

LEARNER INFORMATION GUIDE

Legislative Compliance

TPG Training complies with all legislative requirements relevant to training delivery and assessment in the vocational sector and also the national/state health and safety, workplace harassment, anti-discrimination and privacy legislation. Any legislative or regulatory requirements that are relevant to a course will be made known to the Learner prior to, or during, the first session.

Philosophy

TPG Training's management and staff work with the following guiding principles –

- ❖ The right of people to make choices in their own lives
- ❖ The right of people to dignity, respect, privacy and confidentiality
- ❖ The right of people to be valued as individuals
- ❖ The right of people to access services on a non-discriminatory basis
- ❖ The right of people to receive training that is appropriate

Code of Practice

All training is conducted according to TPG Training's *Training Code of Practice and Training Policies and Procedures*. All requirements/standards are set by the Standards for Registered Training Organisation (RTOs) 2015.

Recognition of Prior Learning (RPL)

Any prospective Learner who feels they may already have the knowledge and/or experience provided in any of TPG Training nationally recognised courses may apply for Skills Recognition (or Recognition of Prior Learning). Whilst a fee is payable for this process it is less than the fee to complete the course. An *Application for Recognition of Prior Learning* and further details are available from TPG Training staff.

National (Mutual) Recognition

TPG Training will recognise all Qualifications and Statements of Attainment issued by any other Australian RTO. An *Application for Mutual Recognition* and certified copy(s) of Diploma, Certificate (and associated Statement of Results) or Statement of Attainment must be submitted to TPG Training staff before advanced standing or unit(s) credits can be granted.

We shall also assess a previously completed course or subject for currency and provides equivalent learning or competency outcomes to those required within the Learner's current program. The *Application for Mutual Recognition Form* is available from training staff.

Competency Based Learning

All training is based on the concept of competency-based learning and assessment which is very different from the traditional classroom/exam model. Much of the Learners assessment will be observations of the Learners proficiency at practical tasks typical in the aged care industry, supplemented with assignments to assess the Learners understanding of the underlying knowledge.

Language, Literacy and Numeracy (LLN)

The ability to speak, understand, read and write English and use basic numeracy skills are required to work in the positions for which TPG Training prepares its learners. Learner LLN levels will be assessed prior to entry to determine both their LLN level and their requirements for additional support.

Where a Learner has English proficiency at the level acceptable to the industry, but experiences difficulty in the training courses, trainers are able to adjust the way material is presented and to change written assessments to ensure that the Learner isn't unfairly disadvantaged during training.

It is important that Learners who are experiencing language or literacy problems make this known to their trainer so that these steps may be taken.

Prospective Learners who do not have the necessary language/literacy skills to work in a relevant position, may be provided with information about other suitable training options or local English classes and invited to re-apply at a later time.

Fees and Charges

Where training is publicly funded, government guidelines for the setting of fees will be followed.

Receipts for fees taken shall be issued and an accurate record of fees collected will be kept. Full payment of fees is required prior to issuing a certificate.

The Student tuition fees listed are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as Student service and resource fees.

Refunds

Fees paid for training programs shall be refundable in the following circumstances:

- ❖ a cancellation by a Learner, in writing, received a minimum of ten (10) working days prior to commencement shall lead to a full refund
- ❖ a cancellation by a Learner, in writing, received a minimum of two (2) working days prior to commencement shall lead to a full refund, less a 10% administration fee
- ❖ where a program is cancelled by TPG Training a full refund shall be provided

An administration fee of 10% of the fees paid will be charged if a cancellation is received between two (2) and nine (9) working days prior to the course commencement (i.e. a Learner that has only paid their \$100 deposit, they will receive \$90 back. 10% of \$100 = \$10).

There is no refund for fees paid for training courses if a cancellation is received less than two (2) working days prior to the commencement of any course.

Any fees, for training not yet delivered, will be refunded if TPG Training;

- ❖ stops delivering the Learners qualification, or
- ❖ TPG Training Closes (Cease to operate as a RTO).
- ❖ In the unlikely event that TPG Training ceases to operate as an RTO, TPG Training will work with the Learner to find another provider who can complete the Learners qualification. Any fees, for training not yet delivered, will be refunded.

Privacy

TPG Training is required to collect certain personal learner information to enable us to meet our obligations under the Australian Qualification Training Framework, as well as State Government legislation and any contractual obligations. This information is only used to maintain accurate records of the Learners training and to meet our reporting requirements.

Data collection meets the requirements of the Australian Privacy Principles and we do not disclose the Learners personal information to any other party without the Learners consent, or sell personal information to third parties. A copy of the APP Privacy Policy is available from training staff.

TPG Training will ensure that a Learner's personal information is protected by reasonable security safeguards to guard against loss, unauthorised access, modification or disclosure or any other misuse.

Selection and Induction

Training courses are offered publicly and are open to all Learners, subject to any pre-requisites or special enrolment conditions that apply to a specific course. Application must be made by completion of an *Application Form*.

Learners will be made aware of the contents of the course, any special conditions and the assessment requirements prior to, or during, the Induction/Orientation session and interview.

Learning Strategies

Our trainers are experienced in delivering training that caters to all different learning styles. This ensures all participants have the same opportunities to be successful in their learning experience with TPG Training.

The course combines individual and group activities, discussion, case scenarios and practical work experience. Our person-centered approach to aged care is to treat the older person with dignity, respect, privacy and sensitivity at all times.

Flexibility (Reasonable Adjustment)

Some people learn differently to others - some learn by doing, others by listening, others by reading, and others by discussion. TPG Training uses a variety of learning methods when delivering training.

Where a Learner has a particular barrier to learning (e.g. cannot speak in front of a group), our trainers will, wherever possible, make adjustments to accommodate that Learner's difficulty while still meeting course requirements. This may also apply to assessments. The object of assessment is to ensure that the Learner can perform each task competently. This can often be assessed in a variety of ways and these methods can, on occasion, be modified, for the stipulated assessment tool, by the Assessor (reasonable adjustment). If the Learner has a particular problem with an assessment method, Assessors apply the principle of reasonable adjustment where it is relevant and appropriate (e.g. a written essay style assessment may be changed to a structured interview).

It is important that Learners make the Trainer/Assessor aware of any known barriers to learning or assessment at the earliest opportunity.

Learner Support

Once enrolled, TPG Training shall actively work with the learner in trying to complete the course that they enrolled in.

Where a Learner experiences difficulty in the training they should make this known to the trainer or at the earliest opportunity. TPG Training staff are professionals who will provide guidance, additional support and/or assistance where possible.

Supports may include:

- ❖ alternative training exercises or alternative booklets to reinforce learning
- ❖ extra tuition or discussion about elements of the training
- ❖ one-on-one training

Post Training Support

TPG Training may provide assistance to assist graduates to find employment locally and or will provide advice in relation to training and employment options.

Transition and Teach-out Arrangements

TPG Training is committed to ensuring that Learners are able to complete the most up to date version of any qualification it delivers. To ensure this happens TPG Training will allow:

- ❖ Learners to change to the newer qualification at no extra charge (Transition) with any applicable unit credit.
- ❖ where a Learner will be disadvantaged in changing to the newer qualification, TPG Training will allow them to complete the older qualification, so long as the completion is within 12 months from when the newer qualification has been released (Teach-out).

Qualification no longer on scope

In the unlikely event that TPG Training stops delivering the Learners qualification, TPG Training will work with the Learner to find another provider who can complete the Learners qualification.

Any fees, for training not yet delivered, will be refunded.

RTO Closure

In the unlikely event that TPG Training ceases to operate as an RTO, TPG Training will work with the Learner to find another provider who can complete the Learners qualification. Any fees, for training not yet delivered, will be refunded.

Welfare and Guidance

If, during the course of training Learner/s problems of a personal nature (e.g. family, health, money, or uncertainty about employments prospects) that may impact on their training, they should make the trainer aware of their issue/s. TPG Training may provide guidance or provide details of one or more agencies that may be able to assist in the resolution of personal issues.

Access to Records

TPG Training maintains a record of training for every Learner, both in paper-based and electronic forms as appropriate. Learner records, are generally held for seven years. Records including attainment of units of competency and qualifications will be maintained for a period of 30 years.

If a Learner does not have an up-to-date copy of their training record, they can request one from training staff. The Learner will be provided with an up-to-date copy of their training record within 48 hours of TPG Training receiving the request.

If an individual considers their personal information 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 Learner 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 Learner's file.

Complaints/Grievances/Appeals

TPG Training has a policy in place to address any grievance. Learners should try to address any grievance in the first instance with the relevant trainer or staff member concerned who will resolve the issue if it is within their authority to do so. If not, or the Learner is not satisfied with the outcome, it will be referred to the Training Director for resolution.

A Learner has a right to appeal in regards to an assessment outcome if the Learner believes that:

- ❖ an incorrect judgment was made in regard to competency; or
- ❖ the assessment was not conducted in accordance with the assessment instruction

The Learner should first approach the assessor concerned. If an appeal is required an *Assessment Appeal Application* must be lodged, where practicable, within 30 days of receiving the assessment result.

TPG Training will appoint a qualified assessor (not involved in the initial assessment) to be present at the appeal meeting. TPG Training will arrange a date, time and venue for the appeal to be heard within seven days. **The Learner may use an advocate of their choice at any time during the reassessment process.**

Management will consider the appeal and the Learner will be notified in writing of the outcome and the reason for the decision.

Unique Student Identifier

The Unique Student Identifier (USI) is a Commonwealth reference number that gives students access to their VET training history. This will allow students to see all of their individual training results from all providers including all completed training units and qualifications in one place.

The USI allows for students to find, collate and authenticate their VET achievements into a single transcript. It will also ensure that students' VET records are not lost.

From 1 January 2015 all students studying AQF qualifications **MUST** register for a USI before they can be issued with an AQF certification document, such as a qualification, statement of attainment or testamur.

Students can create their own Unique Student Identifier (USI) through the Australian Government Department of Industry webpage, <http://www.usi.gov.au/Pages/default.aspx>. The Learner must provide the Learners USI so TPG Training can verify the USI provided. We will only need to verify a student's USI once.

Alternatively, students can ask the RTO to create a USI on the behalf. Training staff will be required to collect information and a photo ID that can allow the RTO to create a USI on their behalf. A flyer will be provided to each learner about USI.

Certification

Once a Learner has satisfactorily completed all assessments for a unit of competency, modules or all units associated with a course and have paid all outstanding fees, the Learner will be issued the appropriate Certificate (and associated Statement of Result) or Statement of Attainment as applicable.

Re-issuing Certification

Learner records are managed in accordance with the AQTF 2010 guidelines. The Learner may request re-issues of certificate through the Operations Manager. There is a \$25 fee associated with the re-issue of a Certificate.

Learner Responsibilities

Learners are required to:

- ❖ attend all classes
- ❖ be punctual
- ❖ be considerate of other learners
- ❖ contribute to positive learning environment
- ❖ maintain class confidentiality
- ❖ respect the facilities
- ❖ pay all course fees
- ❖ ask for help

Disciplinary Procedures

It is a requirement of enrolment that all Learners contribute to a positive learning environment.

Actions by Learners that disadvantage other Learners are discriminatory, involve harassment, or in some way disrupt the learning of others are not acceptable. Where actions of this type occur, a warning will usually be provided, and if the behaviors continue, exclusion from the course may occur.

In the case of extremely serious breaches TPG Training reserves the right to exclude a Learner without warning and may report the matter to police if warranted.