

1300 327 708

[www.tlctrainingsolutions.com.au](http://www.tlctrainingsolutions.com.au)



# Student Handbook



Train  
Learn  
Connect

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## WELCOME

TLC Training Solutions is jointly owned by a group of 4 passionate women who having worked together for a number of years in previous training roles, shared a united belief in high quality, trainer supported learning models, that reflected the individual learning style of the student and ensured the study journey was both enjoyable and rewarding. In order to continue offering the workplace model we love and strongly endorse, we decided to form our own company and do it together. So with combined determination and an abundance of industry support - TLC Training Solutions was born!

Our Training Consultants have all worked in the industry in which they provide training and assessment and love sharing their own experiences with you. When choosing TLC you can be sure you have chosen a group of professionals who will be there for you all the way and you can be certain you have made the right choice.

TLC values lifelong learning and a holistic approach to training. Some think of **TLC** as supporting their clients training by providing some **Tender Loving Care**, and whilst we like to think we do just that, TLC is also reflective of the services we can offer.

***T = Train.** We provide training in a number of nationally accredited courses which are recognised across Australia.  
**L = Learn.** If you need to or want to know more about the industry in which you are employed, TLC offers a variety of professional development workshops that cover many topics of interest related to your industry. If we don't advertise one you are after - ask us - we are developing new courses all the time and are only more than happy to accommodate your needs where able.*

***C = Connect.** If you need to connect to your staff through team building workshops, we can assist. If you want to access pre-employment programs to connect to the workforce, we are there to help. If you want to connect to your industry we can provide consulting services from HR support through to accreditation guidance. If you want to connect with your community we can organise and facilitate fun and exhilarating fundraising events and themed social events.*

So for whatever reason you have come to find out more about TLC Training Solutions, we thank you and are pleased to share with you our policies and guidelines for studying with TLC. The purpose of this handbook is to provide you with all the information you need to know about studying with TLC Training Solutions.

## STUDYING THROUGH TLC TRAINING SOLUTIONS

TLC Training Solutions prides itself on offering flexibly delivered workplace-based training that is nationally accredited. That means – we come to you! All Training Consultants employed by TLC have extensive industry experience and have all worked in the industry in which they train and assess at some stage of their career. We understand therefore the multi-faceted roles of the industry in which you are employed and how exhausting balancing work, life and study commitments can be. Training Consultants draw on their experience as well as current practices to enhance every student's learning and development. To support consistency, familiarity and develop long term, supportive relationships, all Training Consultants are assigned to a region in which they deliver TLC services. Usually they live and have worked within the region, so they understand the demographics and culture of your community.

In addition, all Training Consultants are qualified and trained to deliver most of TLC's products and services, so whether you seek training in a nationally accredited qualification, professional development courses, or your workplace requires consultancy support then TLC is your one stop shop and once again your regional Training Consultant will be able to assist you! To have us come to you, assess you in your daily role, and mark all assessment tools on site means you don't have to try and fit us into your life, we fit ours into yours.

We believe that learning comes from doing. Whilst we will provide you with the essential knowledge ensuring understanding of the skills you undertake, we will also be providing extensive opportunities for you to practice skills on a regular basis.

All of us have mentors and supervisors in our working lives and at TLC we believe in engaging these people in your learning journey by providing them with the opportunity to observe your practical skills and support you in your ongoing development.

## CONTACT DETAILS

There are several ways you can reach us:

Phone: 1300 327 708 or if unable to call a 1300 number, 07 3154 1241

Email (general enquiries): [info@tlctrainingsolutions.com.au](mailto:info@tlctrainingsolutions.com.au)

To enrol or seek help with completing your pre-enrolment kit: [enrolments@tlctrainingsolutions.com.au](mailto:enrolments@tlctrainingsolutions.com.au)

To enrol in a class based program: [classes@tlctrainingsolutions.com.au](mailto:classes@tlctrainingsolutions.com.au)

Email (support with your course once enrolled): [support@tlctrainingsolutions.com.au](mailto:support@tlctrainingsolutions.com.au)

Email / support links on our website: [www.tlctrainingsolutions.com.au](http://www.tlctrainingsolutions.com.au)

Head Office: 1 / 15 Corporate Place, Hillcrest QLD 4118

Office Hours: 8am – 4.30pm Monday to Friday.

Mail: PO Box 508 Browns Plains BC, QLD 4118

TLC Training Solutions primarily delivers traineeships in NSW. Therefore, there is no college-like environment provided to students as the majority of our training and assessing is done on the job, in your workplace or host workplace.

Our office in QLD is an administration point only and is not accessible to students. Our NSW Business Development Manager can be contacted by phone or email and we will respond to all enquiries: [feid@tlctrainingsolutions.com.au](mailto:feid@tlctrainingsolutions.com.au)

Classes and study hubs are held at hired training venues on the north side of Brisbane or at our training facility in Hillcrest on the south side of Brisbane. On other occasions they may be held in facilities kindly offered for use that are owned by our student's employers or other clients.

Each student will be allocated a Training Consultant who will be their point of contact for all issues relating to the student's enrolment. The Training Consultant will conduct all workplace visits and monitor the student as they progress through the course. Students will receive their Training Consultant's mobile number and email address so the student can contact them directly. Students are asked to contact their Training Consultant only within reasonable working hours.

## COURSES PROVIDED BY TLC TRAINING SOLUTIONS

TLC Training Solutions offers the following courses:

### QUALIFICATIONS ON OFFER

CHC30113 Certificate III in Early Childhood Education and Care

CHC50113 Diploma of Early Childhood Education and Care

BSB30415 Certificate III in Business Administration

Early Childhood Teacher Bridging Program - CHC50113 Diploma of Early Childhood Education and Care

### SHORT COURSES

#### CHCSS00072

Building Inclusive Practices in ECEC

#### First Aid

HLTAID004 Provide an emergency first aid response in an education and care setting

HLTAID003 Provide first aid

*\*First Aid course may not be available in all areas and is delivered in partnership with trainers from Allen's Training.*

Those undertaking each course won't all necessarily have the same learning needs or bring with them the same level of experience. TLC therefore works with you at enrolment to determine what study mode suits you best. Some may have the skills to be assessed via a recognition process whilst others may need to complete the qualification through learning and assessment provided in learning guides.

Have a look in the relevant Student Course Guide for information about the study modes available in the area in which you wish to study, plus information on up to date fees, charges and payment options.

## SELECTION AND ENROLMENT

TLC Training Solutions accepts applications from all students who meet the entry requirements published in the course guide. Extra conditions may apply if students wish to participate in a traineeship, apprenticeship or other funded program in accordance with state and federal guidelines.

Applications are accepted on a first come, first served basis but if a course (class-based program) is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, you must complete a pre-enrolment application form which will become part of your enrolment (if accepted) and an eligibility checklist (if applicable). If you are applying for a course that has entry requirements you will also need to provide the necessary documentary evidence in the enrolment such as verified copies of qualifications, identification or work experience. You will also need to provide documentary evidence if you are applying for advanced standing in a course. See the section in this Student Handbook on Recognition and Credit Transfer, as well as Recognition of Prior Learning.

Once your pre-enrolment application is received and processed, a training consultant will contact you to arrange a time to complete your enrolment and commence training.

Once your enrolment is finalised, you will be sent a confirmation of enrolment letter (COE Letter) that sets out the terms and conditions of your enrolment and all the details of the course that you have enrolled in, as well as a tax invoice with the amount of fees due and timing for payments.

## FEES AND CHARGES

For a complete, State specific outline of fees and charges relevant to your enrolment, refer to the Fees, Charges and Refunds Policy.

Any applicable enrolment or resource fee must be paid at the time of enrolment. You can find up to date fees and charges in our course guide.

Course fees include all administration, materials and tuition fees. Text books are included in the resource fee if stated. Course fees also include up to 3 attempts at assessment per unit. However, if after these attempts you have not passed, you will either be issued with a Statement of Attainment for the parts of the course that you have passed or to gain the full qualification, you will be required to re-sit the part of the course that the assessment relates to and pay a re-sit fee.

Depending on the course you have enrolled in, your fees will be charged in instalments. You must pay your fees within 7 days of receiving your invoice unless you have contacted TLC Training Solutions to make other arrangements or have entered into EziDebit payment arrangements. EziDebit arrangements will only be approved with a minimum payment of \$50 per fortnight. Arrangements must ensure all fees are paid within 12mths of course start date.

It is important that you pay your fees on time to maintain your enrolment. Fees that fall 40 days in arrears or have had 3 EziDebit dishonours, will result in suspension of your enrolment. If you are having difficulty with keeping up with payments, you must contact us at 1300 327 708.

TLC Training Solutions has a range of additional charges including:

- Re-issue of student card \$5.00
- External student visit fees \$700 (Certificate III and Diploma Advanced Entry) or \$1000 Diploma (No Advanced Entry)
- Re-issue of Testamurs \$25 per copy
- Re-issue or midway issue of Statement of attainment \$15 per copy
- Re-issue of Confirmation of Enrolment letter \$5.00
- EziDebit dishonour fees \$5.00 per dishonour. Please note this is TLC's fee. EziDebit charges an additional fee of \$11.90 per dishonour.
- Additional training or assessment visits (2hrs) (more than schedule of visits) \$150
- Replacement of lost or damaged text book \$100 per book
- First Aid course (where student books to attend a TLC First Aid course but fails to complete online assessment prior to practical session, or doesn't attend and has not given at least 48hrs notice of intent to cancel) \$150
- Gap tasks \$50 per task
- Extension of enrolment fee – fee for service ONLY. A once only, three-month extension will be given if required at no cost. From this point, fees will be applied according to required number of training and assessment visits required to complete course at rate of \$150 per 2hr visits.
- Extension of enrolment fee - Certificate 3 Guarantee and Higher-Level Skills ONLY. Fee will be equivalent to the current fee applicable to these funded programs.
- Re-sit fees \$15 per assessment item (only applicable following 3 insufficient results recorded)
- Photocopies of assessments held by TLC 20c per page in grey scale only.

## REFUNDS

Enrolment and resource fees are non-refundable.

Any units or clusters commenced – whether completed or not – are non-refundable.

For QLD state funded courses – fees are refunded as per State government guidelines (refer to Fees, Charges and Refunds Policy)

For NSW state funded courses – A 10-day cooling off period applies following approval of your traineeship application with Training Services NSW. A full refund of all fees paid will be given if cancellation occurs prior to the expiration of this 10-day period. Refunds following this 10-day period are refunded as per State government guidelines (refer to Fees, Charges and Refunds Policy). Training will not commence until the contract with Training Services NSW is approved and a training plan has been developed.

Any request for refunds must be made in writing via email or letter to provide contact details and current bank account details. Students should state their reasons for requesting a refund and attach any relevant documentary evidence such as a medical certificate.

You will be advised of the outcome of your request for a refund in writing within 7 days and all refunds will be paid within 7 days of the advising you of the outcome of your request.

In unforeseen circumstances where TLC Training Solutions is unable to provide the course or where the numbers of students enrolling are insufficient to run the course, students will be contacted and will be offered a place in an alternative course or a full refund provided (on condition any text books received are returned). A \$100 fee will apply for any text books retained by the student. Students who elect to enrol in another course will have their enrolment automatically transferred and a new agreement and tax invoice will be provided to the student.

## FINANCIAL HARDSHIP EXEMPTION

Financial Hardship Exemption can be given to Certificate 3 Guarantee students and trainees or apprentices who have a student contribution fee attached to their course.

‘Extreme financial hardship is where a student is unable, reasonably, to discharge their financial obligations because of illness, unemployment or other reasonable cause.’

TLC Training Solutions will consider a student to be in extreme financial hardship if the student’s circumstances are exceptional, such that the concession fee charges could not realistically be met.

Should the circumstances of extreme financial hardship occur after fees are paid, there is no refund from fees already paid. Students experiencing financial hardship are encouraged to explore options for support with fees from our student liaison officer. We can assist by applying the concession rate or reducing payment plan arrangements to allow fees to be met over a longer period and in reduced instalment amounts. Under exceptional circumstances total fee exemptions may be granted.

Please note: there are no fee exemptions applicable to any resource fee applied to your course (text book).

To apply for fee exemption email: [support@tlctrainingsolutions.com.au](mailto:support@tlctrainingsolutions.com.au) or call 1300 327 708.

Consideration will be given to those:

1. Experiencing an unexpected or long-term illness that has greatly reduced or affecting earning capacity.
2. Experiencing an unexpected or unforeseen circumstance resulting in need to take time off work without pay causing financial hardship.
3. Facing increased medical expenses for a child or partner that has caused financial hardship.
4. Who are a young person (under 18) living independently (with no parental support) and employed less than 25hours / week.

Please note: Evidence of above will be required to consider approval of a financial hardship application or a statutory declaration.

## RECOGNITION AND CREDIT TRANSFERS

### RECOGNITION OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT ISSUED BY ANOTHER RTO – CREDIT TRANSFER

Under recognition arrangements, any existing qualifications or statements of attainment that you have from another RTO and that directly match the units in the course you are enrolling in, will result in credit towards your course, saving you both time and money. All you need to do is to indicate on your enrolment form that you wish to apply for course credit and provide a certified copy of your qualification including a record of results or your statement of attainment. There is no charge for this service.

Please appreciate that TLC cannot just 'take your word' that you have completed units with another RTO nor can we just accept cover pages, training plans or similar documents. We need an actual transcript. Should you have difficulty in obtaining this from a previous RTO (for example, they may have ceased operation) you can apply for records of prior training outcomes from the Australian Skills Quality Authority by either the ASQA Info line on 1300 701 801 or by email at [studentenquiries@asqa.gov.au](mailto:studentenquiries@asqa.gov.au)

## RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) means that you can get recognition for the skills and knowledge that you have gained through your work and life experience, as well as training that you have completed that is outside formal training arrangements.

TLC Training Solutions has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You will be given the opportunity to apply for RPL at the time of pre-enrolment, but you may also apply up to 2 weeks following acceptance of your enrolment allowing you some time to become more familiar with course content.

If you choose to apply for RPL, you will be provided with a kit with your pre-enrolment application that will assist you in deciding whether you want to apply for RPL and that helps you to collect all of the evidence you will need to provide in order for us to assess your application. A trainer/assessor will also be available to assist you further when they call to introduce themselves. Fees are applicable for recognition of prior learning and you will be advised of these fees on contacting us about an application for RPL. RPL Assessments must be finalised prior to any workplace-based learning or assessment occurring.

For more information about applying for RPL, contact us at 1300 327 708.

## YOUR COURSE AND ASSESSMENT

The training and assessment offered by TLC Training Solutions focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a "unit of competency". You may either be studying one or a few units of competency or a cluster of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace such as communication or health and safety.

Our course tools include the details of how we deliver the training to you, for example, class timetables or schedule of visits as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary depending on the course but usually include written and/or oral questions, written assignments, projects and practical observations.

### ASSESSMENT

At the beginning of your course, your trainer/assessor will discuss the assessments that you are required to pass, as well as the timing of the assessments throughout your course, including when assessment will be provided to you and dates for submission in the case of written assignments or projects. You will also be informed of the criteria against which you will be assessed. This information will be found on your Training Plan which incorporates a Training and Assessment Record. Detailed student instructions are provided with each assessment and your assessor can also assist you with any questions you have in relation to completing your assessments.

Your assessments will be marked individually as either Sufficient or Not Yet Sufficient and you will need to pass all assessments in a unit to achieve an overall outcome of Competent (C). If you are found not sufficient for one or more of your assessments, you can have 3 further attempts to complete the assessment and pass. However, if you are still not assessed as competent, you will need to redo the unit that you have not passed. This will incur a fee as identified in the fees and charges information. If you do not agree with the assessment decision, you can lodge an assessment appeal as described below.

### REASONABLE ADJUSTMENT IN ASSESSMENT

Some students may need modifications to assessments which is referred to as reasonable adjustment.

Reasonable adjustment can involve:

- Making training resources and methods accessible e.g. providing learner workbooks in an audio format.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

## APPEALING ASSESSMENT DECISIONS

If you are not satisfied with the decision made on your assessment, you can appeal the assessment decision. Formal assessment appeals should be in writing and made attention to the Managing Director. Include as much information as you can about your reasons for being unsatisfied with the assessment decision and if possible, let us know how you would like the matter resolved. We will get back to within 5 days of receipt of your assessment appeal and attempt to resolve the matter within 20 days. When we receive your appeal, we may contact you for further information and we may ask you to attend a face to face meeting. You are welcome to bring another person with you to this meeting for support.

Where a review of your appeal identifies that the assessment decision was unfair or incorrect, we will organise for another qualified trainer/assessor to remark your assessment. You will be advised of the outcome of the remark within 20 days.

Where a review of your appeal supports the original assessment decision, you will be advised of this including the reasons for the decision. If you are still not happy with the decision, you may make a complaint to the Australian Skills Quality Authority (ASQA). Details of how to make a complaint can be found at <http://www.asqa.gov.au/about-vet/student-information/student-information.html>

## EXTENSION OF COURSE TIME

Students may request an extension on nominal completion date for a period up to 3mths. There must be a valid reason such as illness, financial difficulty, or personal tragedy. The reason must be provided in writing and evidence supplied example: medical certificate. Following the 3mth extension, additional training and assessment fees will apply (refer to Fees and Charges – Page 6). Granting of further extensions will be based on type of enrolment, reason provided, and effect on course outcome and class availability if applicable.

**N.B** This extension process does not apply to State funded traineeships or other funded programs as period of registration, contract end dates and your employer will need to be considered and approval given.

## SUSPENSION OF COURSE

Students may suspend from their course for up to 3 months. Written notification must be provided using the appropriate suspension form. If students do not return to TLC Training Solutions once the suspension has finished, the student will be withdrawn from their course. During term of suspension, no training and assessment will occur. Employers where applicable will also be notified.

**N.B** This suspension policy is not applicable for State funded trainees as State regulatory requirements apply. Please see your training consultant or Australian Apprenticeship Centre for more information.

## EXPIRATION OF COURSE

All students are given a confirmation of enrolment letter outlining nominal start and end dates of their enrolment. Where a course end date expires, and the student has yet to complete, no refunds apply should the student fail to request an extension or cancel their enrolment past the expiration date of their enrolment.

## STUDENT PLAGIARISM, CHEATING AND COLLUSION

TLC Training Solutions has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilised in the development of the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

Where a student is suspected of plagiarising, cheating or colluding, TLC Training Solutions will take the necessary steps to detect if plagiarism, cheating or colluding has occurred by comparing work with electronic reference materials, internet resources and the work of other students, using electronic plagiarism detection software, comparing work against various academic databases and referring to our plagiarism register or any other appropriate method.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to re-sit the assessment.

## SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment forms you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:

- One on one support from our trainers/assessors including providing you with their phone and email contact details
- Classes available for Certificate III courses for those preferring a class-based model.
- Tutorial groups (student hubs) where you can work with your fellow students.
- Referral to relevant external services.
- Specialist support services for students with a disability including DAAWS funding.
- Indigenous Mentor.
- Support from our Student Liaison Officer.

## EXTERNAL SUPPORT SERVICES

### READING AND WRITING HOTLINE

Telephone: 1300 655 506

Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

### CENTRELINK

Telephone: 131021

Website: [www.centrelink.gov.au](http://www.centrelink.gov.au)

You may be eligible for funding assistance if you receive one of the following:

- Pensioner Supplement Allowance
- ABSTUDY \*course dependent
- AUSTUDY
- Youth Allowance

\* Many of TLC's courses (Child Care, Aged Care, Business) are

Austudy approved with Centrelink. TLC's Institution code with Centrelink is: 4P895

### AUSTRALIAN APPRENTICESHIP CENTRES (AAC)

Telephone: 1800 639 629

Website: <http://australianapprenticeships.gov.au>

Australian Apprenticeship Centres handle all matters related to traineeships and apprenticeships.

If you are a trainee or apprentice, some language, literacy and numeracy courses attract government subsidies. Talk to your AAC about this now.

### LIFELINE

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are

available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

#### KIDS HELP LINE

Telephone: 1800 55 1800

Website: [www.kidshelpline.com.au](http://www.kidshelpline.com.au)

If you're under 18 years of age you may consider contacting who provide access to telephone, web and email counselling.

#### FAIR WORK AUSTRALIA

Telephone: 1300 799 675

Website: [www.fwa.gov.au/index.cfm](http://www.fwa.gov.au/index.cfm)

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

#### REACH OUT

Website: [www.reachout.com.au](http://www.reachout.com.au)

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

#### SMART AND SKILLED

Telephone: 1300 772 104

Website: [www.smartadskilled.nsw.gov.au](http://www.smartadskilled.nsw.gov.au)

Email: [smartandskilled.enquiries@industry.nsw.gov.au](mailto:smartandskilled.enquiries@industry.nsw.gov.au)

Smart and Skilled is a reform of the NSW Vocational Education and Training (VET) system. It's helping people in NSW get the skills they need to find a job and advance their careers. Smart and Skilled provide funding to RTO's such as TLC to assist students access affordable training.

#### DEPARTMENT EMPLOYMENT, SMALL BUSINESS AND TRAINING

Telephone: 1300 369 935

Website: [www.training.qld.gov.au](http://www.training.qld.gov.au)

Email: [skilling@education.gov.au](mailto:skilling@education.gov.au)

The Department of Employment, Small Business and Training (DESBT) is committed to ensuring Queenslanders have the education and skills they need to contribute to the economic and social development of Queensland. DESBT provides funding to RTO's such as TLC to assist student's access affordable training.

## YOUR FEEDBACK

Your feedback is important to us and assists in ensuring that our services meet your needs. Please help us by completing the surveys that are provided to you by your trainer/assessor throughout your course. These will be issued via email once your enrolment is processed, by your trainer as you progress through your course and via email on completion.

We also welcome feedback from you at any time by email or phone.

## COURSE INDUCTION – CLASS BASED PROGRAMS

On the first day of your course, you will be provided with an introduction to your course (course induction). The induction will provide you with specific details about your course study requirements, important dates and an opportunity to meet our staff and the other students in your course.

The induction will also provide you with important information about health and safety including emergency evacuation procedures and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student. These are covered in the section on Legislation in this Handbook.

The induction also provides an opportunity for you to ask questions and to discuss your support needs or to arrange a private appointment to discuss these needs.

General housekeeping arrangements are also discussed as stated in the section below.

## STUDENT CONDUCT AND GENERAL HOUSEKEEPING

As a student with TLC Training Solutions we expect a certain standard of behaviour from you that includes:

- Being committed and motivated with regard to your learning
- Demonstrating a positive attitude to learning
- Contribute positively to discussions and activities in the classroom
- Treating others with fairness and respect
- Punctuality – arriving at training and returning from breaks on time.

Our housekeeping rules include:

- No eating during classroom time, you may drink water only. There are designated areas for eating and drinking.
- Switching off your mobile during training time.
- Leaving the training room neat and tidy – pick up any rubbish and put your chair back in place.
- You must not be under the influence of alcohol or drugs.
- No smoking on the premises.
- If you are unable to attend, telephone us to let us know that you will be absent.
- Ensure you are quiet in designated study areas.

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

All students, including class based, must comply with our Student Code of Conduct as follows.

## STUDENT CODE OF CONDUCT

### STUDENTS' RIGHTS

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Not be harassed, victimised or discriminated against on any basis.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised.
- Have their personal details and records kept private and secure according to our Information Privacy Policy.
- Access the information TLC Training Solutions holds about them, including those about participation and progress.
- Have their complaints dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to TLC Training Solutions on the client services, training, assessment and support services they receive.
- Be made aware of the legislation that impacts them due to their participation in vocational education and training.

## STUDENTS' RESPONSIBILITIES

All students, throughout their training and involvement with TLC Training Solutions, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to TLC Training Solutions in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Progress steadily through their course in line with the course schedule.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify TLC Training Solutions if any difficulties arise as part of their involvement in the program.
- Notify TLC Training Solutions if they are unable to attend a class or won't be present at the workplace for their scheduled visit for any reason at least twenty-four (24) hours prior to the commencement of the activity.
- Refrain from smoking at training venues and on the premises of workplaces.
- Make payments for their training within agreed timeframes.
- Comply with state and commonwealth legislation during their participation in vocational education and training.

## LEGISLATION AND YOU

As a student, you have both rights and responsibilities under applicable legislation.

### WORKPLACE HEALTH AND SAFETY

Under the Workplace Health and Safety Act 2011, TLC Training Solutions must provide a safe environment for staff and students, as well as providing information to staff and students in relation to health and safety and welfare. TLC Training Solutions has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor and / or workplace supervisor or employer.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with your workplaces' emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc.).

### HARASSMENT, VICTIMISATION OR BULLYING

TLC Training Solutions is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. TLC Training Solutions will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per TLC Training Solutions Complaints and Appeals procedure and detailed in this Handbook.

## EQUAL OPPORTUNITY

The principles and practices adopted by TLC Training Solutions aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with TLC Training Solutions.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

TLC Training Solutions provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

## NATIONAL VET REGULATOR ACT 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

## PRIVACY ACT

In collecting your personal information TLC Training Solutions will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.
- We will not disclose your personal information to another person or organisation unless:
  - We have made you aware that information of that kind is usually passed to that person or organisation.
  - You have given written consent;
  - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
  - The disclosure is required or authorised by or under law; or
  - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

## ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that TLC Training Solutions holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the National Administration Manager using the Access to Records Request Form. There is no charge to access your records.

Within 10 days of receiving a request, you will be advised that they you may either access the records in person or that the requested records will be sent to your home address.

Where access is provided to review the contents of a file, photo ID will be required to ensure that the person viewing the file is the student. Access will occur in the presence of a TLC Training Solutions staff member. Where copies of records are to be provided via post, records will only be sent to the home address the RTO holds on file for the student.

A student may request a Record of Results at any time via email or phone without using the Access to Records Request Form.

Access to records may be provided by:

- making copies of documents held in a file;
- giving access to the student to review their file;
- providing a copy of an up-to-date Statement of Attainment; or
- logging in to the Student Portal on TLC's website using our student login and ID provided in your COE letter
- other means necessary to grant access to current and up-to-date records.

## AMENDMENT TO RECORDS

If a student considers the information that TLC Training Solutions holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Students should advise TLC of any changes to their address or workplace by using a Change of Details Form.

## COMPLAINTS AND APPEALS

The following information applies to complaints and appeals about decisions that are not related to assessment outcomes. For information about how to make an appeal against an assessment decision, see the section in this Handbook under Assessment.

If you are not happy with any aspect of the service provided to you by us, you are entitled to submit a complaint according to the steps outlined below.

Wherever possible, we encourage you to resolve concerns or difficulties directly with the person(s) concerned to deal with the issue before it becomes a formal complaint. TLC Training Solution's administration, liaison officer, trainers and other staff members are available to assist students to resolve their issues at this level.

Where you are uncomfortable with dealing directly with the person concerned or you are unable to resolve concerns or difficulties after discussing these directly with the person involved, a formal complaint should be made in writing to the Managing Director. Try and include as much information as possible about your complaint including any suggestions that you have for resolving the issue.

Your complaint will be acknowledged within 5 days of receipt of your complaint and resolved within 20 days or as soon as practicable although in some cases, particularly if the matter is complex, the resolution may take longer. We may also contact you to seek further information and to request that you attend a face to face meeting. You are welcome to bring another person with you to this meeting for support.

Following a review of all the information received in relation to the complaint, management will decide on the appropriate actions to be taken. This decision will be communicated to the complainant in writing and include the recommendations and reasons for the decision. The letter will also advise the complainant of their right to access an internal appeals procedure if they are unsatisfied with the outcome of the complaint.

The internal appeals procedure is where the matter is referred to the board of TLC Training Solutions. The original complaint and decision will be reviewed. Following the review, a decision will be made and communicated to the appellant. The letter indicating the decision will include the reasons for the decision and any actions to be taken.

If after the internal appeal, you are still not happy with the decision, you may make a complaint to the RTO's registering body, Australian Skills Quality Authority (ASQA). Details of how to make a complaint can be found at: <http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html>

## ISSUING OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

On completion of your course and payment of final course fees, we will issue you with a qualification or statement of attainment within legislated timeframes applicable to your enrolment.

QLD User Choice students (Trainees and Apprentices) – 10 days from date all parties sign completion agreement or cancellation being recorded on DetConnect.

NSW Smart and Skilled funded students – 28 days from date all parties sign completion agreement or cancellation being recorded on the Smart and Skilled APL page.

ALL other students – 30 days from date all parties sign completion agreement or cancellation process is completed.

Qualifications will be accompanied by a record of results showing the units of competency achieved in the course. A record of results will only be provided with a statement of attainment where requested.

TLC Training Solutions reserves the right to with-hold the issuance of qualifications until all fees related to the course the qualification relates to have been paid, except where TLC Training Solutions is not permitted to do so by law.

### RE-ISSUING STATEMENTS AND QUALIFICATIONS

Records of qualifications and statements of unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to the current Fees, Charges and Refund Policy for the current fee.

## SOCIAL MEDIA

Social media allows for the easy sharing of information, expanding the tools for education and research training and has become an important tool for student engagement and learning.

TLC Training Solutions embraces the use of social media by students to connect with staff, researchers, peers, clubs, societies and has created its own Facebook page for such purposes.

Given the public and external nature of social media, it is important that students who use social media understand TLC's expectations. Students should be aware that the same standards that apply for interacting within and outside the TLC community in real life also apply online. The same respect, courtesy and professionalism expected in real life interactions should be displayed online. Likewise, the consequences that apply to a breach of TLC's rules by students apply to breaches of rules for online conduct.

Personal use of social media by a student, in a way that does not associate the user with TLC Training Solutions and is therefore not "identifiable personal use" as defined above, is not covered by these Procedures.

However, TLC will respond where a student makes identifiable personal use of social media that has the potential to impact on TLC's reputation and other interests, directly or indirectly. Accordingly, students who engage in "identifiable personal use" on any social media are required to be aware of, and comply with, these Procedures.

### RULES FOR USE OF SOCIAL MEDIA

When using social media in the context of education or research training, and when making identifiable personal use of social media, students must:

- only disclose and discuss information about TLC or its activities that is not confidential and is publicly available;
- take reasonable steps to ensure that content published is accurate and not misleading;
- ensure that the use, including content published, complies with all relevant rules of TLC;
- when making a statement on a matter of public interest, expressly state that the views expressed are those of the student and not those of TLC;
- be respectful and courteous in communications;
- adhere to the Terms of Use of the relevant social media provider; and
- comply with the law, including laws about copyright, privacy, defamation, discrimination and harassment.

## SPECIFIC PROHIBITIONS

When using social media in the context of education, networking with fellow students or research training, and when making identifiable personal use of social media, students must not:

- make any comment or post material that is, or might be construed to be, racial or sexual harassment, offensive, obscene (including pornography), defamatory, discriminatory towards any person, or inciting hate;
- make any comment or post material that creates, or might be construed to create, a risk to the health or safety of a student, contractor, staff member or other person, including material that amounts to bullying, psychological or emotional violence, coercion, harassment, sexual harassment, aggressive or abusive comments or behaviour, and/or unreasonable demands or undue pressure;
- make any comment or post material that infringes copyright, is fraudulent, breaches intellectual property rights, constitutes stalking, breaches a court order, or is otherwise unlawful;
- imply that they are authorised to speak as a representative of TLC, or give the impression that the views they express are those of TLC (unless they are officially authorised by TLC);
- use the identity or likeness of another student, contractor, staff member or other stakeholder of TLC;
- use or disclose any TLC confidential information obtained as a student of TLC;
- sell, purchase or offer to write assignments or other assessable work. Furthermore, students are required to take steps to minimise opportunities for others to cheat by, for example, not saving work to a shared network drive that is accessible by others and not sharing work on social media sites;

## STUDENT POLICIES

TLC Training Solutions has developed policies and procedures that relate directly to you, the student. The content of these will be covered within the Student Handbook in various sections. To ensure you receive concise information the policies have been attached as Appendix A (if handbook provided in hard copy) or provided on our website (if accessing handbook electronically).

You should read these before applying to enrol and refer to them if required at any time.

Our website will always have the most up to date policy and once enrolled, any updates to policies will apply to your current enrolment.

The following policies have been included:

- ✓ AQF Certification
- ✓ Credit
- ✓ Marketing and Advertising
- ✓ Complaints and Appeals
- ✓ Fees and Refunds (NSW)
- ✓ Fees and Refunds (QLD)
- ✓ Access, Equity, Fairness and Discrimination
- ✓ Child Protection
- ✓ Consumer Protection
- ✓ Enrolment

## APPENDIX A – STUDENT POLICIES