



STUDENT INFORMATION BOOKLET

This handbook provides information to prospective students about the training, assessment and support services offered by Transform Training, and your rights as students in accordance with the *Standards for Registered Training Organisations (RTOs) 2015* under the *National Vocational Education and Training Regulator Act 2011*. It is important that you read this document before finalising your enrolment. This handbook should be further supported by Course Brochures and Fee Schedule that provides more detailed information about our content of individual training courses.

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Introduction

1. Transform Training Pty Ltd is a privately owned Registered Training Organisation, delivering training in accordance with the *Standards for Registered Training Organisations (RTOs) 2015*. Transform Training delivers Nationally Recognised Training and issues nationally recognised qualifications, as well as non-endorsed training and assessment services to meet the individual needs of our students.

Goals & Objectives

2. Our goal is to be the industry's training provider of choice by delivering quality and effective training services with trainers, facilitators and assessors that deliver services that:
 - 2.1. are timely, engaging, valid and reliable.
 - 2.2. are regularly reviewed and continuously improved.
 - 2.3. meet and exceed student needs
 - 2.4. meet and exceed recognised industry standards
 - 2.5. support and enhance the profitability of our clients' businesses
 - 2.6. support and enhance the employability of successful students.

Enrolment

3. All students must complete an *Enrolment Form* before commencing any training with us. This form becomes your training agreement with Transform Training.
4. Prior to completing an enrolment form students should read this Student Information Booklet and the relevant course brochure(s) and fee schedule to gain a full insight into their rights and responsibilities.
5. During enrolment students are required to have and submit a Unique Student Identifier (USI). In Australia, all students undertaking nationally accredited training must have a valid USI. A USI is a reference number made up of numbers and letters. Creating a USI is free. It creates a secure online record of your nationally recognised training that you can access anytime

and anywhere, and it's yours for life. If you do not already have a USI, you can sign up for one online (<https://www.usi.gov.au/students/create-your-usi>).

6. Transform Training requests permission to search and verify your USI number on the USI Registry. You will be required to indicate your agreement to this during enrolment.
7. To begin training, students will also need to provide photo ID and copies of any other relevant licences.
8. There may be other forms and requirements by external funding authorities (e.g CITB) that participants may need to complete as part of the enrolment process.

Entry Requirements

9. In some circumstances entry into a study program requires pre-requisite skills and existing knowledge. Should this be the case students will be informed of such requirements prior to enrolment and will be asked to present evidence that such conditions are satisfied.
10. In the event that an individual has not met these pre-conditions, they will not be able to commence training and our staff will help them establish a pathway to completing these in order to help them begin training as soon as practically possible.

Language, Literacy and Numeracy (LLN)

11. All training and assessment is conducted in English, and ALL individuals will be required to sign a declaration regarding their Language, Literacy and Numeracy (LLN) capability prior to training beginning.
12. Transform Training will assess the capability of all students at the time of enrolment, by using the individuals filling out of our enrolment form as a method of determining whether a student possesses the required LLN standard.
13. Many certifications require students to hold a predetermined level of English literacy and mathematical numeracy. This will be communicated to prospective students prior to enrolment. Where a student cannot demonstrate the required level of proficiency he/she may be advised to

complete language, literacy, and numeracy training with another provider prior to enrolling in a course at Transform Training. Trainers can advise prospective students of providers of this training.

14. We will endeavour to make reasonable changes to offer flexibility to students in need for more intensive Language, Literacy and Numeracy (LLN) assistance, whilst ensuring that other students are not disadvantaged in the process.
15. If during the course of training it becomes apparent that a student is having difficulty completing the required outcomes, Transform Training Pty Ltd reserves the right to suspend training and assessment services until appropriate additional support can be accessed to enable the trainee/assessment candidate to experience a satisfactory training & assessment experience.
16. Students experiencing LLN difficulties can always contact the *Reading Writing Hotline* on 1300 655 506

Fee Payments

17. Transform Training Pty Ltd provides flexible cost structures for all course fees, administration fees, material fees and any other charges. All payment fee schedules are structured and agreed upon with the student prior to the start of the course.
18. In the absence of any specific agreement as to payment terms, the following default fee structure applies for the deliverance of all training packages;
 - 18.1. For courses under \$1000, the full course fee must be paid 7 days prior to training commencing.
 - 18.2. For courses over \$1000, a deposit of \$500 must be paid 7 days prior to training commencing with the remaining amount to be paid upon completion of all required training and assessment.
19. Full payment for a study program will always be required prior to receiving any credential or qualification.

Courses Refunds

FULL QUALIFICATIONS

20. A participant may withdraw from a full qualification training program at any time.
21. In the event that an individual withdraws from a full qualification program, they will be charged for all training delivered thus far including the unit of competency they were currently attending training for (in the event that the withdrawal occurs midway through delivery).
22. In such event the student will receive a Statement of Attainment for any units of competency completed prior to withdrawal. Further conditions may apply.

SHORT COURSES / INDIVIDUAL UNITS OF COMPETENCY

23. Where cancellation occurs seven days or more in advance, a full refund will be made within fourteen (14) days of notification.
24. No refund will be provided where;
- 24.1. An individual fails to notify of intention not to attend; or.
 - 24.2. A cancellation occurs less than seven days' before the course start date.
25. In lieu of a refund, individuals can always choose to use money paid as credit toward another future training course.

CANCELLATION BY THE COMPANY

26. Where Transform Training cancels the delivery of training a full refund will be provided.
27. In lieu of a refund, individuals can choose to use money paid as credit toward another future training course.

Mutual Recognition

28. As a Registered Training Organisation, Transform Training recognises the qualifications and Statements of Attainment issued by other Registered Training Organisations for nationally recognised qualifications as well as individual units of competency
29. If you have a qualification or statement of attainment that comprises or includes a competency that is the same as or aligns substantially in content and competency outcomes of the qualification or unit(s) of competency that you are undertaking you will receive recognition against that qualification or competency.

Access & Equity

30. Transform Training is committed to ensuring that all staff, trainers, contractors, subcontractors, students and the general public have access to non-discriminatory services and comparable educational outcomes by all groups in society to enable all to develop knowledge and skills to enhance life and work opportunities.
31. Transform Training has policies and procedure in place to ensure that all facets of our business operations are fair and equitable, and non-discriminatory.
32. Transform Training will not tolerate;
 - 32.1. Sexual Harassment,
 - 32.2. Unlawful Discrimination (detailed below),
 - 32.3. Bullying; or
 - 32.4. Victimisation.
33. The Equal Opportunity Act 1984 (SA) makes unlawful discrimination on the grounds of:
 - 33.1. Age (people of all ages).
 - 33.2. Sex (whether a person is female or male).
 - 33.3. Race (This includes colour, descent, ethnic origin or nationality. It also applies if you are treated unfairly because of the race of the people you live with or associate with).
 - 33.4. Physical Disability
 - 33.5. Intellectual Impairment
 - 33.6. Sexuality
 - 33.7. Marital Status
 - 33.8. Pregnancy
34. Transform Training will not tolerate any discrimination on any of the above grounds and vows to take all possible steps to include and promote a diverse workforce and student cohort.
35. Should a student at any time during their training experience feel that they have been the subject of, or have witnessed any form of discrimination, harassment or bullying, a complaint should be made immediately using our complaints process (described below).

Individual Learner Support

36. Transform Training is committed to supporting students throughout the learning process. If you require additional support you should consult with the trainer/assessor and all reasonable efforts will be made to accommodate you.
37. On top of mandatory training and assessment practices, Transform Training will make available a relevant trainer and assessor for additional learning support services to all students.
38. There may be additional charges for this depending on the nature and amount of support required. Your trainer will discuss this with you prior to engaging you in any such services.

Assessment

39. Before beginning any training and assessment, you will be advised of the conditions and methods of assessment contained within the relevant study module.
40. In the event that you undertake a piece of assessment and fail to meet the required level of competency, you will be counselled on additional requirements and provided with further opportunity to practice and re-take the assessment as appropriate.
41. Students will be advised of any specific legislative or licence requirements that must be considered when negotiating a re-assessment.

Recognition of Prior Learning (RPL)/Credit Transfer

42. RPL is an assessment-only process that evaluates the pre-existing competency of an individual—competency which may have been acquired through formal, non-formal and/or informal learning. This assessment seeks to determine the extent to which an individual already meets the requirements specified in training package. If suitable, this prior learning may be credited toward completion of a relevant training package and may result in a shorter course delivery or less required assessment.
- Applicants for Credit Transfer must complete the Credit Transfer Application Form, attach an original (or certified copy) of a verified Award or Statement of Attainment and submit the application to the Admissions Coordinator.

43. Transform Training provides RPL assessment to individuals who believe they have the required skills and underpinning knowledge such that this knowledge should be recognised.
44. To assess the extent to which RPL exists and is relevant and sufficient to be credited towards a particular training package, evidence/proof of is required.
- 44.1. Evidence may be in many forms and will need to demonstrate that the individual has the skills and knowledge necessary to perform the task.
- 44.2. Evidence may include; statements of attendance, certificates, licences, written references, letters from employers, job specifications, examples of actual performances, observations, programs.
- 44.3. Our team can assist you by providing evidence guides that enable you to collect your evidence and match it to the elements of competency.
45. In all cases, the RPL assessment process will require an interview with one of our assessors, either in person or by telephone, to allow us to accurately assess the true extent of your RPL.
46. For further information and the cost of RPL assessment, please speak a staff member.

Complaints and Appeals Policy

47. Participant involved in a training activity provided by Transform Training have rights regarding their treatment and training experience, including their rights as consumers under Australian Consumer Law.
48. Please refer to the following complaints and appeals processes if you have experienced any issues with the following;
- 48.1. the level of service or tuition provided
- 48.2. the actions or attitudes of any Transform Training staff member or affiliate
- 48.3. the materials provided in the deliverance of a particular course
- 48.4. an assessment task or decision
- 48.5. any other aspect of our service and support
49. Transform Training will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process. This means that the complainant is entitled to be heard with access to all relevant information and with the right of reply. The

complainant is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.

50. All complaints and appeals will be heard and resolved within sixty (60) calendar days of receipt (and are typically resolved within seven (7) days of receipt).

50.1. Should Transform Training consider that more than sixty (60) calendar days are required to process and finalise the complaint or appeal, you will be informed of the reasons for the extended timeframe in writing and will be regularly updated on the progress of the matter.

51. Transform Training will maintain a secure record of all complaints and appeals, documenting all complaints and appeals received, as well as actions taken and decisions made.

52. Transform Training will undertake a continuous improvement process that includes the review of all appeals and complaints to identify potential causes, and the assessment and enactment of actions that may be taken to eliminate or mitigate the likelihood of reoccurrence.

COMPLAINTS PROCESS

53. Should you have a complaint that you wish to address, the following process should be followed;

53.1. Make your grievance known: if suitable, discuss your concerns with one of our staff members. If the matter can be resolved quickly and informally the staff member will do so. All complaints will be acknowledged in writing and finalised as soon as practicable.

53.2. Lodge written complaint: If the matter cannot be resolved informally or you would prefer not to, you can lodge a formal written appeal using our Complaints and Appeals Form (available at our front office or via our website). This can be handed in to our front office staff or emailed directly to our student support team via info@transformtraining.com.au.

53.3. Involve an independent third-party: students have the right to seek review of a complaint or appeal by an appropriate party independent of Transform Training.

53.3.1. In such circumstances, we recommends the following relevant parties;

South Australia, Training Advocate - 1800 006 488

The National Training Complaints Hotline - 13 38 73

Office of Consumer & Business Affairs - 131 882

53.3.2. Transform Training will not be responsible for the cost of any third party contracted or engaged by an individual complainant/appellant, unless there exists a prior agreement to do so.

APPEALS PROCESS

54. An appeal can be made to Transform Training to request a review of a decision, including assessment decisions.

55. If you wish to appeal a decision made by a staff member or affiliate of Transform Training, you are encouraged to first discuss the matter with the relevant trainer/assessor and they will attempt to resolve/clarify the matter immediately. They will also provide you with advice regarding the formal appeals process should you wish to escalate the matter.

56. Following discussion with the relevant trainer or assessor, if necessary, you may lodge a formal written appeal using our Complaints and Appeals Form (available at our front office or via our website). This can be handed in to our front office staff or emailed directly to our student support team via info@transformtraining.com.au.

57. If you are unhappy with the response you receive from the Transform Training internal review process, you have a right to seek assistance and review from an appropriate party independent of Transform Training.

57.1.1. In such circumstances, we recommends the following relevant parties;

South Australia, Training Advocate - 1800 006 488

The National Training Complaints Hotline - 13 38 73

Office of Consumer & Business Affairs - 131 882

57.1.2. Transform Training will not be responsible for the cost of any third party contracted or engaged by an individual complainant/appellant, unless there exists a prior agreement to do so.

Privacy

58. As a Registered Training Organisation (RTO), Transform Training is required to collect and record information about you, including your personal information.
59. Transform Training only collects personal information (other than sensitive information) which is reasonably necessary for the completion of its functions (Transform Training may also be required by law to collect certain personal information in some situations).
60. If you do not provide us with all of the information requested, we may not be able to provide you with the service you have requested.

Access to Student Records

61. Transform Training Pty Ltd keeps complete and accurate records of the attendance and progress of trainees, as well as financial records of all payments and charges and the balance due.
62. Copies of these records can be provided to trainees on request. Files are stored in secure storage so please allow time for retrieval.

WHS Requirements

63. Prior to commencing training all students will be required to complete a Work Health and Safety (WHS) induction program.
64. The induction processes will outline the basic rules of workplace health and safety, safe work practices and the requirement (if applicable) for any Personal Protective Equipment (PPE).
65. Students are required to comply with all WHS directions, including those relating to the wearing of PPE.
66. With the exception of respiratory protection for asbestos units, the cost of personal PPE is not included in course fees.
67. Failure to meet WHS requirements may result in cancellation of training or disciplinary action.

Declaration of a Medical Condition

68. If you have a medical condition or disability which may affect your training you are required to advise us. In the event that you do have a condition or disability, please request and complete a *Disclosure of Disability or Medical Condition Form*.
69. If you have been prescribed medication by your doctor and there is a possibility that it may affect your judgement you must advise your trainer before commencing any training.
70. The information you provide will be kept confidential and any support mechanisms will be handled in as non-evident manner as is possible.
71. Please note: If you do not disclose a pre-existing condition which leads to an injury to yourself or others you may have no financial recourse.

Student Code of Conduct

72. Students are required to observe the Code of Conduct at all times and any failure to comply with these responsibilities may result in disciplinary action (including termination).
73. You will be required to indicate your adherence to this code of conduct when you sign your enrolment form.
74. The **Student Code of Conduct** is as follows;
- 74.1. Directions given by the Trainer/Supervisor, or others authorised to provide direction should be followed by students at all times.
 - 74.2. Everyone has the right to be treated with respect and due consideration. Harassment in any form against any individual or group will not be tolerated.
 - 74.3. To complete a training package participants must attend the course each day on time and participate fully in all activities.
 - 74.4. All tools and equipment must be handled safely and with respect. Any loss or damage should be reported immediately to the trainer.
 - 74.5. While participating in training, you must not be adversely affected by alcohol and other drugs and must observe any state and federal laws in relation the use of any legal, illegal or prescription drugs.

- 74.6. Students must comply with all WHS directives given during their induction or by Transform Training staff at any time.
- 74.7. All participants involved in a training program are required to follow safe work practices and ensure their own activity, so far as is practicable, is carried out without risks to themselves or others.
- 74.8. Students are required to take a proactive approach to their training and agree to;
- 74.8.1. Take responsibility for their own learning and assessment
 - 74.8.2. Participate in all learning opportunities provided
 - 74.8.3. Advise trainers if you require additional time or practice to complete a particular piece of assessment.

Issue of Qualifications

75. Transform Training Pty Ltd issues Statements of Attainment to students who have met the requirements for a qualification or unit of competency that is listed on our Scope of Registration and/or otherwise delivered.
76. Transform Training also delivers non-accredited training programs delivered to assist enterprises in meeting regulatory duty of care requirements in all state and territory jurisdictions of Australia. Attendance certificates relating to these non-accredited courses are also issued by our organisation.
77. Where training is based on partial delivery of a unit of competency the relevant elements will be noted on the certificate.
78. There is no fee attached to the issue of the initial parchment or certificate. Certificates may be presented at the completion of the training program or mailed (postal charges may apply) out to the student.
79. Replacement certificate, training record or testamurs are only issued if the original is lost or destroyed or the recipient has legally changed their name since the award was made.
80. All replacement certificates, training records or testamurs are issued on the current official certificate, training record or testamur stationery and in the current official format, and will state the certificate, training record or testamur is a “replacement copy”.

81. A statutory declaration must be provided stating the need for the replacement certificate, training record or testamur and, where possible, return the original certificate, training record or testamur to be replaced.
82. A fee is payable for all replacement documents. Please refer to current Fee Schedule for pricing.

Student Feedback

83. At the end of each course, Transform Training collects student feedback to assist in the continual review and improvement of training services. This is a requirement according to the legislation governing Registered Training Organisations.
84. Students may also provide ad-hoc feedback on their training experience at any time during delivery. Transform Training values and all feedback as we strive for excellence through our continuous reviewal and implementation process.

Consent to Photograph & Video Collection

85. Transform Training regularly collects photographic and video evidence of student attendance and assessment.
86. Students must consent to the collection of photographic and video evidence during their participation in a course with Transform Training.
87. This evidence shall not be publically displayed without express permission of the students identified within the image.
88. Should you wish your image NOT be taken then please notify staff prior to enrolment.

If you require any assistance please contact one of our friendly staff today.

Contact Details

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WEBSITE: www.transformtraining.com.au