



Student Handbook

TR7 Training Services Pty Ltd

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Table of Contents

Welcome	3
Training Services	3
Training Sectors.....	3
Code of Practice.....	3
Legislation	4
Access and Equity.....	4
Equal Opportunity	5
Occupational Health and Safety	5
Copyright and Plagiarism	5
Student Behaviour	5
Breaches of Discipline.....	5
Training	6
Training Centre.....	6
Classroom Attendance.....	6
Online Students	6
Workplace Attendance	7
Flexible Learning	7
Dress Requirements	7
Language, Literacy and Numeracy.....	7
Privacy	7
Assessment	8
Negotiating Assessments.....	8
Assessment Appeals Process.....	8
Support and Assistance.....	8
Submitting Assessments	8
Allowable Adjustments of Assessment.....	9
Work Experience	10
Training Record Book	10
Mutual Recognition	11
Skills Recognition	11
Recognition of Prior Learning.....	11
Recognition of Current Competencies.....	11
Credit Transfers	11
Fees and Payment Policy	12
Payment Terms	12
Refunds	12
Incidental Charges.....	13
Complaints and Appeals	14
Complaints	14
Appeals	14
Support and Assistance	15
Contact Details.....	15
Statement of Understanding	17

Welcome

Welcome to TR7 Training Services Pty Ltd. We would like to take this time to provide you with an overview of our services and wish you well with your training course.

We hope you enjoy your learning experience.

TR7 Training Team

RTO Registration Number: 51620

Training Services

At TR7, we aim to deliver high quality, innovative and interesting training that is relevant to learners, employers and industry. As a Registered Training Organisation (RTO) we are able to deliver nationally recognised training, as well as develop specialised training courses for clients and industry.

TR7's holistic approach to training means our clients are provided with customised solutions to their training needs. From enterprise-wide solutions to those tailored for specific training requirements, we provide the strategic framework and skilled resources to meet practical and measurable results.

Our team of highly qualified trainers and assessors are leaders in their chosen sector with 'hands-on' practical experience and industry expertise. Our commitment to continuous improvement means we are constantly developing and improving new tools to remain ahead in technology and industry standards. All trainers and assessors receive ongoing training and coaching to remain ahead in their discipline and current in their industry.

Our Training Philosophy:

- Deliver high quality, innovative and interesting training
- Maintain a person-centred approach in all our training services
- Preserve our relationships with our training participants and clients
- Recognise and service future industry trends and needs
- Provide a supportive, caring and open learning environment
- We strive to continually provide training services that produce competent and confident workers that benefits the individual, industry and community.

Training Sectors

TR7 provides training, assessment and development services in a number of specialised sectors, as well as continue to review new areas and opportunities.

Our training sectors include:

- Health and Community Services
- Occupational Health and Safety
- Industrial and Equipment Skills
- Indigenous Employment and Awareness
- Business Services
- Training and Assessment

Code of Practice

As a Registered Training Organisation, TR7 Training Services Pty Ltd ensures that all of its training operations are in accordance with the Australian Quality Training Framework (AQTF).

Please refer to our RTO Code of Practice for more information.

Legislation

Vocational Education and Training (VET) in Australia is regulated by a variety of Australian, State and Territory laws. TR7 Pty Ltd ensures that all training operations meet relevant legislative requirements.

Legislation includes:

- Australian National Training Authority Act 1992
- Vocational Education and Training Accreditation Act 1996
- Education Services for Overseas Students (Regulation of Providers and Financial Regulation) Act 2000
- Occupational Safety and Health Act 1984
- Workplace Relations Act 1996
- Human Rights and Equal Opportunity Commission Act 1986
- Human Rights (Sexual Conduct) Act 1994
- Equal Opportunity for Women in the Workplace Act 1999
- Sex Discrimination Act 1994
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Privacy Act 1988
- Copyright Act 1968
- Copyright Amendment (Digital Agenda) Act 2000
- Industrial Relations Act 1979
- Archives Act 1983

Access and Equity

TR7 is committed to providing opportunities to all people for advancement, regardless of their background. We support government policy initiatives and provide access to our training for all those seeking to undertake it.

We ensure that our client selection criteria are non-discriminatory and provide fair access to training for the disadvantaged. In addition, we liaise with agencies and government departments for assistance in matters of language, literacy and numeracy difficulties.

It is TR7's aim to make every training participant feel welcome, thus ensuring the maximum benefit from participating in their training course.

TR7 ensures that we will:

- Offer learners support and assistance in achieving their goals
- Uphold all relevant legislation including those relating to EEO, discrimination, sexual harassment and OHS
- Display ethical conduct at all times and reinforce ethical conduct of others
- Take reasonable care to look after the health and safety of others, especially trainees
- Recognise and be sensitive to individual differences and diversity
- Strive to design, deliver and administer training which is cost effective and of a high quality
- Ensure training and personnel records are kept secure and confidential in accordance with the Privacy Act 2000
- Uphold all privacy relevant legislation including record keeping, security and the issue of assessment results
- Avoid criticising other trainers or training organisations
- Make any reasonable adjustments to ensure all learners can take part in our training

Equal Opportunity

Australian equal opportunity legislation protects people involved in the training system. Under this legislation it is unlawful to discriminate or harass people at work, school or in the community.

It is the policy of TR7 to manage its operations such that all existing and potential clients (students, employees and employers) are given fair and equal opportunities in relation to training and assessment services. Clients are entitled to fair treatment regardless of sex, sexual preference, race, disability, marital status, religious or political beliefs, age, family responsibilities and family status.

If you believe you are being harassed or unfairly treated please contact management, your facilitator or any other staff member with whom you feel comfortable.

Occupational Health and Safety

The safety of our clients, students and staff is of primary importance in all activities carried out by our organisation. TR7 is committed to implementing, maintaining and continuously improving Occupational Health and Safety in all of its facilities. The management of TR7 recognises that it has a responsibility to provide and maintain a safe environment for staff, students and visitors alike. This responsibility, obligation and involvement is transmitted to all staff to ensure a safe and healthy workplace is maintained.

You have a duty of care to follow instructions for safe working practices and to work and behave in ways which are safe and do not endanger the health and safety of others.

Copyright and Plagiarism

Plagiarism is the presentation of the work of another without acknowledgement. Students may use a limited amount of information and ideas expressed by others, but this must be identified by appropriate references. Plagiarism is misconduct of student code of conduct. The penalties associated with plagiarism are designed to reflect the seriousness of our commitment to training integrity.

You are responsible for being aware and following all copyright laws. Information on the copyright laws for education can be requested from your TR7 Facilitator.

Student Behaviour

Students are expected to behave appropriately in a mature and ethical manner in accordance with our Code of Behaviour.

You must:

- Not engage in any offensive conduct or unlawful activity
- Respect and not interfere with any other students' property
- Not remove, damage or mistreat TR7's property
- Not wilfully interfere with another's ability to learn through disruption of classes or harassment of any kind
- Not cheat or plagiarise other people's work
- Not engage in an aggressive physical contact with any other person
- Not smoke inside training facilities
- Not attend class under the influence of alcohol or illicit drugs
- Wear appropriate clothing which does not cause undue offence

Breaches of Discipline

All clients are expected to take responsibility for their own learning and behaviour during both training and assessment. Any breaches of discipline will result in the person being given a 'verbal warning'. Further breaches will result in a participant being asked to 'show cause' as to why they should not be excluded from further participation in the program.

Training

Qualifications are comprised of Units of Competency, which have been determined by the relevant industry bodies and categorised into National Competency Standards for specific industry areas. The standards provide a framework for training and assessment and specify what Competencies an employee at a particular level within a particular industry should be reasonably expected to achieve.

Training Centre

Classroom workshops will take place at our Perth Training Centre in Osborne Park, unless otherwise notified.

Free parking is available in the fenced car park located to the left of the Training Centre and public transport access is close by. There is also a deli in walking distance and the Innaloo Shopping Centre is only a few minutes away.

Address

312 Selby Street
Osborne Park, WA 6017



Classroom Attendance

All classroom workshops are designed to give students the essential knowledge and skills required for each unit of competency. However, it is expected that students will do additional reading and research as per the unit/module requirements. Your TR7 Facilitator will give you a list of readings and research material. You will also have access to the TR7 Library and all relevant resource materials during classroom training.

Classroom knowledge is to be used in conjunction with your reading and research to ensure you achieve the best possible outcome for your assessments.

If you are unable to attend a classroom workshop please notify our training staff as soon as possible. Other arrangements can be made with some units of competency, including self-paced learning or alternative training classroom dates.

Online Students

Some qualifications offered by TR7 Training Services Pty Ltd can be undertaken online or as a combination of face-to-face and online. Please contact training reception for further information on training@tr7.com.au.

Workplace Attendance

Some TR7 courses have a practical component in addition to theory based learning. The practical component will vary depending on the course and your experience. The type of practical work experience and the amount of hours required will be outlined in your course information and during enrolment.

If you miss any hours as per your practical work experience schedule you must make them up at another time. This must be communicated with TR7 and the workplace.

Refer to the Work Experience section for more information.

Flexible Learning

Flexible learning means providing training and assessment when it best suits the student and/or employer. Flexible delivery focuses on learning rather than teaching and to provide the best possible learning experience for the student. This means that the student has greater control over what, when and how they learn.

TR7 provides a range of flexible learning arrangements for different courses. If you would like more information please speak to your TR7 Facilitator or contact our training staff.

Dress Requirements

Students are to be well presented during classroom and workplace training. Comfortable shoes and casual dress is recommended. Students will be advised of any changes to dress requirements when offsite.

Language, Literacy and Numeracy

To assist in identifying any special learning needs, you may be given a language and literacy assessment at the start of the training program. Conversely, if you do have any learning difficulties you are encouraged to discuss these with your course instructor or facilitator either prior to course commencement or during the course induction. Be assured that discussions with our staff will be treated as Confidential.

Privacy

As a Registered Training Organisation, TR7 is obliged to maintain effective administrative and records management systems. This involves the retention of client records. All staff must be scrupulous in using client information only for the purposes for which it was gathered. Clients must have access to their own training records at all times. Should it be deemed necessary, information about client records can only be divulged to a third party with the written consent of the client.

Compliance of Privacy Regulations in regards to students' information is adhered to under the Privacy Act 1988.

Assessment

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved to confirm that an individual can perform to the standard expected in the workplace as expressed in the relevant endorsed industry/enterprise competency standards or the learning outcomes of an accredited course.

Assessment methods used may include:

- Demonstration
- Observation
- Questionnaires
- Workbook activities
- Case studies or scenarios
- Oral presentations
- Role plays or simulation
- Projects
- On-line assessments

To receive a Statement of Attainment for a unit of competency you must successfully complete all the relevant assessment tasks. Attendance of a course entitles you to a Statement of Attendance on behalf of TR7 Pty Ltd. It does not entitle you to a Statement of Attainment or a nationally recognised credential.

To obtain a Qualification you must successfully complete all of the required units of competency (including both compulsory and elective units) and their accompanying assessment tasks.

Negotiating Assessments

The assessment tasks have been designed for you to be flexible and practical in the workplace. You have the freedom of selecting the candidates and clients, creating your own tools and providing your own evidence as long as it meets the requirements of competency based assessment. However, if you are finding it difficult in your workplace to provide a certain piece of evidence please contact TR7 Training Services Pty Ltd and/or your TR7 Facilitator directly so we can discuss any alternatives.

Should TR7 Training Services Pty Ltd and yourself come to the agreement of providing alternative evidence this must be documented and signed and included when you submit your completed assessment(s).

Assessment Appeals Process

Should any training participant become dissatisfied with any assessment(s) conducted by TR7 Pty Ltd they have the opportunity to make an application for re-assessment.

If you disagree with the judgement/decision made by the TR7 Facilitator please contact TR7 Pty Ltd. All training participants are given the opportunity to formally present their case.

Support and Assistance

Should you require any support and assistance with your assessment tasks please contact TR7 Pty Ltd and/or your TR7 Facilitator directly.

Further information on support and assistance is provided at the end of this handbook.

Submitting Assessments

Completed assessments and related documentation should be submitted to TR7 Pty Ltd.

Postal Address

PO Box 1591
Osborne Park, WA 6916

Training Centre

312 Selby Street
Osborne Park, WA 6017

Please do not submit any assessments, other than those completed in the classroom, to your TR7 Facilitator as they must go through our office first.

How to submit your off-the-job assessments (not relevant for online students):

- Assessments will meet the standards as set out by the performance criteria.
- Students are to submit off-the-job assessment tasks as a package.
- Students **must** take a copy of their assessments before submission.
- Assessments tasks must be legible when presented for submission.
- Off-the-job assessments are to be presented neatly in one plastic sleeve for protection, not in a file or individual pages in plastic sleeves. This makes it easier for your TR7 Facilitator to mark your assessments.
- Assessment tasks must be submitted on, or before, the due date. If you require an extension of time it is your responsibility to contact your TR7 Facilitator before the due date.
- The theory component of your course may include workbook exercises, found in your learner manuals, for each unit of competency. These must be completed and all exercises submitted for assessment.
- Do not submit any assessments, other than those completed in the classroom, to the TR7 Facilitator. They must go through the TR7 office first (front reception) for validation of receipt.

Off-the-Job Assessments should be submitted in person to 312 Selby Street, Osborne Park, WA 6017 at which time you will receive an 'Assessments Received Receipt'. This receipt must be kept in case there is any dispute over whether or not the assessment task was handed in. It is your responsibility to keep a copy of your assessments before submitting for marking.

It is TR7's policy that all submitted assessments are marked within two (2) weeks of receiving them. Your TR7 Facilitator will provide you with feedback on your assessment outcome. This will either be Satisfactory or Not Yet Satisfactory, or Competent or Not Yet Competent.

In the case that you are Not Yet Satisfactory, or Not Yet Competent, you will be provided with another opportunity to provide additional evidence to support your competency.

Allowable Adjustments of Assessment

If you have any special needs that mean you are unable to complete any of the assessment tasks please communicate these to your TR7 Facilitator.

TR7 can make allowable adjustments to your assessment to ensure they are flexible to your needs. For example, written activities can be undertaken orally where appropriate.

Work Experience

A common requirement for your qualification is to complete 120 hours of work experience in a workplace relevant to your role. This will differ depending on your qualification, if you are a Trainee on a Traineeship, or if you are an International Student.

Prior to your Work Experience Placement you must:

- Complete all off-the-job assessment tasks, workbook activities and any other tasks as set by your TR7 Facilitator for all units of competency relevant to your qualification
- Receive a 'Satisfactory' mark for ALL assessment tasks. If you receive an assessment task marked 'Not Yet Satisfactory' you must resubmit it and receive a 'Satisfactory' mark before you will be considered eligible for Work Experience Placement
- Meet the specific work requirements of your qualification, which may include:
 - Senior First Aid certificate (no more than three (3) years old)
 - Police Clearance (no more than six (6) months old)
 - Working With Children Check
- Nominate three (3) facilities that you wish to undertake your Work Experience Placement. While TR7 Training Services will attempt to place you at one of these nominated facilities, this may not be possible due to circumstances out of the control of TR7 Training Services
- Pay the course fees in full. The course fees are prescribed in the relevant course brochure.

Training Record Book

All students that attend Work Experience must complete a Training Record Book (on-the-job assessment). Your Training Record Book will be provided to you at the commencement of your training course.

Your Training Record Book will list all of the units of competency that make up your qualification. The assessment tasks within the Training Record Book must be completed by you, your Workplace Supervisor and TR7 Assessor.

Before you can receive your Qualification certificate you must have successfully completed all components of your Training Record Book and have it signed off by your Workplace Supervisor and TR7 Facilitator/Assessor.

You must not lose your Training Record Book. It is important that you take it with you every day of work experience and complete the assessment tasks during your work experience placement.

If you have any questions regarding your Training Record Book please speak to your TR7 Facilitator/Assessor.

Mutual Recognition

A key principle of the Australian Quality Training Framework is mutual recognition, which means that all states, territories and registered training organisations will recognise Qualifications and Statements of Attainment issued by other registered training organisations across Australia.

TR7 Training Services Pty Ltd ensures Mutual Recognition compliance under the AQTF competencies through recognition of formal and/or informal training and education and work or general life experience.

Skills Recognition

Skills recognition is the term used to describe the process that covers:

- Recognition of Prior Learning (RPL)
- Recognition of Current Competencies (RCC)
- Credit Transfers (CT)

All terms refer to recognition of competencies currently held, regardless of how, when or where the learning occurred.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is the determination, on an individual basis, of the skills and knowledge obtained by the learner through previous training, work experience and/or life experience. RPL is used to determine the advanced standing, within a training program, that the learner may be awarded as a result of this learning/experience. RPL assessments are primarily used to determine an individual's starting point in a course or program.

In all cases, the onus is on the applicant to document and present a convincing case to justify a claim for RPL. Whilst Training Improvements may provide guidance or assistance to the applicant, it remains the applicant's responsibility to present his/her case to the satisfaction of the RPL Assessor.

Course participants seeking RPL must complete an application form, which is available from Training Improvements, and provide documentation to support that application.

Recognition of Current Competencies

Recognition of Current Competencies (RCC) refers to the successful assessment of an individual's ability to currently perform a task at a determined level of competency. Although the terms are frequently used interchangeably, RPL differs from RCC in that RCC focuses on an individual's current ability to meet a competency standard, rather than an individual's previous learning.

Credit Transfers

Credit transfer assesses the initial course or subject that the individual is using to claim access to, or the award of credit in, the destination course to determine the extent to which it is equivalent to the required learning outcomes, competency outcomes or standards in a qualification. This may include credit transfer based on formal learning that is outside the AQF Framework.

Please also refer to the recent MCEETYA Good Practice Principles for Credit Transfer and Articulation (and Principles for Good Practice Information Provision when endorsed), which complement the AQF National Guidelines on Cross-Sector Qualification Linkages and the AQF National Principles and Operational Guidelines for Recognition of Prior Learning.

Fees and Payment Policy

TR7 Training Services Pty Ltd's training and assessment fees are different for each unit of competency, qualification and enterprise training courses.

Payment Terms

TR7 Training Services Pty Ltd details its fees for public courses and skills recognition in its course brochures. Fees for training and assessment are negotiated with individual clients.

TR7 adjusts its fees and charges from time to time. Changes to fees will be fairly and equitably applied, widely advertised and clearly indicate the date from which the change will be effective.

All fees relating to the course must be paid in full before a client is issued with a qualification, statement of attainment or other certificate.

In the case of a self funded training participant, all fees relating to any training undertaken must be paid in full before the participant can be placed on work experience.

Flexible payment arrangements, such as instalments, credit card, direct debit, cheque and EFT remittance are applied to accommodate the diverse financial situations of clients and potential clients.

Traineeships include a non-negotiable course fee for non-concessional students and concessional students as required by the 'VET Fees and Charges in 2010'.

TR7 may discount or waive fees (e.g. in cases of financial hardship) at their discretion. When fees are discounted or waived, the client is requested to maintain confidentiality regarding the arrangement. Equally, TR7 reassures the client that the discount arrangement will remain confidential and ensures this is the case.

Refunds

People who are undertaking self paced studies may obtain a refund on a unit of competency if study resources are returned in un-marked and good condition within fourteen (14) days of enrolment. There will a \$100 administration fee.

If training has occurred no refund is due.

After fourteen (14) days from enrolment, you may be eligible for a part refund if you withdraw from the course or a module.

TR7 reserves the right to charge participants according to the following sliding scale, based on the amount of notice they provide prior to commencement of the course:

Notice provided	Charge	Refund
More than 14 days	10% of course fee	90% of course fee
7 - 14 days	30% of course fee	70% of course fee
< 7 days	50% of course fee	50% of course fee
Training occurred	100% of unit/or qualification	Nil

Refunds will be forwarded to clients within seven (7) days of their eligibility being agreed.

Course cancellations must be in writing to TR7 and lodged within two (2) weeks of the withdrawal date to enable eligibility of refunds.

Fee Protection

TR7 will make adequate provision to safeguard students' fees/funds, particularly advance payments made for courses and services.

TR7 accepts payment of no more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, if the course requires payment of additional fees in advance the total amount required to be paid, which is attributable to tuition or other services yet to be delivered, will not exceed \$1500.00.

Incidental Charges

Replacement of award/qualification is \$50.00.

Complaints and Appeals

TR7 has a fair and equitable process for dealing with client complaints and appeals. If the complaint cannot be resolved internally the client is encouraged to engage in the appeals process which is usually made in writing to the person immediately responsible. This is then referred upwards through the TR7 hierarchy until it reaches the person with the responsibility to resolve the appeal.

Complaints

Clients have the right to submit a complaint, preferably in writing, if they feel that they have been unfairly treated in some way. Complaints are welcomed as a means of ensuring that we identify and overcome problems faced by clients, and provide an opportunity to improve our business and/or the delivery of our training programs.

Complaints procedure:

- A complaint may be lodged in person or in writing with TR7, who will conduct an investigation, assess the situation and take appropriate action
- If the complaint is related to training, TR7 will arrange a meeting with the trainer and client to discuss the issue and seek resolution
- Complaints related to administration matters will be investigated openly and as quickly as possible to resolve the issue
- In the event of a complaint against TR7 trainers and/or assessors involving an alleged breach of civil law, the matter should be reported to TR7 management so that the appropriate action may be taken. If the issue is not resolved to the satisfaction of the complainant, the matter will be referred to the appropriate authority

TR7 supports the rights of a client to lodge a complaint and will not impair that right in any way. TR7 will do everything possible to address and complaints in an unbiased and professional manner.

Appeals

An appeals and reassessment strategy is an integral part of all training and assessment pathways leading to a nationally recognised Qualification or Statement of Attainment under the Australian Qualifications Framework (AQF).

A fair and impartial appeals strategy is available to all participants of TR7 courses. If a participant wishes to appeal his/her assessment outcome, he/she should first discuss the issue with the assessor. If the participant then chooses to proceed further, a formal request should be submitted outlining the reason(s) for the appeal.

Appeals should be submitted to TR7 within 28 days of receiving notification of the assessment outcome. TR7 will review the outcomes and either overturn the assessment outcome or arrange reassessment through a different assessor.

If the appeal outcome still does not satisfy the client, TR7 will direct the client to an independent arbiter in order to resolve the issue.

Support and Assistance

During your time as a student with TR7, and even after that, we want to make sure you are comfortable and supported so that you are successful in completing your qualification.

Support and assistance is available from TR7 Pty Ltd through your Trainers and Assessors and our Administration Support staff. It is important that if you have any questions or problems you contact us as soon as possible.

Please call our training centre using the contact details below and arrange an appointment to see one of our training staff.

If you are not happy with the support and assistance provided by TR7 please speak to our Operations Manager so your needs can be addressed.

Contact Details

For training and assessment support please contact us on:

Phone: (08) 9218 1422
Fax: (08) 9446 3622
Email: training@tr7.com.au
Web: www.tr7.com.au

**Thank you for training with
TR7 Training Services Pty Ltd.**

Statement of Understanding

TR7 Pty Ltd

Instructions

Please read the following information carefully. By signing this page you are declaring that you have read, understood and agree to the terms and conditions of enrolment as set out in the following documents:

- Student Handbook
- Training Schedule Form
- Off-the-Job Assessment Manual
- Training Record Book

Training Rules and Policies

I agree to abide by the rules and policies of TR7 Training Services Pty Ltd. I also agree that it is my responsibility to ensure I regularly review the rules and policies of TR7 Training Services from time to time throughout the duration of my study as the most current rules apply and may differ from the time of my initial enrolment.

I agree that I have been made aware of, and understand, the following:

- | | |
|---|--------------------------|
| Relevant units of competency of the qualification | <input type="checkbox"/> |
| RPL process | <input type="checkbox"/> |
| Refunds policy | <input type="checkbox"/> |
| Appeals process | <input type="checkbox"/> |
| Confidentiality and security of information | <input type="checkbox"/> |
| Special needs/additional information | <input type="checkbox"/> |
| Allowable adjustments of assessment | <input type="checkbox"/> |
| Purpose and outcomes of the assessment process | <input type="checkbox"/> |
| Conditions and methods of assessment | <input type="checkbox"/> |
| Due date of assessments | <input type="checkbox"/> |

Student Name

Student Signature

Date