

**Tallebudgera Outdoor and Environmental Education Centre**

**RTO Code: 30685**

# **Learner Information Handbook**



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### **Acknowledgement of Country**

The Department of Education acknowledges the Traditional Owners of the lands across Queensland. We pay our respects to the Elders past, present and emerging, for they hold the memories, the traditions, the culture and hopes of Aboriginal and Torres Strait Islander peoples across the state.

A better understanding and respect for Aboriginal and Torres Strait Islander cultures develops an enriched appreciation of Australia’s cultural heritage and can lead to reconciliation. This is essential to the maturity of Australia as a nation and fundamental to the development of an Australian identity.

### WELCOME

Tallebudgera Outdoor and Environmental Education Centre's Registered Training Organisation (RTO Code: 30685) was established in 2001 for the purpose of training outdoor leaders from the Outdoor and Environmental Education sector in order to meet safety requirements. Since that time we have expanded our services and provide training for high school students and workers across Queensland. Information on our courses can be accessed at <https://tallebudgeratrainingsservices.com.au> .

The information contained in this Handbook is to enable clients to understand their rights and responsibilities and ensure ease of access to all the relevant information.

### CONTACT DETAILS

<b>Name of RTO</b>	Tallebudgera Outdoor and Environmental Education Centre (TOEEC)
<b>RTO Code</b>	30685
<b>ABN</b>	13 301 385 121
<b>Physical Address</b>	1525 Gold Coast Highway, North Palm Beach, Queensland
<b>Postal Address</b>	PO Box 909, Elanora Qld 4221
<b>Phone</b>	07 5520 9316
<b>Email</b>	<a href="mailto:admin@tallebudgeratrainingsservices.com.au">admin@tallebudgeratrainingsservices.com.au</a>
<b>Website</b>	<a href="https://tallebudgeratrainingsservices.com.au">https://tallebudgeratrainingsservices.com.au</a>

### CODE OF PRACTICE

TOEEC's RTO is committed to operating with the highest professional standards with regards to training and assessment, financial management, ethical decision-making, and work health and safety. We aim to provide a high quality service for all learners and encourage feedback so that we continue to improve. TOEEC complies fully with all components of the Vocational Education and Training (VET) Quality Framework:

- Standards for Registered Training Organisations (RTOs) 2015
- Fit and Proper Person Requirements
- Financial Viability Risk Assessment requirements
- Data Provision Requirements
- Australian Qualifications Framework (AQF)
- Australian Core Skills Framework (ACSF).

### POLICIES & PROCEDURES

TOEEC's policies and procedures are framed in accordance with the five key phases of the learner's journey with the addition of a 6th phase that focuses on organisational systems. The phases are:

1. Marketing and Recruitment
2. Enrolment
3. Learner support and progression
4. Training and Assessment
5. Completion
6. Regulatory compliance and governance practice

## Access & Equity

The RTO is committed to access and equity principles and processes which relate to enrolments, course delivery methods, costs, training and assessment processes and support arrangements for learners with additional needs. Client selection is non-discriminatory and equity principles are applied through the fair allocation of resources and the opportunity for all learners to participate in the VET training environment without discrimination bigotry, prejudice, racism and offensive behaviour. All trainers and assessors and learners are required to adhere to our access and equity policy.

The RTO:

- promotes access to training for all people regardless of gender, socio-economic background, disability, ethnic origin, sexual orientation, age or race
- ensures training services are delivered in a non-discriminatory, open and respectful manner
- provides reasonable access to learners of all levels
- uses culturally inclusive language in all training and assessment materials.

## Privacy

Under the *Data Provision Requirements 2012*, Tallebudgera Outdoor and Environmental Education Centre (OEEC) RTO is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form) may be used or disclosed by Tallebudgera OEEC RTO for statistical, administrative, regulatory and research purposes. Tallebudgera OEEC RTO may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and,
- administering VET, including programme administration, regulation, monitoring and evaluation.

Students may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

## Enrolment

Prior to enrolment, potential learners are canvassed to assess whether the training program in which they have expressed an interest is suitable for them with regards to meeting their vocational requirements; existing skills and knowledge; language, literacy and numeracy (LLN) skills; geographic location and access to training and support services to ensure they will be able to achieve success.

The student is required to complete an online or paper Enrolment Form which must be signed by a Parent or Guardian if the student is under 18 and must include the student's Unique Student Identifier (USI). A USI account contains all your nationally recognised training records and results from 1 January 2015 onwards. To create a USI account go to <https://www.usi.gov.au/your-usi/create-usi>.

### Overseas students

Tallebudgera OEEC RTO is **not** CRICOS registered. Therefore we are unable to deliver training to students on a Student Visa Subclass 500.

### Legislative Requirements

Tallebudgera OEEC complies with all relevant local, state and federal government regulatory requirements. Staff and clients are informed of legislative and regulatory changes that affect the delivery of services. Legislation includes but is not limited to:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- Education (Queensland Curriculum and Assessment Authority) Act 2014
- Work Health and Safety Act 2011
- Human Rights and Equal Opportunity Act 1986
- Racial Discrimination Act 1975
- Privacy Act 1988, Privacy Regulation 2013 and Queensland Information Privacy Act 2009
- Child Protection Act 1999

### Work Health & Safety

Tallebudgera OEEC is committed to adhering to Work Health and Safety requirements in order to keep learners, trainers and assessors, and members of the public safe during all training and assessment activities. TOEEC has robust risk management processes and training and assessment activities will be discontinued if the risk of proceeding is deemed to be unacceptable.

All staff and learners are required to:

- Comply with Health and Safety regulations, Codes of Practice and WHS policies of Tallebudgera OEEC
- Provide information on personal health issues as requested
- Follow all reasonable instructions aimed at protecting their health and safety and the health and safety of others
- Assist in the identification and assessment of hazards and implement hazard control measures
- Use tools equipment appropriately and as directed, and report any faults
- Use personal protective equipment appropriately and as instructed
- Take all reasonable steps to safeguard others from infection by following all infection control policies and procedures
- Assist in the reporting of incidents and provide feedback to TOEEC regarding any breach or possible breach of health and safety laws, Codes of Practice or TOEEC policies.

Staff and learners are not permitted to consume alcohol or non-prescribed or illicit drugs whilst attending training or assessment activities. Learners may be asked to leave immediately if their behaviour is deemed to be dangerous to themselves or others.

## **Cancellation & Refund Policy**

Participants who cancel or withdraw their enrolment may be entitled to a refund. Tallebudgera OEEC's Refund Policy is as follows:

1. Tallebudgera OEEC provides a ten (10) day cooling off period, where a training product has been purchased and the learner has not yet commenced that course. The cooling off period is deemed to be waived if the learner commences their course and/or submits assessment items for that course.
2. Tallebudgera OEEC collects no more than \$1500 in prepaid fees at one time.
3. If the learner has been enrolled and/or given access to an online course, the prepaid fee will include a non-refundable enrolment fee. The learner is notified of this amount on enrolment and it is clearly identified in the payment schedule.
4. Prepaid fees for a training product will be 100% refunded, less the non-refundable enrolment fee, if notice is received in writing four weeks (28 days) or more before the scheduled course commencement date.
5. Prepaid fees for a training product will be 50% refunded, less the non-refundable enrolment fee, if notice is received in writing two weeks (14 days) or more before the scheduled course commencement date.
6. If the RTO reschedules or cancels a training or assessment program for any reason and the learner is unable to participate in the rescheduled program, prepaid fees for that component will be refunded if the learner withdraws from the program.
7. Requests for refunds should be made in writing and directed to the Principal, Tallebudgera Outdoor and Environmental Education Centre, PO Box 909, Elanora Q 4221.
8. Where a learner is unable to complete training due to circumstances beyond their control such as documented medical problems, refunds may be considered by the Principal after a request is made in writing.
9. Note that the refund agreement does not remove the right to take further action under Australian consumer protection laws, and that the resolution processes do not circumscribe the learner's right to pursue other legal remedies.

## **Complaints and Appeals Procedure**

The RTO has a complaints and appeals procedure for any person wishing to make a complaint against the RTO concerning its conduct as an RTO or appeal an assessment decision. Separate interviews will be held with both the person making the complaint and the person the complaint is about.

### **Informal complaint or appeal**

- The initial stage of a complaint or appeal shall be to communicate directly with a representative of the RTO who, if able to resolve the issue, will make a decision and record the outcome.
- Any person(s) dissatisfied with the outcome of the complaint or appeal to the representative may then complain or appeal to the Manager who, if able to resolve the issue, will record the outcome. The Manager will at this time review the evidence used to make an assessment decision in the case of an appeal.
- Any person(s) dissatisfied with the outcome of the complaint or appeal to the Manager may initiate a formal complaint or appeal.

### **Formal complaint or appeal**

- Formal complaints or appeals may only proceed after the informal procedure has been finalised.
- The complaint or appeal shall be recorded in writing on the form provided by the RTO.
- On receipt of the written statement, the Manager shall convene an independent panel to hear the complaint or review the evidence related to an assessment decision.

- The panel members shall not have had previous involvement with the complaint or appeal and will include representatives of:
  1. the Principal
  2. the training and assessing staff
  3. an independent person.
- The complainant or appellant shall be given an opportunity to present his/her case to the panel and may be accompanied by one other person as support or as representation.
- The panel will make a decision and communicate its decision to all parties in writing within 15 working days of making its decision.

A Register of Complaints and Appeals is kept by the RTO which documents all informal and formal complaints and appeals and their resolution. Any substantiated complaints and appeals will be reviewed as part of the continuous improvement procedure.

Any person or organisation wishing to make a complaint beyond this internal process is able to lodge a complaint with the Australian Skills Quality Authority at <https://www.asqa.gov.au/complaints>.

### **Participant Support and Counselling Services**

Tallebudgera OEEC aims to identify prior to enrolment, the learning and assessment needs of each individual and respond appropriately. If a client meets essential entry requirements, the RTO will make reasonable adjustments necessary for them to complete their course work or demonstrate competency. This may include adjusting the physical environment, learning materials or the manner in which an assessment task is completed.

The RTO is committed to ensuring that people with particular learning styles and people with a disability are able to participate in learning effectively. Contextualisation of the qualification and reasonableness of delivery modes, resources and assessment tools will enable the individual needs of learners to be met. It is important to note that reasonable adjustment must not affect the integrity of the assessment.

On enrolment, the language, literacy and numeracy abilities of prospective learners are assessed using an indicative method, which takes into account previous qualifications and the learner's vocational experiences. Prospective learners are asked whether they consider there is a need for special arrangements and educational adjustments to be made. Educational adjustments may include (but are not limited to):

- Formatting of written material or language used
- Time allowed for training or assessment activities
- The use of assistive technology
- The environment in which training or assessment takes place.

During training and assessment, every effort will be made to support learners and to identify any additional support that is required for the learner to achieve success.

Learners are informed that if they experience difficulties they are to talk to their trainer or contact the Principal so that appropriate assistance can be provided. Learners may be referred to a third party counselling or support service if additional assistance is required.

### **Recognition of Prior Learning and Credit Transfer**

The RTO recognises and accepts AQF qualifications and Statements of Attainments issued by other Australian RTOs.

Recognition of Prior Learning (RPL) is an assessment process that assesses the individual's formal and informal learning to determine the extent to which that individual has achieved the required learning

outcomes, competency outcomes and/or partial or total completion of a qualification.

Clients may apply for RPL on the basis of previous and/or current experiences or training. Clients are required to indicate their intention to apply for RPL upon enrolment and complete the required documentation. They will then be informed as to the results of their application and if any further evidence is required.

Credit Transfer means credit towards a qualification is granted to clients on the basis of outcomes gained by a client through participation in courses or training with another RTO. Clients are required to indicate their intention to apply for Credit Transfer at the time of enrolment and will be informed of the results of their application and whether any further evidence is required. Clients may be entitled to a credit transfer in the following circumstances:

- The learner has completed a unit of competency with the same code from a nationally recognised Training Package.
- The learner has completed a unit of competency from a nationally recognised Training Package that is equivalent to the Unit of Competency being applied for.

### **Plagiarism**

The RTO requires learners to submit work that is their own, and considers that plagiarism, collusion and cheating constitute academic misconduct for which reassessment may be requested. Countering plagiarism, collusion and cheating is the shared responsibility of staff and learners.

Trainers and assessors:

- are responsible for explaining referencing, and for identifying and reporting plagiarism, cheating and collusion
- must not engage in any activity whereby they knowingly collude with learners for the purposes of plagiarism and/or cheating on a set assessment task
- must report suspected plagiarism to the Principal.

The learner must:

- avoid plagiarism by clearly referencing the use of words or ideas or other materials of other people in an acceptable format
- not present work done in collusion with another person or persons as solely their own work
- not engage in any situation whereby the learner knowingly attempts, or assists another learner to attempt, to gain an unfair advantage
- submit written assessment pieces, including journals with the assessment booklet signed by the learner(s) to attest that the work submitted is their own and that they are aware of the relevant policy and procedure on plagiarism, collusion and cheating.

If a learner wishes to express a complaint or appeal an assessment decision they are to follow the RTO's complaints and appeals procedure.

### **Rescheduled Training and Assessment Procedure**

The RTO may cancel or postpone a scheduled training or assessment program due to low numbers of learners, inclement weather, if the risk of running the program is deemed to be unacceptable or any other reason deemed to be sufficient by the RTO.

In this case learners will be informed as soon as possible and the program rescheduled. This may be at short notice if the postponement is due to unfavourable weather conditions.



The RTO will make every effort to reschedule the training or assessment program at a time that is mutually beneficial for the learner and the RTO. If the learner is unable to participate in the rescheduled program and elects to withdraw from the program, a refund for that component will be given as per the Cancellation and Refund Policy.

### **Reassessment procedure**

If a learner is assessed as being not yet competent, the RTO will support the learner with the provision of an individual learning plan to increase their skills and knowledge in order to meet the assessment criteria. A second assessment opportunity will be provided within four weeks of the first attempt.

If the learner is assessed as being not yet competent at the second assessment, additional advice will be provided to the learner on how this may be resolved. This advice may include, but not limited to:

- Referral to a third party for additional support
- Recommendations on how to improve skills and knowledge
- Partial completion of the training product with an invitation to re-enrol at a later date to complete the component that had not been attained.

### **YOUR RESPONSIBILITY AS A LEARNER**

Learners have a responsibility:

- to attend all training and assessment activities as scheduled
- to dress appropriately for tasks and have all required equipment
- complete all assessment tasks as required and within timelines stated
- to abide by the policies and practices of the RTO
- to take the initiative and consult with trainers when problems arise
- to conduct themselves in a proper manner and to respect the diversity of learners
- to ensure a safe, friendly and supportive learning environment for everyone.

### **YOUR TRAINER and ASSESSOR'S RESPONSIBILITIES**

Trainers and assessors have a responsibility to learners to:

- prepare and present material at an appropriate standard
- inform learners of assessment requirements
- assess learners' work fairly, objectively and consistently
- provide constructive feedback to learners in a timely manner
- be available to learners requiring extra assistance or clarification of tasks.

### **PARTICIPANT FEEDBACK & QUALITY IMPROVEMENT**

Tallebudgera OEEC is dedicated to continually improve our training and assessments materials, practices and processes. Feedback from learners is pivotal in our efforts to continue to improve the programs that we offer. We welcome feedback at any time and learners are encouraged to take the time to give a considered response when asked for specific feedback at the end of a program.