be explained. Any alternative courses or pathways will be discussed with the applicant. A 'Welcome' email is sent upon enrolment, providing information to assist students to be fully informed prior to finalising the enrolment process and commencing studies.

Ongoing student communication

Trained Up will inform students, as early as possible, if any circumstances arise which may have an impact on the services to be provided.

Student access to records

Trained Up will ensure that current and past students are able to access their records on request. All students who hold a valid USI, and whose results have been reported into the USI system, will be able to access their records through that system. If a student's information is not held in the USI system, they will still be able to access their records by contacting Trained Up.



Protecting the rights of our students

Trained Up is committed to ensuring that the rights of our students are maintained at all times. We do this by;

The use of ethical and accurate advertising and marketing material,

- Providing prospective students with sufficient information so that they can make an informed enrolment decision,
- Protecting any student's fees paid in advance,
- Safe guarding student personal information through a robust privacy policy and procedure and by, providing our students with access to a transparent complaints and appeals process.

If you want to find out more information on how Trained Up protects the rights of our students, you are encouraged to ask us for our "Student Protection Policy and Procedure" and Complaints and Appeals Policy and Procedure".

If you would like to provide feedback or make a complaint about our service or your experience, please contact Administration.

Attention: RTO Compliance
Email: info@trainedup.com.au
Tel: +61403409974



Making a complaint or appeal

Trained Up understands that from time to time students may wish to make a formal complaint about an aspect of service delivery or may choose to appeal an assessment decision or process that they feel is unfair. Our organisation welcomes such feedback as it provides valuable information that can be used to meet the needs of our students and industry employers and improve the delivery of our service.

- Lodging a complaint or appeal

- Informal Complaint

In an attempt for early resolution students are encouraged to raise their complaint/appeal with the relevant person or speak to their Trainer as soon as a grievance arises. Our Trainers are approachable and experienced in assisting students' resolve issues at an informal level and ensuring that our students have a positive experience. All complaints or appeal communications and documentation are managed in accordance with the organisations Privacy Policy and Procedure.

- Formal Complaint

If the complaint or appeal remains unresolved with the trainer, students are able to escalate their complaint or appeal to the CEO by writing an email outlining the type and the cause of their grievance.

Attention: RTO Compliance
Email: info@trainedup.com.au
Tel: +61403409974

To ensure the finalisation of results students are asked to lodge an appeal within 28 days of the unfavourable assessment decision being made.

- Acknowledgement of Complaint or Appeal

Within 3 working days of receiving a formal complaint or appeal the CEO will acknowledge in writing that they have received the complaint or appeal and will outline the next steps in the resolution process.

- Investigation/Moderation

A comprehensive and objective investigation that respects the rights and privacy of all involved, subsequently occurs. The principles of procedural fairness and natural justice are adopted at each stage of the complaint process.

In the case of an appeal the student's assessment task(s) is reviewed by a suitably qualified independent panel (moderation activity) to ensure that the principles of assessment and rules of evidence have been implemented. Recommendations from that activity inform the outcome of the student's appeal.

- Continuous Improvement

Where an investigation or moderation activity identifies opportunities for improvement these are actioned through the organisations continuous improvement process. See Quality Assurance Policy and Procedure for more information.

- Outcome Notification

To ensure a fair and objective process the decision maker is always independent of the decision being reviewed.

The student has their result reviewed following the completion of a moderation activity. If the moderation activity concurs with the initial assessment decision the student will be offered a reassessment opportunity. If the moderation activity disagrees with the initial outcome the student's assessment result will be changed.

The student is notified in writing of the outcome of their complaint within 10 days from the date the complaint was initially received.

Where the organisation considers more than 60 calendar days are required to process and finalise the complaint or appeal they will inform the student in writing as to why this is required and will provide the student with regular progress updates.

➤ Independent Review

If the student is dissatisfied with the outcome of their complaint or appeal they can ask for their case to be reviewed by an independent party. This review will occur within 14 working days of the date of outcome notification. In these instances, Trained Up will organise for an independent party to review the complaint and where required mediate resolution. There will be no additional cost to the complainant for the review of the complaint or appeal by an independent party.

If after the independent review the student is still dissatisfied with the outcome of their complaint/appeal they are able to complain to either the Training Ombudsmen in their relevant state or the Australian Skills Quality Authority. Further information can be found on www.asqa.gov.au.

If the cause of the complaint is around the collection, use, disclosure or storage of personal information the student can complain to the Office of the Australian Information Commissioner. Further information can be found on www.oaic.gov.au.

➤ Documentation and Record Keeping

All complaints and appeals (informal and formal) are recorded in the organisations Complaints and Appeals file.

➤ Monitoring

The RTO Management monitors the complaints and appeals process to ensure that required timeframes are met, opportunities for improvement are actioned and the process is fair, transparent and conducted in a way that protects the rights of its students.

For more information please ask for a copy of Trained Up *“Complaints and Appeals Policy and Procedure”*.

Confidentiality and Privacy of Personal Information

Trained Up is bound by a number of regulatory instruments relating to the collection, handling, storage and use of student data. This includes, but is not limited to, course enrolments, course results, personal information and information required for administrative purposes. Registered Training Organisations (RTO) are required, by law, to collect personal student data relating to enrolments and courses for the purposes of ensuring regulatory compliance and for reporting to the National Vocational Education and Training Regulator.

All prospective and current student personal information is protected in accordance with the National Privacy Principles. The following principles are applied;

- Trained Up only collects personal information for the purposes of application/enrolment.
- Students are provided with information on the Unique Student Identifier and are required to sign a declaration/consent authorising Trained Up to use and verify their USI for the purpose of their enrolment.
- Information is securely stored and only accessed by Staff for the purposes of the individual's enrolment.
- Students are provided with information on how their information will be collected, used and stored prior to enrolment.

- Students complete a declaration stating that they consent to their personal information being collected and used by Trained Up, governments and other agencies for the purpose of administration and research.
- Student's personal information is not disclosed to another party without the individual's written consent.
- Students have a right to access and correct their personal information.

Feedback on the organisations compliance with the privacy policy and procedure is encouraged by contacting the CEO or by making a complaint.

Attention: RTO Compliance
 Email: info@trainedup.com.au
 Tel: +61403409974

For more information please ask for a copy of Trained Up "*Privacy Policy and Procedure*". The Office of the Australian Information Commissioner www.privacy.gov.au provides good information for you to review.

Unique Student Identifier

A USI or Unique Student Identifier is a reference number which creates an online record of all courses or nationally recognised training that you have completed in Australia. A USI will give you access to an online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5. Your USI will enable you to access your records and results online, anytime and anywhere.

All students enrolling in a nationally recognised course must provide a copy of their USI on application and enrolment. Getting a USI is free and easy and can be done in under 15 minutes. You can apply directly at <http://www.usi.gov.au/create-your-usi/>

Trained Up is not able to issue AQF certification documentation (your certificate, record of results or statement of attainment) without a verified USI.

For more information, please visit: usi.gov.au to obtain a copy of [Students and the USI – A Fact Sheet for Students](#) or alternatively you can email or speak to one of our friendly staff members

Attention: RTO Compliance
 Email: info@trainedup.com.au
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Updating your Personal Information

As your personal information changes such as your name, banking details (if a direct debit arrangement is in place), address or contact details it is important to let us know as soon as possible. To advise us of a change to your personal information you can email or speak to one of our friendly staff members.

Attention: RTO Compliance
 Email: info@trainedup.com.au
 Tel: +61403409974

Work Health and Safety

Trained Up is committed to ensuring the safety and well-being of staff, students and visitors. By actively following the Workplace Health and Safety Act 2011 the organisation takes all reasonable measures to identify, control and eliminate potential hazards and risks. To do this we have processes and systems in place to ensure;

- A safe and clean working environment.
- Adequately trained staff who know how to effectively manage emergency situations and identify, control and eliminate potential risk/hazards.

- The identification of potential risk in the completion of assessment tasks and strategies to control and eliminate these risks.
- Sufficient equipment is available and in good working order and students are required to use their own personal protective equipment (PPE). New PPE can be purchased from Trained Up.
- Transparent reporting and documentation of risks, hazards, incidents and accidents.
- Robust governance and monitoring.

Our students also have a role to play in ensuring our environment remains safe and free of hazards. By ensuring that all rubbish is removed, corridors are free from clutter and obstructions, alerting trainers/assessors of potential hazards or risks, complying with the Smoke-free Environment Act 2000, knowing the evacuation procedure of your training venue and following the WHS considerations outlined in each assessment task you can help us keep our environment safe and free of hazards.

If you would like to raise a WHS concern you can either speak to your Trainer/Assessor or send an email to info@trainedup.com.au. We look forward to hearing your thoughts and feedback.

Bullying, Harassment and Discrimination

We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and students feel valued, respected and are treated fairly.

We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and by example, and we will ensure all of our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and students should be aware of the following definitions:

'Bullying' - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

'Confidentiality' - refers to information kept in trust and divulged only to those who need to know.

'Discrimination' - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

'Harassment' - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

'Personnel' - refers to all staff of Trained Up.

'Racial Harassment' - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

'Sexual Harassment' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a

person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimisation' - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

Specific principles

- All staff and students have a right to work in an environment free of any form of harassment and discrimination,
- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- When management is informed of any harassment or discrimination it has the responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained,
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation,
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue,
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers,
- Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good faith.



Course Cancellation

Trained Up understands that throughout your course, problems or issues may arise that may impact on your ability to keep up and attend class or complete your assessment tasks on time. If this is the case, we are committed to helping you to find possible solutions that may help you complete your course. If you find that you have an issue or a problem that is impacting on your ability to complete your course, we encourage you to speak to your Trainer and Assessor. Students can also contact our friendly staff by email info@trainedup.com.au or telephone +61403409974 to discuss options.

Where students wish to cancel their enrolment or withdraw from their course they are encouraged to let us know as soon as possible.

Trained Up charges students in accordance with comparable market prices fees for all courses on their scope of registration. Fees are determined based on the duration, delivery method, resource requirements and commercial viability. The CEO is responsible for determining all fees and charges, which are reviewed annually.

Course fees are inclusive of tuition, learning resources, administration and enrolment processing fees. Additional fees are charged for;

- The replacement of any learning resources that is lost, misplaced or damaged. As these vary from course to course students are required to view course information for more detailed costings prior to their enrolment.
- The reissuance of misplaced or lost certificates. A fee of \$50.00 is charged for **each** certificate (Testamur, Record of Results and/or Statement of Attainment) that requires reprinting.
- Students who require reassessment of a task will be charged a fee of \$100.00 for the fourth submission.

Fees are listed in all marketing materials.

Payment terms are agreed upon prior to course commencement and are outlined in the students Tax Invoice. The Tax invoice identifies the fees to be paid and the scheduled payment date.

All courses must be paid in full before you commence your course. Please make your payments by electronic funds transfer (EFT) to:

Trained Up Pty Ltd

BSB 0122266

Account 2263 27231

Reference your surname & invoice number

If fees exceed \$1500.00, the remainder of fees are divided up into the duration of the course and the student is required to make a regular payment.

Failure to pay scheduled fees may lead to a discontinuation of training or the delay in the issuance of your certificate until the outstanding fees have been paid. Trained Up uses the assistance of debt collection agencies to retrieve outstanding fees greater than 120 days. Where training discontinuation or a delay in the issuing of a certificate is likely students will be informed of their rights and responsibilities.

Please call admin if you would like a copy of the Fees and Refund Policy and Procedure
+61403409974



Fees & Refunds Policy

Trained Up courses and qualifications are not fee-free. All fees are discussed with you prior to your enrolment.

Trained Up fees are provided in a printed flyer or email, pre-enrolment.

Prepaid fees include all fees paid in advance from individual learners and prospective students. These requirements do not apply to employers engaging Trained Up to provide training/assessment to its staff.

Fees include **all** fees that the student is required to pay to complete the course, this includes:

- Enrolment/Administration Fees
- Tuition Fees
- Fees for materials, including textbooks
- Any other fee component that is a mandatory fee to complete the course

Trained Up will ensure that all fees are clear and transparent always.

- a) Please refer to the course flyer for information on course fees, including any required deposit; administration fees; materials fees and any other charges (if applicable).
- b) In line with the Trained Up fee Protection Policy we will not collect more than \$1,500 prior to course commencement.
- c) Certificates and Statements of Attainment are issued to students who are assessed as competent in the units completed. The cost of the certificates is included in the course fees.
- d) Refunds may be made in the following circumstances:
 - i. Participants have overpaid the administration charge
 - ii. Participants enrolled in training that has been terminated by us because the student does not meet the entry requirements of the course.
 - iii. Participant advises Trained Up ten (10) days prior to course commencement that they are withdrawing from the course
 - iv. Any refunds for any booked course/s that is requested in less than ten (10) days of course commencement, 50% of your paid deposit is refundable only. Any refunds for any booked course/s that is requested after course commencement, no refund is available.
 - v. If the participant withdraws from a course or program, prior to course commencement, due to illness or extreme hardship as determined by Trained Up

- vi. In the event that Trained Up fails to provide the agreed services
- e) A deposit of no more than \$1,500 may be required prior to course commencement; this deposit is to confirm a place in the course. Please refer to the Course information flyer for the deposit amount required and timing of payment.
 - f) No refunds will be issued once the student has commenced the course.
 - g) Students are responsible for the safe storage of their Certificates and Statements of Attainment. If a student requires a reissue of their Certificate or Statement of Attainment, a certificate re-issue fee of \$80 will be charged.
 - h) If a student is deemed not yet competent on completion of training, they will be offered an opportunity to be reassessed. If a student is deemed not yet competent a second time, they will be given another opportunity for reassessment.
 - i) If a student is required to be reassessed, they will be provided with further guidance from their trainer prior to reassessment.
 - j) In most cases there will be no reassessment fee. If a reassessment fee is applicable, this fee will be included on the course flyer.
 - k) If a student is deemed competent in some but not all the units of competencies required, a Statement of Attainment will be issued, and the student will be given a six-month period to undertake reassessment if required.
 - l) Trained Up is responsible for the issuance of AQF certification documentation.

We recommend contacting us at info@trainedup.com.au or +61 403409974 for any assistance.



Ceasing Operations

In the unlikely event that Trained Up ceases to operate in accordance with the Standards for Registered Training Organisations (RTOs) 2015 all relevant records and awards will be sent to the Australian Skills Quality Authority. All records will be stored in accordance with legislative and contractual requirements.



What we expect from you

As a student in our RTO, you have certain rights and responsibilities as do we, the RTO, have certain obligations and responsibilities to you.

You have;

- A responsibility to adhere to all Australian legislation. Current legislation is available online at <http://www.austlii.edu.au> and <http://www.legislation.nsw.gov.au>.
- Obligations and expectations to follow all safety policies and procedures throughout the course and, that at no time will the safety and health of any person or property be placed at risk by you.
- An obligation to provide feedback on our assessment and on the services, we have provided so we can evaluate and act on opportunities for improvement to our processes and policies.
- An obligation to understand and adhere to our policies and procedures that relate to your training and our facilities and workplaces

We have a right to expect that

- You seriously apply yourself to undertaking the Course that you have committed to, until you formally tell us that you are withdrawing from the Course, we have an expectation that you will work to meet your commitments.
- All assessments provided by you are your own work, not copied, taken or plagiarised from someone else.
- You will grant the freedom of belief, practices and persuasion to all of the staff, contractors, fellow students and other people whom you meet and come in contact with at Trained Up. There will be no illegal, unnecessary or invasive questioning or judgment of personal ideals or beliefs including: marital status, disability or perceived disability, cultural background, age,

orientation or practices, this includes, but is not limited to all personal, sexual, religious and political practices.

- You will conduct yourself ethically, responsibly, with courtesy and respect, and to be both morally and socially responsible at all times. This specifically means that bullying, intimidation, violence of any kind, cyber bullying, offensive behaviour, threatening or aggressive behaviour or speech will not be tolerated, or need to be tolerated by any person whether a staff member or contractor, or a student in the course requirements.
- You will adhere to any reasonable and lawful request by Trained Up staff.

Students who cannot, or choose not to, adhere to these rights and obligations may be subject to disciplinary action. This may be a written warning, an interview with the CEO, and may result in cancellation of your course.

Section 3: Recognising your previous studies and experience



Recognition of Prior Learning

Trained Up has a commitment to providing students with opportunities to have their existing skills and knowledge (regardless of how they were acquired i.e., both formal and informal learning) recognised towards the achievement of a nationally recognised course or statement of attainment. This process is called Recognition of Prior Learning or RPL.

You can apply for RPL for a whole course or for particular unit(s) of competence. If you would like to apply for RPL you will be provided with a self-assessment tool and an opportunity to meet with a Trained Up staff member to discuss and assess your suitability for this assessment only pathway.

If after an initial conversation, you decide that you would like to undertake a recognition of prior learning assessment, an Assessor will contact you to discuss the recognition process and your RPL kit. This conversation is called a “professional discussion” and may include a series of questions or a general discussion on specific topics. At this meeting the Assessor will also confirm the selection of units for your course and develop your plan for assessment.

The next step in the process is for you to collect evidence for each unit of competence that you are applying for RPL. Evidence can be collected in a variety of ways including verbal questioning, observation, skills tests, third party reports, providing audio visual evidence, work samples. Your Assessor and the RPL Kit will provide some suggestions on what and how much you need to collect.

Once you have submitted your evidence your Assessor will review the evidence submitted against the unit of competence and course requirements. Your Assessor may need to contact you to ask further questions, seek clarification, request additional evidence. If required, your assessor may also visit your workplace to help you collect additional evidence.

Throughout the recognition process your Assessor will provide you with, guidance, support and feedback.

If you would like to apply for Recognition of Prior Learning, you are encouraged to speak to one of our friendly RTO staff members on +61403409974 or email us on info@trainedup.com.au.

If you have already commenced your training speak to your Trainer/Assessor for more information.

Credit Transfer

Trained Up has a commitment to ensuring that students do not repeat any unit of competence or module in which they have previously been deemed competent. In accordance with the Standards for Registered Training Organisation RTOs 2015 Trained Up accepts and provides credit to students for units where authenticated AQF certification documentation is the same or equivalent.

Where a student has completed a unit of competence which has a different title or code from the one where credit is sought Trained Up will confirm equivalence on the National Register of VET or by using mapping documents contained within the training package.

To apply for Credit Transfer, you are required to speak to your Trainer or one of our friendly staff and you will need to complete a Credit Transfer Application Form. Students can only apply for credit transfer for units that are linked to their enrolment and are on the Trained Up scope of registration. You can apply for credit transfer throughout your enrolment however to remove any unnecessary training and or assessment you are encouraged to apply for credit at enrolment or before training has commenced.

Students who apply for credit transfer are notified of the outcome of their application within 5 working days. Where it is expected that an application may take longer than expected students are advised of the reason for the delay. Students who are granted credit for unit(s) of competence will still be expected to pay the course fees.

If you would like to apply for Credit Transfer, you are encouraged to speak to one of our friendly staff members on +61403409974 or email us on info@trainedup.com.au. If you have already commenced your training speak to your Trainer/Assessor for more information.

Section 4: Assessment

Assessment

Trained Up understands that our assessment practices confirm our students have the skills and knowledge required to undertake a particular task to the standards outlined in the Training package and unit of competence. To demonstrate that you have the skills and knowledge required of the course and for each unit of competence that you are enrolled in, you will be required to complete a series of assessment tasks.

Assessment tasks will vary depending on the delivery method and course that you are enrolled in. Examples of common assessment methods include observation of a particular skill, written questioning, reports from your employer or a supervisor, assignments, projects, role plays and the collection of work samples. Students are provided with detailed instructions on how to complete each assessment task and when they complete each task for assessment.

Students with a disability or an additional support requirement have the opportunity for an individualised or adjusted plan of assessment to be developed. This adjusted plan of assessment is often referred to as “*reasonable adjustment*”. Examples of reasonable adjustment may include but are not limited to; accessible classrooms, note taking support, course materials in alternate formats, alternative assessment tasks or the use of assistive technology. If you have a disability or an additional support requirement you are required to discuss your needs with your Trainer/Assessor so that a plan for reasonable adjustment can be developed and implemented.

To adequately prepare for each assessment task ensure that you have read and understood all of the assessment instructions and clarify any areas that you are unsure of with your Trainer. Also, if you have any factors that could influence your ability to successfully complete the task you need to discuss this with your trainer.

For each assessment task that you complete you are encouraged to keep a copy of your assessment task and associated documentation, evidence submitted for assessment purposes will not be returned.

Students are provided with detailed feedback related to their performance. For each assessment task completed students will receive a Satisfactory or Not Yet Satisfactory result. When all assessment tasks have been submitted for a unit of competence students will receive either a Competent or Not Competent result. Students must successfully complete each and every assessment task in order to be deemed competent. A failure to attempt an assessment task without a valid reason will risk a Not Competent Result for the relevant unit and may jeopardise the student's ability to complete their course.

Where re-assessment of a task is required students are provided with detailed feedback, and a plan for reassessment is developed. Students have the opportunity to be reassessed twice without incurring an additional fee.

If you have any questions in regards to your assessment process you are encouraged to speak to your Trainer and Assessor who will be able to provide you with detailed information.

Trained Up complaints and appeals process provides students the opportunity to challenge assessment decisions that they feel are unfair.

If you want to find out more information, please ask for Trained Ups "Assessment Policy and Procedure".

Section 5: Course Completion



Providing feedback

Trained Up is committed to providing its students with a service and product that is of the highest quality, that meets the needs of the individual and industry and that can respond efficiently and effectively to the marketplace. To do this, we seek feedback on our service and product from students, students, employers and industry partners.

Throughout your experience with our organisation you will be encouraged to provide us with honest and constructive feedback. Your feedback is extremely important as it will be used to improve all facets of how we deliver and assess our courses. Your feedback will also be used to improve the level of customer service and support provided to our students.

The best way to provide us with your feedback is by contacting us anytime on info@trainedup.com.au. Trained Up students will also be encouraged to complete an evaluation on course completion.

Trained Up would also like to hear how our courses have influenced your ability to get a job, secure that promotion that you have been dreaming about or have influenced you on a personal level. We look forward to hearing and celebrating your future achievements!



Keeping of your records

Trained Up in accordance with the Standards for Registered Training Organisations (RTOs) securely stores records related to a student's enrolment on the organisations Student Management System. Assessment records are kept for a minimum of 6-months. We maintain a register of all the certificates and statements of attainment we are authorised to issue for a period of 30 years together with your enrolment records to allow identification of the student, such as their USI, date of birth, or address.

Students are able to access records of their achievements through the unique student identifier (USI), system.

The following principles underpin the organisations privacy policy and procedure and storage of records process;

- Trained Up takes all reasonable steps required to protect and maintain personal and sensitive information.
- A robust governance framework is used to assess, plan, implement and review the protection of personal information against misuse, loss, inappropriate access, and inappropriate disclosure.
- Prior to the collection of personal and sensitive information the individual is told what information is to be collected and stored, the purpose of collection, if this information is to be disclosed to a third party and/or under what circumstances disclosure may occur.
- Once the individual is well informed consent is obtained for the collection of information.
- Personal and sensitive information is used only for the purpose of its collection and by staff who require the information in order to complete their duties.
- Individuals have access to their information when required.
- Personal information is stored in either an electronic or hardcopy format.
- Security measures such as unique password requirements and restricted file access are used to maintain and protect students/clients and employee's privacy.
- Trained Up will only *disclose* personal information to a third party where written consent has been obtained from the individual.
- Where Trained Up receives unsolicited information, it is either destroyed or de-identified.

If you want to find out more information, please ask for Trained Ups "Privacy Policy and Procedure".



Issuing your certificate

Trained Up uses systematic processes to ensure our students and industry community are confident that the certificates being issued meet the requirements of Australia's National Quality Framework.

General principles that underpin how we issue certification documentation are as follows;

- Trained Up only issues AQF courses that are on its scope of registration.
- All accredited training is delivered and assessed in English.
- Quality assurance measures and controls ensure that awards being issued meet the requirements of Australia's national quality framework.
- All students receive certification documentation to which they are entitled.
 - AQF qualification students receive a testamur and a record of results.
 - Students who complete part of an AQF course receive a statement of attainment.
- Certification is issued to the graduate within 30 calendar days of the student being assessed as having met the requirements of the training package in which they were enrolled (e.g. the date of the final assessment being completed or exiting the course).
- The unit of competency/s achieved are required to enter in the certification
- AQF certification documentation is sent directly to the student.
- Certification is only issued after the student has paid all outstanding fees (refer to Fees and Refunds Policy on our website and in this Handbook)
- Certification documentation meets Schedule 5 of the Standards for Registered Training Organisations (RTO's) 2015.
- Trained Up may request certification documentation be returned where there has been evidence of fraud or dishonesty. This will be documented in the Student Management System.
- Trained Up as the issuing organisation authenticates and verifies graduate's certification documentation on request.
- Through Trained Up student management system, a register of all AQF course units that Trained Up is authorised to issue and all courses/statements of attainment issued are kept for a period of 30 years.

- Reports of records of courses/statements of attainment issued are provided to the Australian Skills Quality Authority on a regular basis and/or as requested.
- Students can have their certification documentation reprinted/replaced on payment of a certification reprint fee.

Support Services List

The Support Services List provides a list of support services available to students through referral, please refer to the list to identify the most appropriate service for the students. If a student is unsure of the service that they require, they should contact their trainer to discuss further.

Name of Organisation	Website	Phone #	Email	Client Needs Addressed
AA - Alcoholics Anonymous	www.aa.org.au	1300 222 222	http://www.aa.org.au/contact-central-service-offices.php	Clients who are/or have been affected by alcoholism
Australia.gov.au	http://www.australia.gov.au/	Website	Refer to Website	Covers a broad range of assistive support including LLN
Adult Migrant English Program	www.education.gov.au/adult-migrant-english-program-0	1300 566 046	http://www.education.gov.au/feedback-and-enquiry-form	Assisting clients who have migrated to Australia and require assistance with LLN
Beyond Blue	www.beyondblue.org.au	1300 224 636	https://online.beyondblue.org.au/WebModules/Email/InitialInformation.aspx	For clients who are experiencing anxiety and/or depression
Black Dog Institute	www.blackdoginstitute.org.au	(02) 9382 2991	http://www.blackdoginstitute.org.au/aboutus/contact-us.cfm	Depression and Bipolar Disorder Information Australia
NSW Community Help	www.community.nsw.gov.au	1300 555 727	Refer to website	For clients who are experiencing difficulties in the home, domestic violence, child abuse and neglect
CEDD - Eating Disorder Help Centre	www.cedd.org.au	Refer to website	info@cedd.org.au	To assist clients who are experiencing issues with eating disorders

Name of Organisation	Website	Phone #	Email	Client Needs Addressed
Kids Helpline	www.kidshelp.com.au	1800 551 800	Webchat or Email Available Online	Services for assisting children or people who are concerned about a child
Just Ask Us!	www.justaskus.org.au	03 8413 8413	http://www.turningpoint.org.au/About-Us/Contact-Us2.aspx	For clients who are concerned they may have a drug (incl. alcohol), emotional or mental health concern
Precision Consultancy	http://www.precisionconsultancy.com.au/acs_framework/	03 9606 0118	http://www.precisionconsultancy.com.au/contact/	Access to LLN assessment tasks that can be used for a variety of industries
Lifeline Australia	www.lifeline.org.au	13 11 14	https://www.lifeline.org.au/Get-Help/Online-Services/crisis-chat	Clients who may be in a crisis or at risk of suicide or know of someone at risk of suicide
The Reading Writing Hotline	http://readingwritinghotline.edu.au/	1300 655 506	rwhotline@det.nsw.edu.au	If a client is having difficulty with reading, writing and numeracy
NA - Narcotics Anonymous	http://na.org.au/index.php?lang=en	1300 652 820	info@na.org.au	Clients who are/or have been affected by drugs
NSW Rape Crisis Centre	www.nswrapecrisis.com.au	1800 424 017	http://www.nswrapecrisis.com.au/GetHelp/NSWServices.aspx	To assist clients, and their non-offending supporters, who have experience or are at risk of sexual assault
Workplace Bullying Helpline	www.workershealth.com.au	02 4926 2129	newc.admin@workershealth.com.au	For clients who have been affected by bullying
Suicide Helpline	www.suicideline.org.au	1300 651 251	Available on website	For clients who may be contemplating suicide or don't know how to help someone in their family who has been affected
Men's Helpline Australia	https://www.mensline.org.au/	1300 78 99 78		For male clients who have male related health issues
Wesley Mission	www.wesleymission.org.au	(02) 9263 5555	Available on website	Helping people with a wide range of issues affecting communities and individuals.
National Council for Single Mothers and their Children	http://www.ncsmc.org.au/	(08) 8354 3856	ncsmc@ncsmc.org.au	Single mothers who need assistance

Name of Organisation	Website	Phone #	Email	Client Needs Addressed
Physical disability Australia	http://www.pda.org.au/	(02) 6567 1500	Available on website	For clients who require assistance with their physical disability
Deaf Australia Translating and Interpreting Service	http://www.deafau.org.au/	(07) 3357 8266	Available on website	For assisting the trainer who might require an interpreter for clients who are deaf or have hearing impairments
Salvo Care Line	http://salvos.org.au/salvocareline/	1300 36 36 22	Available on website	For clients who require financial assistance or emergency care
Disability Advocacy Network Aust.	http://www.dana.org.au/	(02) 6175 1300	Available on website	For clients who may require assistance with their disability
National Disability Service	http://www.nds.org.au/	(02) 6283 3200	nds@nds.org.au	For clients who may require assistance with their disability
Vision Australia	http://www.visionaustralia.org/	1300 84 74 66	info@visionaustralia.org	For clients who require assistance due to vision impairment
Community Migrant Resource Centre	http://www.cmrc.com.au/	(02) 9687 9907	Available on website	For clients who may need assistance for Migration support services
Family and Community Services Ageing, Disability and Home Care	http://www.adhc.nsw.gov.au/	(02) 9377 6000	servicembx@facsnsw.gov.au	Support for family, ageing, disability or home care
Job Access	https://www.jobaccess.gov.au/	1800 464 800	hotline@workfocus.com	Driving Disability Employment through a variety of support services
Department of health/Mental health	www.health.gov.au	(02) 6289 1555	Available on website	Support for students who are affected by health or mental health issues

Name of Organisation	Website	Phone #	Email	Client Needs Addressed
Alcohol and drug Information service (ADIS)	https://www.health.gov.au/	ACT (02) 6207 9977 NSW (02) 9361 8000 1800 422 599 (rural) SA 1300 131 340 (08) 8363 8618 (Adelaide) VIC 1800 888 236 1300 858 584 1300 660 068 (YSAS Line) (03) 9418 1020 1800 014 446 (rural Vic only) NT 1800 131 350 (08) 8922 8399 (Darwin) (08) 8951 7580 (Alice Springs) QLD 1800 177 833 TAS 1800 811 994 (03) 9416 1818 (Hobart) WA (08) 9442 5000 1800 198 024 (rural WA only) (08) 9442 5050 1800 653 203 (rural WA only)		ADIS Centres are state and territory-based services that offer information, advice, referral, intake, assessment and support 24 hours a day.