



# **Student Handbook**

## **TRY Learning**

Registered Training Organisation No. 21053

**Suite 3, Level 1, Building 2, 88 Ricketts Road Mt Waverley VIC 3149**

**Phone: 03 8545 9500**

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## **WELCOME**

TRY Australia was founded in 1883 with the spirit and ethos of William Mark Forster who believed in the innate ability of the young people who participated in the programs he established and constantly assured young people that if they were prepared to try they would be amazed at what they could accomplish. 'In fact' he told them: 'we should consider ourselves a 'TRY Society'.

Initially, TRY Australia developed youth clubs and provided trade training as a constructive answer to the juvenile delinquency problems of that time. Since then, TRY Australia has broadened its reach and developed programs to meet the ever changing needs of disadvantaged young people and their families who live in Victoria.

Today, TRY Learning delivers training in the areas of early childhood education and care, business, at certificate III and diploma levels.

TRY Learning is a registered training organisation initially registered in 2001 with Victorian Registration and Qualification and Authority (VRQA). In early 2014, TRY Learning transferred its registration from VRQA to Australian Skills Quality Authority (ASQA). As an RTO, we comply with the Vocational Education and Training (VET) Quality Framework (VQF) for RTO's. This compliance ensures that we deliver a high standard of education, and that the policies and processes supporting our courses are equitable, practical and current.

We are based in Mt. Waverley and specialise in the delivery of training for Early Childhood Education and Care, along with First Aid, CPR, anaphylaxis and Asthma Management courses.

We currently deliver following qualifications/ courses:

- CHC30113- Certificate III in Early Childhood Education and Care
- CHC50113 - Diploma of Early Childhood Education and Care
- CHC62015 – Advanced Diploma of Community Service Management
- 22216VIC - Certificate II in Building and Construction (carpentry)
- HLTAID003 – Provide First Aid
- HLTAID004 – Provide an emergency first aid response
- HLTAID001 – Provide Cardiopulmonary resuscitation
- 22282VIC – Course in the Management of Asthma Risks and Emergencies in the Workplace
- 22300VIC – Course in First Aid Management of Anaphylaxis

Our training delivery methods are tailored to our client's needs including classroom based training, traineeships, workplace based delivery and formal face to face training sessions.

## **OUR OBLIGATION AS YOUR RTO**

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015 which are part of the VET Quality Framework. To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and

assessment comply as well. This includes our training partners, marketing brokers and sales people where applicable.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

## **OUR CONTACT DETAILS**

For enquiries related to training programs please contact;

### **Gabriela Bordos – Training Coordinator**

Phone: 03 8545 9536 Email: [gabriela.bordos@try.org.au](mailto:gabriela.bordos@try.org.au)

For any complaints regarding any of our products, services and training courses, please contact;

### **Gaven Ferguson – RTO Manager**

Phone: 03 8545 9529 Email [gaven.ferguson@try.org.au](mailto:gaven.ferguson@try.org.au)

Current student can make general requests on [training@try.org.au](mailto:training@try.org.au)

### **Head Office:**

Suite 3, Level 1, Building 2, 88 Ricketts Road Mt Waverley VIC 3149

Our training programs are delivered at various locations. Please contact us to find details of a location close to you.

## **THIRD PARTY ARRANGEMENTS**

TRY Learning does not subcontract any of its training and assessment services to any of organisation. Once you are enrolled with TRY Learning, it's only TRY Learning as your training provider.

TRY Learning works with different organisations agencies to source potential students. But their role is only to refer students to us. They are not responsible for any training and assessment services delivered by TRY Learning. Refer to our website for a list of contracted organisations that refer students to us.

## **SELECTION AND ENROLMENT**

TRY Learning accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course 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 Enrolment Form/Application Form etc. TRY Learning accepts applications through its online enrolment process. You will be provided with an online enrolment link in the email that use you can use to submit your application. If you are applying for a course that has entry requirements you will also need to provide the necessary evidence (as indicated on the Course Outline) such as verified copies of qualifications, CV, working with children check, police check or other evidence.

If you are applying for Credit you should indicate this on your enrolment and supply certified copies of your transcripts so we can assess your application for Credit. See the section on Credits in this Handbook below.

You will be contacted within 10 business days to let you know the status of your application/enrolment and to confirm your details.

As part of the entry requirements you may be required to attend an interview and undertake a Language Literacy and numeracy (LLN) test. Details of the interview and LLN assessment will be provided at this stage.

Upon approval of your application/enrolment, you will be sent further information about the next steps, payment arrangements and how you can get started in your course.

## UNIQUE STUDENT IDENTIFIER (USI)

### Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that create a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit:

<http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI.

## CREDITS

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

TRY Learning can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit.

To apply, fill in the Credit Application Form and submit it as part of your enrolment/application. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.

You will be advised in writing of the outcome of your Credit Application.

## **RECOGNITION OF PRIOR LEARNING**

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

TRY Learning 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 should ideally apply for RPL at the time of enrolment but you may also apply up to 2 weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Fees are applicable for Recognition of Prior Learning and you will be advised of these fees upon contacting us.

For more information about submitting an application for RPL, contact the head office.

## **COURSE LOCATIONS**

Our courses are delivered at various locations throughout Melbourne. Please contact us to find out a training venue close to your home.



## **COURSE INDUCTION**

At the start of your course will be provided with an induction. The induction will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your trainer and the other students in your course. You will also have an opportunity to know about course assessment requirements, complaints and appeals process and any reassessment processes.

The induction will also provide you with important information about health and safety requirements 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.

The induction also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we also make sure that we have all the required forms and paperwork filled in.

At your induction you will receive your first set of learning materials so that you can start on your learning journey.

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

## **STUDENT CODE OF CONDUCT**

### **Student Rights**

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- 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 minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information TRY Learning holds about them.
- Have their complaints and appeals 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 TRY Learning on the client services, training, assessment and support services they receive.

### **Student Responsibilities**

All students, throughout their training and involvement with, TRY Learning are expected to:

- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to TRY Learning in a timely manner.
- Approach their course with due personal commitment and integrity.

- Attend all classes
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on Copyright.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet on the dates specified in their Time Table.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify TRY Learning if any difficulties arise as part of their involvement in the program.
- **Notify TRY Learning about any health condition that may have an impact on the health and the safety of others whom they may come in contact during the program (EX: children in the workplace, parents, fellow students, trainers, workplace supervisors)**
- Notify TRY Learning if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.
- 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.

**Your enrolment may be cancelled, if you are found to be in breach of student code of conduct.**

## **COURSE EXPECTATIONS AND REQUIREMENTS**

The training and assessment offered by TRY Learning 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 set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Many of our courses are delivered in clusters. This means groups of similar units have been packaged together and to avoid repetition. You will receive training and assessment for all units in a cluster at the same time.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Generally our courses may involve classes, workplace component, homework and online learning.

Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations.

## ATTENDANCE AND HOMEWORK REQUIREMENTS

If you are enrolled in a class-based course, it is an expectation that you attend every class so as to not fall behind. Generally there is overall minimum 80% attendance requirement for each cluster for the duration of the course. You must attend all the scheduled classes. If you miss any class (due to genuine reasons), you may attend the same class at some other times with a different group and trainer. You need to organise this with your trainer. It is also your responsibility to organise with your trainer the collection of the paperwork and information you missed. You may be required to pay fee for the extra class. Please notify your trainer at least 1 day prior to class if you are unable to attend for some reason. Medical certificate will be required for the absences made.

There will also be an expectation that you complete a certain amount of homework each week in order to finish learning and assessment tasks required for completion of your course. Your trainer will guide you on what to do during this time and how much is expected. This is also outlined on the Course Outline and in your Time Table.

## WORK PLACEMENT ARRANGEMENTS

Some of our courses require certain hours of work placement. You will be required to attend a workplace to complete workplace learning and assessment component of the courses. You must attend all scheduled days at the workplace, unless genuine reasons (medical certificate required). You must notify your workplace supervisor about your absence from the workplace.

It is students' responsibilities to find their own work placement. However TRY Learning provides guidance and support as needed.

Students will have to sign a **Work Placement Agreement** with their employer/host employer and return a copy to their trainer. This document will be filed in individual student file.

## ASSESSMENT ARRANGEMENTS

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

### Submitting your assessments

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet. You will receive a copy of your assessment cover sheet as a receipt of your work submission.

Assessments can be submitted directly to the trainer/assessor as advised by your trainer and assessor during induction.

**You must keep a copy of all tasks that you submit** as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post or email submission. If this occurs, you will be asked to re-submit the work.

Written work will be marked within 30 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet. In some cases, result/outcome may not be readily available, as some assessments are randomly selected for moderation/validation and results may be withheld until any mandatory quality control processes are completed.

### **Assessment outcomes**

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee as identified in the fees and charges information.

### **Reasonable adjustment in assessment**

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- 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

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

### **Appealing assessment decisions**

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

## **STUDENT PLAGIARISM, CHEATING AND COLLUSION**

TRY Learning 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 resource materials used in the preparing 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.

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 complete the assessment again.

## **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 form and pre-training review/interview 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 to one support from our trainers/assessors including providing you with their phone and email contact details
- Classes to assist with study skills.
- Study groups where you can work with your fellow students.
- Referral to relevant external services.
- Specialist support services for students with a disability.
- Personal counselling
- In case of failing 2 clusters your trainer will discuss one on one with you a support need plan and a reassessment plan.
- Students will be given the opportunity to subscribe their names on the relief staff list of TRY Children's Services
- Trainers will support students in creating and/or updating their resumes
- Trainers may be reference for students' placement opportunities

Contact your trainer/assessor to discuss the support services you need, in the first place.

## EXTERNAL SUPPORT SERVICES

For students requiring additional support with their studies, work or life, TRY Learning provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

### 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)

If you are completing a full time course you may be eligible for benefits through Centrelink.

### 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.

### The Victorian Equal Opportunity & Human Rights Commission

Telephone:                      (03)                      9281                      7100                      Website:  
<http://www.equalopportunitycommission.vic.gov.au/home.asp>

The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

### Legal Aid Victoria

Telephone: 1800 677 402      Website: <http://www.legalaid.vic.gov.au>

Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

### Disability Rights Victoria

Telephone: 1800 462 480

Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a

disability, helping individuals to advocate for themselves or helping others to advocate for them.

### **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.

## **YOUR FEEDBACK**

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

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

## **ACCESS TO YOUR RECORDS**

You may access or obtain a copy of the records that TRY Learning 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 Compliance Manager using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records however there is a cost of 50c per page for photocopying, if the file size is bigger than 10 pages.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file
- providing access to the online portal where some records about the course can be viewed.

### **Amendment to records**

If a student considers the information that TRY Learning 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.

## **NOTIFYING YOU IF THINGS CHANGE**

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message.

You can let us know of any changes to your details by using the Change of Details Form.

## **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, TRY Learning must provide a safe environment for both, staff and students, as well as providing information to staff and students in relation to health and safety and welfare. TRY Learning 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.
- 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 TRY Learning 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**

TRY Learning is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. TRY Learning 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 TRY Learning Complaints and Appeals procedure and detailed in this Handbook.

### **Equal opportunity**

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

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

TRY Learning 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.

## **Student Identifiers Act 2014**

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification of a statement of attainment for any student if we don't have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to  
<http://www.usi.gov.au/About/Pages/default.aspx>

## PRIVACY POLICY

In collecting your personal information TRY Learning 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.

Privacy policy is also part of the enrolment form that you complete.

## FEES, CHARGES AND REFUNDS / GOVERNMENT FUNDING

### 1. Government Funded Training

TRY Learning delivers training through Victorian Training Guarantee (VTG) to eligible students. If you have been successful in gaining VTG funded place, you must remember followings;

- Enrolling and commencing a training course through Government funding (VTG funding) will affect your future eligibility for Government funded training. It is because you can only commence maximum 2 Government funding training at the same level in your life time and you can only undertake maximum 2 Government funded courses in year 2017 or any given year.
- You will be required to participate in any surveys conducted by Victorian Department of Education and Training or NCVER. You may be contacted via phone, email or mail.
- You are also required to follow your training plan and to submit your assignments as agreed as per the training plan

If you are Government funded training, TRY Learning will not charge you any tuition fees.

### 2. Protection of fees paid in advance

TRY Learning protects the fees that are paid in advance by students.

TRY Learning does not require a student to ever pay more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. Fees will be paid off during the course in instalments according to a set payment plan.

### **3. Fees and refund information**

- Prospective and current students are advised of the fees associated with a course on the relevant Course Outline and on the Student Agreement. In compliance with Clause 5.3 of the Standards, this is provided prior to enrolment or commencement of training, whichever is first. Fee information includes:
  - All relevant fee information including fees that must be paid and payment terms
  - Deposits and refund information and conditions relating to these
  - The student's rights as a consumer
- Refund information is outlined on the Student Agreement and in the Student Handbook.

### **4. Inclusions in course fees**

- Unless otherwise specified, course fees include the training and assessment required for students to achieve the qualification or course in which they are enrolling.
- Course fees include three attempts to achieve a Satisfactory outcome for each assessment task. Where a student exhausts these attempts, additional fees for re-enrolment or further training and assessment for the relevant unit/s will apply in line with the Student Agreement.
- Where a student misses a class without any genuine reason (medical condition – medical certificate required) and is required to attend additional classes, they will be required to pay fees for additional classes as specified in the fee agreement.
- TRY Learning cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all due fees have been paid.
- Course fees do not include required text books and learning materials. These are at an additional cost, as outlined on the Course Outline. Textbooks can either be purchased from TRY Learning or external textbook providers as indicated on the Student Agreement.
- Course fees include the issuance of a testamur and record of results and/or a statement of attainment. For additional copies or re-issuance of any of these documents an additional fee is applicable. This fee is currently \$30 per request.

### **5. Late payments**

- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- Debts will be referred to a debt collection agency where fees are more than 60 days past due. TRY Learning reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

## 6. Refunds

- All course fees include a non-refundable enrolment fee and tuition fees which is detailed on the Course Outline and Student Agreement. The tuition fee is non-refundable, except in the circumstances detailed below.
  - A full refund of any tuition fees paid (including the deposit) will apply where an individual withdraws or cancels their course in writing within the cooling off period. The cooling off period is 14 days and applies from the date of course commencement. Where the student withdraws after the expiry of cooling off period, no refund will be made.
  - A full refund of any fees paid (including the deposit) will apply if TRY Learning is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- A refund of fees paid may also apply in the following circumstances:
  - Where TRY Learning ceases to operate a partial refund may apply. The refund will be for any fees paid for training that is not able to be delivered.
  - Where TRY Learning ceases to deliver the course in which a student is enrolled and the agreement is terminated, a partial refund may apply. The refund will be for any fees paid for training that is not able to be delivered.
- In any of the above situations, TRY Learning will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.
- Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Refund Application Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.
- The refund assessment will be based on reviewing the services provided to the student and the costs incurred by TRY Learning to provide those services.
- The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice. Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.
- A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.

## ADDITIONAL FEES AND CHARGES (WHERE APPLICABLE)

TRY Learning has the following of additional charges/ Details are found in the written agreement that you signed at the commencement of your course.

<b>Re-assessment</b> All course fees include up to three (3) attempts to demonstrate that competency has been achieved per course unit. If after the third attempt, additional training and/or assessment is required, an additional cost per attempt will be incurred.	\$100
<b>Re-issuing of testamur and statements of results</b>	\$50

All course fees include the cost for issuing one (only) copy of the AQF testamur and Record of Results and/or a Statement of Attainment. A fee applies to each additional copy of a certification document if required.	
<b>Recognition of Prior Learning Fees</b>	
Application Fee –	\$250
Charge per unit of competency assessed through RPL	\$200
<b>Text book replacements – if required</b>	\$100
<b>Additional classes fee (per class)</b>	\$ 200
<b>Enrolment Fee</b>	\$100

## COMPLAINTS AND APPEALS POLICY

The purpose of this policy and procedure is to outline TRY Learning's approach to managing dissatisfaction, formal complaints and appeals of students, clients, staff and other members of the community. It provides a transparent approach for all complaints and appeals to be addressed in a fair, efficient and confidential manner.

This policy and procedure ensures compliance with Standard 6 of the Standards.

### Definitions

**Appeal** means a request for a decision made by clients to be reviewed

**Complaint** means a person's formal expression of dissatisfaction with any product or service provided by TRY Learning

**Services** means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support

**SRTOs** means the Standards for RTOs 2015 – refer definition of 'Standards'

**Standards** means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from [www.asqa.gov.au](http://www.asqa.gov.au)

### Nature of complaints and appeals

- TRY Learning responds to all allegations involving the conduct of:
  - The RTO, its trainers and assessors and other staff.
  - Any third party providing Services on behalf of TRY Learning.
  - Any student or client of TRY Learning.
- Complaints may be made in relation to any of TRY Learning's services and activities such as:
  - the application and enrolment process
  - marketing information
  - the quality of training and assessment provided
  - training and assessment matters, including student progress, student support and assessment requirements
  - the way someone has been treated

- the actions of another student
- An appeal is a request for a decision made by TRY Learning to be reviewed. Decisions may have been about:
  - course admissions
  - refund assessments
  - response to a complaint
  - assessment outcomes / results
  - other general decisions made by TRY Learning

### **Principles of resolution**

- TRY Learning is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, TRY Learning ensures that complaints and appeals:
  - Are responded to in a consistent and transparent manner.
  - Are responded to promptly, objectively, with sensitivity and confidentiality.
  - Are able to be made at no cost to the individual.
  - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- TRY Learning will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- Nothing in this policy and procedure limits the rights of an individual to take action under Australia’s Consumer Protection laws and it does not circumscribe an individual’s rights to pursue other legal remedies.
- Where a student chooses to access this policy and procedure, TRY Learning will maintain the student’s enrolment while the complaints/appeals handling process is ongoing.

### **Timeframes for resolution**

Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

### **Records of complaints and appeals**

TRY Learning will maintain a record of all complaints and appeals and their outcomes on the *Complaints and Appeals Register*, which will be securely stored according to the Privacy Policy and Procedures.

## **Making a complaint or appeal**

- Complaints about a particular incident should be made within thirty (30) calendar days of the incident occurring and appeals must be made within ten (10) calendar days of the original decision being made.
- Complaints and appeals must be made in writing using the *Complaints and Appeals Form*, or other written format and sent to TRY Learning's head office at Suite 3, level 1, building 2, 88 Ricketts Road Mt Waverley attention to the General Manager Operations.
- When making a complaint or appeal, the complainant/appellant must provide as much information as possible to enable TRY Learning to investigate and determine an appropriate solution. This should include:
  - The issue they are complaining about or the decision they are appealing – describe what happened and how it affected them.
  - Any evidence they have to support your complaint or appeal.
  - Details about the steps they have already taken to resolve the issue.
  - Suggestions about how the matter might be resolved.
- All complaints or appeals will be acknowledged in writing via email or post within 14 days of receiving it.

## **Resolution of complaints and appeals**

- Some or all members of the management team of TRY Learning will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Where a third party delivering Services on behalf of TRY Learning is involved, they will be included in the process of resolving the complaint or appeal.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task.

## **Independent parties**

- TRY Learning acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by TRY Learning.
- TRY Learning may also appoint an independent party to be involved in the resolution of a complaint or appeal where it is deemed necessary.
- TRY Learning will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
- The General Manager Operations will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The



complainant or appellant will also be formally notified in writing of the outcome of the mediation.

### External complaint avenues

Complaints can also be made via the following avenues:

- National Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint.

Consumers can register a complaint with the National Training Complaints Hotline by:

- Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
- Email: [skilling@education.gov.au](mailto:skilling@education.gov.au)

For more information about the National Complaints Hotline, refer to the following webpage:

<http://www.industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/FrequentlyAskedQuestions.aspx#>

- Australian Skills Quality Authority (ASQA):

Complainants may also complain to TRY Learning's registering body: Australian Skills Quality Authority (ASQA).

However, ASQA will only use the information complainant provides to inform its regulatory approach and will not contact TRY Learning on behalf of the complainant or act as their advocate. For more information, refer to the following webpage:

<http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html>

## ISSUING OF CERTIFICATION DOCUMENTS

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

TRY Learning reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where TRY Learning is not permitted to do so by law.

TRY Learning must have a valid USI on file for the student for a qualification or Statement to be issued.

### Re-Issuing Statements and Qualifications

Records of qualifications and 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 our Fees and Charges section for the current fee.