



Student Handbook

2018

**Policies & Procedures
for Students**

Rights and Responsibility

The adult learning environment within the RTO encourages and supports the participation of people from diverse backgrounds. The RTO's aim is for each student to have an equal opportunity to learn in a supportive environment.

Students' Rights

The RTO recognise that students have the right to:

- Expect the RTO to provide training of a high quality that recognises and appreciates their individual learning styles and needs;
- Have access to all the RTO's services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation;
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment;
- Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement;
- Appeal for a review of the results of an assessment;
- Expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it;
- Learn from fully qualified, competent and diligent trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly;
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination;
- Be treated with dignity and fairness;
- Expect the RTO to be ethical and open in their dealings, their communications and their advertising;
- Expect the RTO to observe their duty of care to them;
- Efficient handling of administrative matters including the processing of fees, concessions, refunds etc;
- Privacy and confidentiality, and secure storage of student records in accordance with the RTO's policies, to the extent permitted by law.

Students' Responsibilities

Students are responsible for:

- Understanding and accepting the enrolment conditions for the courses they undertake. Students are required to complete & signed by themselves all documentation and/or required forms of orientation. At the end of orientation Student Services Officer will verify authenticity of each forms declaration by sighting passport or other relevant documents;
- Providing accurate information about themselves at the time of enrolment, and to advise the RTO of any personal information changes, including to their address or phone numbers within seven days;
- Paying of all fees and charges associated with their course according to payment plan provided with offer letter;
- Late payment fees will be applicable unless valid & compassionate grounding evidence provided;
- Signing in when attending training;
- Abiding by any dress code stipulated by the RTO;
- Not cheating or plagiarising in course work / assessments submitted for assessment;
- Recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them;
- Regular in class and submit assessment within due date to maintain minimum 50% course progress requirements;
- Ensuring they attend classes sober and drug free, and smoke in designated areas;
- The security of their personal possessions while attending a course;
- Promptly reporting all incidents of harassment or injury to the PEO;
- Respecting the RTO's property and observing policy guidelines and instructions for the use of equipment;
- Seeking clarification of their rights and responsibilities when in doubt;
- Asking for assistance and / or support when needed.

Access and Equity

Access and Equity policies are incorporated into operational procedures. The RTO prohibits discrimination towards any group or individuals in any form, inclusive of:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or religious background
- Marital status
- Physical or intellectual or psychiatric disability
- Homosexuality (male or female, actual or presumed)
- Age

The RTO encourages Students with diverse backgrounds and a genuine interest in expanding their knowledge and skill to apply for admission into all courses.

Programs are designed and wherever possible, facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged people.

Training Guarantee

The RTO guarantees once you have commenced your course, training / assessment will be provided to allow you to complete the course.

Training that meets your needs

The RTO is committed to ensuring you receive training, assessment and support services that meet your individual needs. To achieve this, we need to know what your needs are.

If you at any point through-out your course you require any assistance or support please discuss these needs with the RTO staff and we will do our best to help. If you have any special needs, including Language and Literacy, learning, mobility, visual impairment or hearing please notify staff as soon as possible, preferably at the start of your course, to allow us to cater for any of your needs. If you do not tell us about any condition that may affect your learning, we will not be able to assist you if the need arises. Any information you tell us in relation to your needs will remain confidential and only used to support you.

Changes to Agreed Services

Where there are any changes to agreed services, the RTO will advise the learner, in writing as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

Complaints Policy

This policy and procedure is to provide clear and practical guidelines to ensure that complaints and appeals lodged with the RTO can be resolved, equitably and efficiently, in accordance with the principles of natural justice. The Complaints Policy is there to manage and respond to allegations involving the conduct of the RTO, its trainers, assessors or other staff, a third party providing services on the RTO's behalf, its trainers, assessors or other staff or student of the RTO.

The RTO acknowledges that a student, member of staff, or a member of the public, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation.

The person making the complaint has the right to present the complaint or appeal formally and in writing.

The RTO will manage all complaints and appeals fairly, equitably and efficiently as possible.

The RTO will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, the RTO acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

Confidentiality will be maintained throughout the process of making and resolving complaints. The RTO seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

A copy of this Policy is available to all students and staff via website and is also available in Policy & Procedure Board near reception area.

Where complaints or appeals have been received, RTOs must securely keep evidence of how the matter was dealt with and the outcome (including the timeframes). The RTO will use this information received via any complaint to review the RTO's processes and practices to ensure the issue doesn't happen again.

Procedure

Should a student have a complaint or appeal, the following steps are to be followed:

1. If appropriate and possible, the Student should discuss the issue / complaint with the person involved to try and resolve it verbally.
2. If no resolution is reached the student should, if appropriate and possible, discuss the issue / complaint with his / her trainer to see if it can be resolved.
3. If still no resolution can be reached, or the issue is not related to a fellow student or a trainer, the student must put the following information relating to the complaint or appeal in writing using the Complaints or Appeals Form. You can find this form at reception or you can download from website (www.tm.nsw.edu.au).

- A description of the complaint or appeal;
 - State whether they wish to formally present their case;
 - Steps taken thus far to deal with issue / complaint;
 - What outcomes they would like to fix the problem & prevent it from happening again.
4. If appropriate, the person making the complaint should bring the complaint or appeal to the attention of the trainer within seven (7) days of the issue taking place.
 5. If the person making the complaint is not a student, but a staff member or a member of the public, or if the complaint or appeal has not dealt with to the student's satisfaction within a seven (7) day period, they may bring it to the attention of the PEO.

The PEO will either deal with the issue personally or arrange for it to be dealt with by a management representative. This process must commence within 48 hours from the time the PEO, or their delegate, receives written notification from the person making the complaint. A response / acknowledgment must be presented within 7 days.

The PEO / or Management Representative, must review the complaint and arrange a time for all parties to formally present their side / version of events. This should be arranged at separate times, ensuring neither party faces prejudice or fear of reprisal or victimisation.

6. Once all parties have had a chance to present their information, the PEO / Management Representative will provide a written response to all parties confirming the outcome of the complaint within the 14 day period.
7. Should the issue still not be resolved to the satisfaction of the person making the complaint, the RTO will make arrangements for an independent external person to resolve the issue. All parties will be given the opportunity to formally present their case. The time frame for this process may vary but should take no longer than 14 days.
8. If any party is still not happy with external mediation, they may take their complaint to the Australian Skills Quality Authority (ASQA) or other relevant body.
9. Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and regularly updates the complainant or appellant on the progress of the matter.
10. All documentation relating to complaints or appeals will be securely archived either with the student file or in the RTO's document management system for audit purposes.

The RTO's PEO will be person responsible for the implementation and maintenance of the policy.

Appeals against Assessment Grades

Students may appeal against a result shown on their student record / assessment and may lodge their appeal as per the “Flowchart of Assessment Appeals Procedure”.

Flexible Forms of Assessment

The RTO has facilities to provide flexible forms of assessment as required for Students in proven extenuating circumstances. The student must apply in writing to the PEO with details of the circumstances. The PEO will assess the application, and the student notified in writing.

Access to Students Records and Participation

The RTO is committed to providing you with accurate and current records of your participation and progress. If at any point you wish to view your student file or discuss your progress in the course, please arrange at time with your trainer or the PEO and they will be more the willing to help you.

Once you complete your course and graduate, you can contact the RTO to discuss any matter, including obtaining a reprint of your Certificate and accessing your training record. As a graduate, please do not hesitate to contact the RTO at any time.

Student Course Progress and Completion within Expected Duration

Training Masters systematically records, monitors and assesses student course progress and takes proactive measures in notifying and counselling students at risk of not meeting course requirements. In addition, the Institute continuously monitors the workload of students to ensure they complete their enrolment within the duration specified in their CoE, and only allow course duration extensions in certain limited circumstances. Students who do not meet course progress requirements will be reported to the Department of Home Affairs (DHA), which may result in the cancellation of their student visa.

- At Risk of Unsatisfactory Course Progress: When a student has achieved 1 Not Yet Competent out of 2 delivered units or at any point throughout the Term as identified by the students Trainer.
- Satisfactory Course Progress: When a student achieves a Competent result in more than 50% of the enrolled units in a Term. Where a student is in their Final Term, Satisfactory Course Progress refers to the student fulfilling all course requirements by their scheduled end date, as specified in the Student’s CoE.
- Unsatisfactory Course Progress: When a student achieves a Not Yet Competent result in 50% or more of the enrolled units in a Term.
- Not Meeting Course Requirements: When a student is deemed as achieving Unsatisfactory Course Progress in two consecutive Terms and who have had an intervention strategy activated, with sufficient time for the strategy to run its course, has failed occasional units throughout the course, has had an intervention strategy activated with sufficient time for the strategy to run its course and has not met course requirements by their scheduled end date, as specified in the Student’s CoE.

- Academic Probation: The consequence for a student that is deemed as achieving Unsatisfactory Course Progress in the previous Term.
- Intervention Strategy: Support and guidance that is provided to the student by Training Masters for students deemed At Risk of Not Meeting Course Requirements or achieving Unsatisfactory Course Progress.
- Term: A duration consisting of 10 study weeks. Where a student commences a Term late, the duration is considered to be the remaining weeks of that Term.
- Competent: When a student has achieved a Satisfactory Result for all assessment tasks for a unit.
- Not Yet Competent: When a student has achieved a Not Yet Satisfactory Result in one or more assessment tasks for a unit.
- Timetable Summary Form: A document that identifies when all assessments tasks for a program are due.

Recording Course Progress

- Trainers record student academic results for each assessment in the Assessment Summary Record Form and provide feedback to students within 5 working days of the submitted assessment.
- On conclusion of the final assessment for each unit, the Trainer (within 5 working days) will collate all student academic results for the unit into the classes Marking Grid and will provide the complete Marking Grid to the Academic Manager. Academic Manager will update result into Student Management System.
- Result will be published & posted onto Notice Board. Students will be notified via email about result publish.

Monitoring Course Progress

- Student Course Progress is monitored on a regular basis by Training Masters.
- Trainers monitor student course progress on an assessment-by-assessment basis. Where students are identified as At Risk of Unsatisfactory Course Progress, the Trainer will encourage and counsel the student to assist in improving their course progress.
- Training Masters will be monitored students course progress twice in each term i.e. students will be issued two warning letters in each term (week 6, week 12). For example, 1st term: letter one will be issued in week 6, letter 2 will be issued in week 12; 2nd term: letter there will be issued in week 6, letter 4 will be issued in week 12. Once any student receive letter they will receive ITR in next stage. Student services department will regularly communicate with students regarding assessment submission & result. The Student Services Department or Academic Manager will counsel, devise and activate a formal intervention strategy with the students.
- The Academic Manager monitors student course progress twice in each Term of study and will counsel/devise/activate intervention strategies and report students who have not met course requirements in line with this policy.
- The Student Services Officer will identify all students who have achieved a NYC and send them an At Risk of Achieving Unsatisfactory Course Progress letter. The letter will advise them of the need to achieve satisfactory course progress and outline student visa condition (including that Students who have not met course requirements will be reported to the Department of Home Affairs, which may result in the cancellation of their student visa). The letter will also advise the student to contact the Academic Manager so that an Intervention Strategy can be devised and activated in line with point 5.0 of this policy.

- Where students have been sent an At Risk of Achieving Unsatisfactory Course Progress Letter, the Trainer will be instructed to send the student to the Student Services Department (by providing a student list to the trainer by Student services Department) prior to being permitted to return to class. This is to ensure activation of the Intervention Strategy. The Student Services Department will advise to Trainers and update the Weekly Attendance Sheet permitting students to return to classes once the Intervention Strategy has been activated.

Assessing Course Progress

- In each Term, the Student Services Officer will make an assessment (twice in each term) on whether or not the student is achieving satisfactory course progress by pulling a report from the Institute's Student Management System.
- Students who have achieved 50% or more NYC in their enrolled units will be sent an Unsatisfactory Course Progress Letter, advising the student to make contact with the Academic Manager. The Academic Manager will counsel the student and will devise and activate an Intervention Strategy for the student for the following Term. Where a student is in their final Term, the Academic Manager will have implemented point 3.4.1 of this policy and will make a determination on whether the student has achieved Satisfactory Course Progress in line with this policy.
- Students who have achieved Satisfactory Course Progress, however have outstanding NYC's will be provided with information regarding reassessment.
- All students identified as achieving Unsatisfactory Course Progress will be placed on academic probation for the following Term which will be specified in the Intervention Strategy and which will remain until the student achieves Satisfactory Course Progress.
- At the time a student is issued with an Unsatisfactory Course Progress letter, a note is made on the Student Management System. Trainers are instructed to send the student to the Student Services prior to being permitted to return to class. The Student Services Department will provide written notifications to Trainers and update them, permitting students to return to classes once the Intervention Strategy has been activated.
- Students who have received Unsatisfactory Course Progress Letter (first, second, third & fourth), they must complete intervention process with Academic Manager within 5 working days. Failing to meet this requirement, student services department will issue next stage warning letter (for example, if a student who has received warning letter one & did not meet with Academic Manager within mentioned timeframe then h/she will have received warning letter two & so on. If a student who has received warning letter four & did not meet with Academic Manager within mentioned timeframe then h/she will have received ITR and finally 20 working days to appeal. If students do not appeal within 20 working days after ITR then CoE will be cancelled. If students did not meet with Academic Manager and did not complete intervention process at any term, then they will need to extend their CoE to complete outstanding units. Exception will be accepted only in compassionate & compelling circumstances (refers to Compassionate and Compelling Circumstances policy for more detail).

Intervention Strategies

- Where a student is identified as At Risk of Achieving Unsatisfactory Course Progress/Is Achieving Unsatisfactory Course Progress/Deemed as necessary by the students, an Intervention Strategy will be devised and activated.
- Intervention Strategies may include, but are not limited to the following, with the ultimate purpose being to assist students to meet Satisfactory Course Progress requirements:
 - Attending Academic Skills Programs
 - Attending Tutorial or Study Groups
 - Receiving Individual Case Management
 - Attending Study Clubs
 - Attending Counseling
 - Receiving assistance with personal issues which are influencing progress
 - Receiving Mentoring
 - Being placed in a suitable alternative subject within a course or suitable alternative course
 - English Language support
 - The need to undertake a Reassessment
 - A combination of the above and a reduction in course load
- All records of intervention strategies will be recorded in the Intervention Strategy Record Form and the Student Management System and filed away in the Students file

Not Meeting Course Requirements

- Students that have been assessed as achieving Unsatisfactory Course Progress in two consecutive Terms and who have had an intervention strategy activated, with sufficient time for the strategy to run its course OR who do not meet point Extension of Course Duration policy (refer to course progress policy), have failed occasional units throughout the course, have had an intervention strategy activated with sufficient time for the strategy to run its course and have not met course requirements by their scheduled end date, will be sent an Intention to Report Letter (e-mail and hand delivered or by registered post), advising of Training Masters's intention to Report them to the Department of Education through PRISMS.
- The Student will be advised that they have 20 working days from the date of the Intention to Report letter to appeal the decision
- A student may only appeal where one or more of the following circumstances exist:
 - Compassionate or Compelling Circumstances (See Compassionate and Compelling Circumstances Policy)
 - Academic results were recorded incorrectly
 - An intervention strategy was not implemented or given enough time to run its course
 - This policy was not adhered to
- In the event that a student lodges an appeal, the student will only be reported when the appeals process (internal, and where necessary, external appeal) has been completed and the decision maintains Training Masters's decision
- During the appeals process, the student must continue to attend classes

- Where a student has not chosen to access the complaints and appeals process within the 20 working days period, withdraws from the process, or the process is completed and results in a decision supporting Training Masters, the Institute will notify the Department of Education of the students breach of course progress requirements, through PRISMS, as soon as practicable and no longer than 5 working days from the occurrence

Extension of Course Duration

- Training Masters will monitor the workloads of students to ensure all students complete their enrolment within their specified durations of their CoE.
- Where a student is unable to complete their enrolment within the specified durations of their CoE, Training Masters will only grant an extension in the following limited circumstances:
 - Compassionate or Compelling Circumstances (See TM's Compassionate and Compelling Circumstances Policy)
 - Implementation of an Intervention Strategy
 - An approved deferment or suspension of studies
- Should an extension be granted, Training Masters will
 - provide a written letter to the student from the Academic Manager,
 - specifying the details of the extension
- The Student Services Department will also ensure the Department of Education is notified as soon as practicable and no longer than 5 working days from the occurrence via PRISMS, and will issue the Student with a new CoE
- All records relating to the extension of a students' course duration will be recorded in the Student Management System, with documentation retained in the students file.

Extension of Course Duration (Other Guidelines)

- Training Masters will not provide any unit by distance or online learning to International Students at any time.
- Training Masters will ensure that except in the circumstances specified in point where a student is unable to complete their enrolment within the specified durations of their CoE, the expected duration of study specified in the student's CoE will not exceed the CRICOS registered course duration.

Students enrolled in a Package of Courses

- Students enrolled in a package of courses, must first satisfactorily meet the minimum course requirements of their current qualification before progressing to the next qualification

Fees, Refund Policy and Procedure

All fees are to be paid at the specified time, as per the course information and can only be paid bank transfer. Tax Invoices will be issued as required and as an approved program, there is NO GST included in the course cost.

All students are liable for the financial commitment to the RTO.

- Refunds application requests must be made in writing on the student refund form provided by the college.
- Refunds will be paid in accordance with the conditions agreed to on the signed and dated Written Agreement except for Provider Default and Student Visa rejection/Cancellation. In the case of Provider Default and Student Visa rejection/Cancellation student refunds will be made in accordance with the Education Services for Overseas Students (Calculation of Refund) Specification 2014 which outlines minimum payment requirements in these circumstances. An explanation of these requirements follows.
- The Academic Manager will approve/disapprove student refund in coordination with the Accounts Department.
- All refunds will be recorded into College Accounting system.
- The application fees and airport pickup fees are non-refundable under any circumstances.
- Tuition fees and OSHC (if you have paid OSHC to the college):
 - Visa rejection/cancellation:
 - Before course start date – Refund will be provided in full if student decide to leave Australia permanently and an admin fees of \$200 will be deducted by the college. Students are required to provide visa refusal letter including additional supporting documents such as flight ticket.
 - After course start date – Refund is calculated on a pro-rata basis based on the number of months that the student has paid for and an application fee of \$200 will be deducted from the final refund amount. The college will deduct \$200 admin fee and any fees for which training and assessment services is provided to the student before the date of visa rejection/cancellation.
 - The student must provide written proof of visa rejection/cancellation within 2 weeks from the date when visa rejection took. Students are required to provide additional supporting documents along with visa rejection or refusal letter. Students are required to provide these evidences within 2 weeks of rejection/cancellation.
 - No refund will be given to visa extension is refused after course commencement.
 - If you have given written notice to the college to withdraw from your course:
 - 30 days or more before the course commencement date, tuition fees will be refunded 70% and \$200 admin fee will be deducted from the final refund amount.
 - 1-29 days before course commencement date, tuition fees will be refunded 50% and \$200 admin fee will be deducted from the final refund amount.
 - Refund will be decided on a case by case basis for withdrawal from a course on illness and compassionate grounds.
 - Student default:
 - No refund will be given to the student if they have provided misleading or false information during the refund process.
 - Is in breach of their visa requirements as imposed by the Australian Government and withdraws from the college due to this reason.

- No refund on withdraw on/after course commencement date of the enrolled course.
- Cancellation of CoE and Reporting for breach of student visa conditions, conditions of enrolment and/or National Standards (unsatisfactory course progress, non-payment of fees, etc.)
- Student is terminated due to serious breach of the College rules or a breach of visa conditions including nonattendance or unsatisfactory progress.
- No refund will be given if a student holds a valid student visa at the time of enrolment with Training Masters, but after commencing their course, their current visa expires, and a subsequent visa application is applied for and rejected.
- No refund will be given to approved deferred students.
- No refund will be given to students who will apply for external appeal such as AAT (Administrative Appeals Tribunal). Students are required to provide appeal evidence such as appeal application number & copy of application if they will stay in Australia.
- Provider default (unable to deliver the course):
 - TM will calculate the refund amount eligible for the student (based on unused prepaid tuition fees) and will offer students placement into a suitable alternative registered course, or a full refund of unused prepaid tuition fees. In each instance, TM will give the student a statement explaining how the unused prepaid tuition fees have been calculated
 - In the event that TM is unable to provide a refund of unused prepaid tuition fees or place the student in a suitable alternative registered course, Tuition Protection Service (TPS) for international students will attempt to place the student in a suitable alternative course with another provider, or, if this is not possible, will provide the student with a refund of their unused prepaid tuition fees.
- No refund will be given on deposit amount if student would like to withdraw from the course before course commencement date. Exception can be applicable only on visa refusal. TM will review circumstances & decide case by case.
- TM reserved all rights to review all visa rejection, cancellation and withdrawal applications for refund and decide case by case.
- If the student is not happy with the refund amount, then they can access college's internal complaints and appeal policy for a review.
- If student is not satisfied with the decision from the internal complain or appeal process than they can seek further assistance and help under Australian Consumer Protection Laws (<http://consumerlaw.gov.au/>)

Students who have any queries regarding eligibility for refunds should contact the PEO in the first instance.

Fees in Advance

In the case where a student wishes to pay more than the tuition fees with their enrolment application, the amount will not exceed \$1,000.00 prior to the course commencement.

Following course commencement, the RTO may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

The RTO has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and or units have commenced.

Withdrawal and Refunds

If you withdraw from a course at least 30 calendar days prior to the commencement date, you will receive a 70% of paid tuition fees refund and college will deduct \$200 admin fees.

Should you withdraw within 1-29 calendar days of course commencement you will receive 50% of the course cost and college deduct \$200 admin fees.

No refund will be given to approved deferred students.

Refunds application requests must be made in writing on the student refund request form provided by the college. Refunds will be paid in accordance with the conditions agreed to on the signed and dated Written Agreement except for Provider Default and Student Visa Cancellation. In the case of Provider Default and Student Visa Cancellation student refunds will be made in accordance with the Education Services for Overseas Students (Calculation of Refund) Specification 2014 which outlines minimum payment requirements in these circumstances. An explanation of these requirements follows.

Fees in Advance

In the case where an individual student wishes to pay more than the tuition fee with their enrolment application, the amount will not exceed \$1,000.00 prior to the course commencement.

Following course commencement, the RTO may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

The RTO has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and or units have commenced.

Credit for Prior Studies

Learners must not be required to repeat any unit or module in which they have already been assessed as competent, unless a regulatory requirement or license condition (including industry licensing schemes) requires this. Where a learner provides suitable evidence that they have successfully completed a unit or module at any RTO, the RTO must provide credit for that unit or module. In some cases, licensing or regulatory requirements may prevent a unit or module being awarded through a credit process. e.g. CPR and First Aid.

Credit must be granted not only for studies completed at an RTO, but at any authorised issuing organisation, such as a university. In such cases, an analysis as to the equivalence of the study completed with the relevant unit/s or module/s would need to be completed before any credit could be granted.

The RTO is not obliged to issue a qualification or statement of attainment that is achieved wholly through recognition of units and/or modules completed at another RTO or RTOs.

Before providing credit on the basis of a qualification, statement of attainment or record of results, you should authenticate the information in the document (e.g. by contacting the organisation that issued the document and confirming the content is valid).

Note that providing credit for previous studies is not a recognition of prior learning (RPL) process. RPL is a form of assessment of the competence of a person, while providing credit is recognising the equivalence of studies previously undertaken and completed successfully.

If an applicant wishes to apply for recognition for the qualification that they have received from another RTO, they must present the original for sighting or provide a certified copy of the certificate with their enrolment.

The RTO must then verify the certificate to ensure its legitimacy and currency. The RTO will write on the copy of the certificate the date and person they spoke to when verifying the qualification. The outcome of the application will then be communicated to the applicant.

Training Masters will approve Credit Transfer of maximum 5 unit of competency.

Students are required complete exemption form to apply for credit. This form can be downloaded from website (www.tm.nsw.edu.au) or available at student services reception.

Recognition of Prior Learning

The RTO provides a user-friendly, supportive, streamlined framework for the assessment and recognition of various types of prior competencies obtained by an individual through previous or current training, work experience and / or life experience.

The underlying principle of Recognition of Prior Learning (RPL) is that no individual / participant should be required to undertake a unit of study in a training session for which they are able to demonstrate satisfactory achievement of the required competency standard or learning outcome for entry into, and/or partial or total completion of a qualification.

This policy therefore aims to maximise the recognition of an individual's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific course of study.

Assessment will take place by a qualified assessor who has successfully completed Certificate IV in Training and Assessment (TAE40110) and who has the vocational competencies in the unit they are assessing the participant's competency against. To view the current procedure on the recognition of prior learning, refer to the College policy.

Training Masters will approve RPL in Certificate IV & Diploma level based on applicants submitted documents and maximum 5 unit of competency.

Students are required complete RPL application form to apply for RPL. This form can be downloaded from website (www.tm.nsw.edu.au) or available at student services reception.

Administrative Contacts

Occasionally Students may need to consult the Trainers and or the PEO with comments, questions, suggestions or other matters. In order that we may better assist our Students, we suggest, that the student speak with his/her trainer, or the PEO.

The trainer can often assist with any individual subject problems a student may encounter. The trainer can only comment on his/her subject not on other subjects. The following suggestions may also be of assistance. Read all the information contained in this book thoroughly. If the required information is not found in the "Policies and Procedures for Students" refer the question to the Trainer or Academic Manager or PEO.

Change of Name/Address/Telephone Number

Upon change of name, address or telephone number, you are required to notify the RTO with the relevant information. The change must be advised in writing stating the previous address, the new address within 7 days. You are required to complete Change of Address form. This form can be downloaded from website (www.tm.nsw.edu.au) or available at student services reception.

No responsibility will be accepted by the RTO for failure to follow the above procedure.

Medical Certificates

All medical certificates substantiating reasons for failure to sit an assessment must be presented to the Academic Manager. Any other medical certificates must be handed to the individual trainer for the recording of attendance.

Assessment Results

Students are notified of assessment results by their trainer at the end of each session. Assessment results will not be given to anybody other than, you, the trainer and or Academic Manager with your prior permission. No assessment results are issued or discussed over the telephone.

Academic Misconduct and Plagiarism Policy

Academic misconduct or plagiarism occurs when a student reproduce someone else's words, ideas, or findings and present them as their own without proper acknowledgment. It includes attempts by students to cheat or act dishonestly in an examination, test, assignment, essay, or any other assessment task.

There are many forms of academic misconduct or plagiarism, including the following:

- Direct copying of sentences, paragraphs or other extracts from someone else's published work (including on the Internet and in software) without acknowledging the source;
- Paraphrasing someone else's words without acknowledging the source;
- Using facts and information derived from a source without acknowledging the source;
- Using ideas directly derived from an identifiable author without acknowledging the source;
- Producing assignments that should be their own independent work in collaboration with and/or using the work of other people (e.g. a student or tutor);
- Using the work of other members of a group project without acknowledging who contributed the work;
- Copying from another student's and / or their work;
- Submitting someone else's work as their own;
- Using a diagram from another text or the Internet as a basis for your diagram without acknowledging the source;
- Taking statistics from another source and using them in a new table or figure without acknowledgement;
- Buying an essay from the Internet or another student and submitting it as their own work;
- Making up fake quotes or sources.

Students who are found cheating or guilty of plagiarism in any form of assessment will be deemed **Not Yet Competent** for the relevant Unit of Competency on confirmation of the breach. All confirmed cases of cheating or plagiarism these are recorded on the student's file. Students will be disciplined as per the Students Disciplinary Policy.

Students found cheating will receive a formal written warning from the PEO advising that a second breach will result in the student being asked to leave to course with no refund.

Student Disciplinary Policy

The student disciplinary policy exists for the proper management of disciplinary issues.

The policy is designed to ensure fairness and objectivity and its primary function is not intended as a form of punishment but as a means of providing students with the opportunity to correct or modify their behaviour.

Procedure

The RTO seeks to promote an environment in which students develop a positive and responsible attitude towards fellow students, staff and the general work / learning environment.

When a student's behaviour conflicts with the Student Code of Conduct, disciplinary action will be taken according to the following process:

1. Initially, the trainer will discuss the behaviour in question with the student and add a note to the students file.

2. If the behaviour continues to be unacceptable the trainer arranges a meeting with the PEO, or their delegate to discuss the issue.
 - a. Details of all disciplinary warnings and/or interviews will be recorded using the communication log of the Student Database System.
 - b. The PEO, or their delegate, counsels the student on possible consequences of breaching the Student Code of Conduct.
3. If necessary, an action plan may be implemented for the student to abide by in cases deemed necessary by the PEO, or their delegate.
4. Further disciplinary problems will be addressed by the PEO, or their delegate, in consultation with the trainer.
5. An official warning letter will be issued by the PEO, or their delegate.

NOTE: The RTO reserves the right to expel students immediately depending upon the seriousness of the misconduct.

Work Health and Safety Procedures

The Organisation realises its responsibilities to Students to ensure a safe and healthy academic and working environment. The Organisation operates according to appropriate Work Health and Safety standards and procedures. First aid kits are located in the offices of the RTO. These are accessible during training if required via your trainer or administration

Emergency Numbers

AMBULANCE/FIRE/POLICE 000	NSW FAIR TRADING http://www.fairtrading.nsw.gov.au 133 220
Lifeline https://www.lifeline.org.au/ 1800 806 292	Overseas Student Ombudsman http://www.ombudsman.gov.au/about/overseas-students 1300 363 079
CHILDREN'S HELP LINE Web site www.kidshelpline.com.au 1800 55 1800	LEGAL ACCESS HOTLINE 1300 888 529
AIDSLINE https://aidsinfo.nih.gov/news/311/aidsline 1800 133 392	FAIR WORK OMBUDSMAN https://www.fairwork.gov.au/ 1300 724 200

After hour emergency

Xiaokai Pan
Principal Executive Officer
Email: x.pan@tm.nsw.edu.au
Mobile: 0420 585 112

Mohammad Azizul Islam
Academic Manager
Email: academic@tm.nsw.edu.au
Mobile: 0421 322 761

Legislation in relation to your study

As a student at the RTO you are required to know about your rights and responsibility in relation to various Act and Regulations that may impact on your study.

Vocational education and training (VET), in Australia is regulated by a variety of Australian, state and territory laws. Employment, workplace and equity issues and safety issues are also covered by a range of Australian, state and territory legislation. Note: Where the state or territory and the Australian laws deal with the same situation differently, the Australian law has jurisdiction.

There are certain bits of legislation that you need to make yourself aware of during your course. These are (but not limited to):

Commonwealth Legislation:

- The Standards for NVR Registered Training Organisations 2011
- Skills Australia Act 2008
- Skilling Australia's Workforce Act 2005 (amended 11/3/2010)
- The Skilling Australia's Workforce (Repeal and Transitional Provisions) Act 2005 .
- National Vocational Education and Training Regulator Act 2011
- Commonwealth Privacy Act 1988 / Privacy Amendment (Private Sector) Act 2000
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992

Copies of all legislation may be viewed and download copies off the internet at www.austlii.edu.au

VET Quality Framework

The vocational education and training (VET) Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced.

The VET Quality Framework comprises:

- the Standards for Registered Training Organisations 2015
- the Fit and Proper Person Requirements
- the Financial Viability Risk Assessment Requirements
- the Data Provision Requirements, and
- the Australian Qualifications Framework.

Standards for Registered Training Organisations 2015

The Standards for Registered Training Organisations 2015 are the standards ASQA uses to ensure nationally consistent, high-quality training and assessment across Australia's VET system. Compliance with the standards is a requirement for all ASQA registered training organisations.

The objectives of the Standards are to ensure nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training (VET) system.

The Standards form part of the VET Quality Framework. As defined in section 3 of the Act, the VET Quality Framework is comprised of the Standards for Registered Training Organisations 2015, the Australian Qualifications Framework, the Fit and Proper Person Requirements, the Financial Viability Risk Assessment Requirements and the Data Provision Requirements.

Paragraph 191A(1)(a) of the Act enables the Standards to incorporate the following documents as they exist from time to time:

- Australian Qualifications Framework, as published on <http://www.aqf.edu.au>
- Training Packages, as published on <http://training.gov.au>
- Nationally Recognised Training (NRT) Logo Specifications, as published on <http://www.asqa.gov.au>

Compliance with the Standards is a condition for all ASQA Registered Training Organisations and for applicants seeking registration under the Act.

In accordance with subsections 15(b) and 15(c) of the Legislative Instruments Act 2003 the repeal of the Standards for NVR Registered Training Organisations 2011 (F2011L01356) does not effect the previous operation of the former instrument or provision or anything duly done or suffered under the former instrument or provision or any right, privilege, obligation or liability acquired, accrued or incurred under the instrument or provision.

Fit and Proper Person Requirements

The Fit and Proper Person Requirements are designed to ensure that key registered training organisation (RTO) personnel have the characteristics and principles necessary to ensure the delivery of high-quality services and outcomes for VET graduates.

These requirements are set to protect and inspire confidence in the VET system, and to safeguard Australia's reputation as a premier provider of VET (both locally and internationally).

The Fit and Proper Person Requirements determine standards of behaviour by individuals who are in a position to influence an RTO's management.

Learn more: [Frequently asked questions—Fit and Proper Person requirements](#)

Financial Viability Risk Assessment Requirements

The Financial Viability Risk Assessment Requirements ensure that organisations can demonstrate their financial viability to deliver high-quality training to VET students.

More on meeting your [financial viability requirements](#)

Data Provision Requirements

The Data Provision Requirements 2012 ensure RTOs provide ASQA with a range of accurate and complete data about their business and operations.

These requirements allow ASQA to identify trends and risks within the industry, and to further monitor and improve Australia's world-class VET system.

The Data Provision Requirements also ensure ASQA has a record of all student records, qualifications and statements of attainment.

Australian Qualifications Framework

The [Australian Qualifications Framework \(AQF\)](#) establishes the quality of Australian qualifications.

The AQF is the national policy for regulated qualifications in the Australian education and training system. It incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework.

Understand the requirements of the AQF: the AQF [Second Edition January 2013](#) provides the complete set of AQF policies and objectives and information about the governing and monitoring arrangements for the AQF. Implementation arrangements for the revised AQF are also included.

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AGREEMENT TO COMPLY – STUDENTS

I _____ have read the Policies and Procedures for Students as outlined by the Training Masters and agree to comply with all the conditions and requirements therein.

Name: _____
(Please print name)

Signature: _____

Date: _____