



STUDENT HANDBOOK

TRY Learning

TOID: 21053

285-289 Abbots Road, Dandenong South 3175



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Welcome to TRY Learning

Dear Student

The Student Handbook is designed to provide you information and resources to the life at TRY Learning as a student. You will find information on the options available to you and the resources that can help you find advice and make choices. It also clarifies the commitment we hold and our expectations of you in your conduct as a student at TRY Learning.

At TRY Learning, we strongly believe in the power of education and training. It can open a world of possibilities for you and your career. Regardless of your reasons for studying, TRY Learning staff are committed to ensuring you are on the right track with your training. We care about our clients, and have a passion for building and children services industry. Life as a student can be confusing but remember that our staff is always available to help you. We will provide you the necessary support and assistance to achieve your career goals. Our aim is to assist you in becoming the best that you can be.

For those who have not studied for some time, commencing a new course can be a daunting experience. You can be assured that our role as a quality vocational education provider is to help you acquire the knowledge and develop the skills you need in order to succeed. Naturally, much of the outcome of your training rests with you and your commitment to achieve but we promise to give you the best opportunity to gain the qualifications and skills that you desire.

We applaud your commitment to pursuing your study, course and career options and commend you to our excellent trainers and training staff who will assist you.

All the very best to you as you commence or continue your learning journey.

TRY Learning Team



Who We Are

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'.

More than 134 years later our focus remains the same: targeting the gaps to provide disadvantaged children and young people with opportunities to overcome barriers to education and employment.

We focus on three key areas: early learning, youth mentoring and occupational training for work readiness. In each area TRY is committed to creating opportunities so that young people of all ages from disadvantaged backgrounds can get a hand up in life.

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 and building and construction at Certificate II, III and Diploma levels.

TRY Learning is a registered training organisation (RTO) 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 Dandenong South 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
- 22238VIC - Certificate II in Building and Construction (carpentry pre-apprenticeship)
- 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.

Government Funded Programs

TRY Learning offers a wide range of nationally accredited courses designed specifically for those working in the building and children services industry, which are funded through a Victorian Government initiative – Skills First.

Funding is available to make vocational training more accessible for people looking to build up their careers. The Skills First program provides eligible applicants with access to Victorian government funding in vocational education and training. Skills First funding is an opportunity to gain new skills or upgrade your existing qualifications. Through this program, you can acquire new, valuable skills to get the job you want or to help your business grow and thrive.

More information on government funding can be obtained from the below link

<https://trylearning.org.au/training-eligibility/>.

Compliance and Legislation

TRY Learning complies with the requirements of, and pays all fees and bears all costs connected with all applicable laws and regulations, including without limitation all relevant privacy, anti-discrimination and equal opportunity legislation.

TRY Learning will comply with all relevant legislative requirements of the Commonwealth and State Government, including but not limited to:

- Standards for RTOs 2015 under subsection of the National Vocational Education and Training Regulator Act 2011
- Occupational Health and Safety Act 2004 and related legislation
- Copyright Act 1968
- Privacy Act 1998
- Privacy and Data Protection Act 2014 (Vic)
- Human Rights and Equal Opportunity Act 1986
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Workplace Relations Act 1996
- Disability Act 2006
- Working With Children Act 2005
- Charter of Human Rights and Responsibilities 2006 (Vic)

- Australian Consumer Law - Schedule 2 of the Competition and Consumer Act 2010
- Child Wellbeing and Safety Act 2005 (Victoria)
- Public Records Act 1958
- Electronic Transactions (Victoria) Act 2000 (Vic)
- Evidence Act 2008 (Vic)

Further to the above, all information you provide to us at enrolment will be entered into our database for the purpose of providing our regulatory obligation to the VET Regulator and our registering body – the Australian Skills Quality Authority (ASQA) - and all associated regulatory and research bodies.

According to the Standards for Registered Training Organisations (RTOs) 2015, we, as a Registered Training Organization (RTO) are obligated to provide data on our students and courses.

The data we collect at enrolment meets the data specifications of the "Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) VET Provider Collection specifications: Release 8.0". For more information visit www.ncver.gov.au. As a student of TRY Learning you may be contacted and requested to participate in a National Centre for Vocational Education Research (NCVER) survey or a Department-endorsed project, audit or review.

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.

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.



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

Phone: 03 8545 9536

Email: training@try.org.au

Website: www.training.try.org.au

Head Office: 285-289 Abbots Road, Dandenong South, VIC 3175

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 organisation. Once you are enrolled with TRY Learning, it is 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 candidates who meet the entry requirements published in the course outline. Applications are accepted on a first come, first serve basis but if a course intake has reached its capacity (25 max), you will be offered a place in an intake starting at a later date.

Entry into TRY Learning VET programs is at the discretion of TRY Learning. TRY Learning will assess your suitability for entry into a VET program. This is typically assessed through a pre-training

interview with an RTO authorized delegates where any support required by individual student to complete their course will be determined. The selection criteria adopted by TRY Learning are:

- The ability and commitment of the student to complete the course as per the National Training Package requirements;
- The student's Language, Literacy and Numeracy proficiency and
- The suitability of the student for the specific program TRY Learning follows a Pre-application, Application, Selection, Enrolment & Induction Process to enroll students into VET Programs. This process is defined in the different stages below.

Stage 1: Pre-application:

At this stage you are provided information on courses that TRY Learning offers. The information is available on the TRY Learning website, in the Course Outlines and may include but not limited to:

- a) course overview
- b) learning outcomes
- c) possible career outcomes/pathways
- d) suitable work experience
- e) entry requirements and recommendations (such as suitable work experience)
- f) course costs
- g) Language, Literacy and Numeracy (LLN) requirements

Stage 2: Application:

When a prospective student is interested in a course, they are required to attend an Enrolment Session with TRY Learning Administration Staff for selection processing. Some students may be able to access government funding such as Skills First subsidised training places. Students who are interested in the Skills First government funded course will need to check their eligibility by answering the questions on the Funding Eligibility Indicator on the Victorian Skills Gateway website. The link to this is available on the TRY Learning website.

Stage 3: Selection:

A process conducted by TRY Learning, where students are assessed for their suitability according to course requirements, and eligibility for government funding (where applicable).

Suitability

All students are assessed for their suitability for training into their choice of course through a Pre-Training review and online language, literacy and numeracy (LLN) assessment via LLN Robot.

A Pre-Training review is a process undertaken to determine the most suitable and appropriate course and training for an individual. Prospective students enrolling in the Cert II or higher qualifications are required to undertake a Pre-Training Review and online LLN assessment.

Students who are unable to meet the required LLN levels after two (2) attempts at the online LLN test are either:

- recommended to external agencies that assist in LLN skill development; if the scores are really low (i.e. 0 on 3/4) or
- offered additional learning support by the trainer/s during the course.

The information gathered from the Pre Training Review and the Language, Literacy and Numeracy assessment assists in determining student's training and assessment needs. The TRY Learning Authorised Delegate is required to declare if the applicant has the requisite LLN skills to undertake the course after receiving the online LLN assessment report and recommendations from LLN Robot.

Students training and assessment needs are documented on the student's training plan by TRY Learning authorised delegate and trainers are advised of these before the student commences training. The trainer may identify and recommend additional learning support for the student during the course and may complete an Individual Learning Plan to him/her in meeting their career goals.

Eligibility

To assess eligibility, students are asked to bring the following evidence to the enrolment session:

- Their work history/reference/CV outlining previous experience in the industry
- Evidence of their eligibility for funding (if applicable) - such as original or certified copies of evidence of citizenship and/or age, relevant referral documents (where applicable) etc.
- Any prior qualifications they may hold that are relevant to the course they are enrolling into and
- Certified copies or originals to be verified by TRY Learning delegated RTO staff, of all applicable evidence listed above.

At the Pre-Training Review stage, the TRY Learning Administration Staff will go through all documentation and eligibility evidence provided by the student, to ensure that all TRY Learning, and where applicable Skills First requirements are met and ensure that the students are aware of their rights and responsibilities while undertaking a course with TRY Learning. Where students are applying for Skills First subsidised funding, they are required to:

- complete Skills First Eligibility Declaration Form
- provide a hard copy original or a certified copy of identification evidence to TRY Learning authorized delegates prior to enrolment

This evidence can be one of the below:

- An Australian Birth Certificate (Not extract)
- A current Australian passport
- A current New Zealand passport

- A current green Medicare Card
- A Australian Citizenship Certificate
- A proxy declaration for individuals in exceptional circumstances as per Clause 2.16- 2.20 of the current Skills First Funding Contract Eligibility Guidelines
- Formal confirmation of permanent residence granted by the Department of Home Affairs (or its successor) AND the student's foreign passport or ImmiCard
- An Australian citizenship by descent extract

OR if the individual is undertaking training under the Asylum Seeker VET Program and meets the requirements set out in Clause 17 of Schedule 1 of the Skills First Funding Contract,

- a Referral to Government Subsidized Training - Asylum Seeker's form from the Asylum Seeker Resource Centre or the Australian Red Cross

In addition, if the student's age is relevant to their eligibility for funding, proof of age is also required such as one of the below documents:

- A current drivers licence or
- A current learner permit or
- A Proof of Age card
- A Keypass card

In all cases, applicants for enrolment must provide photo identification in order for TRY Learning to ensure that the Nationally Accredited qualification is being issued to the participant who has signed the enrolment documentation.

Prior to enrolling an individual under the age of 17 years, TRY Learning authorized delegate must sight:

- a) if the individual has not yet completed Year 10, correspondence or a certificate signed by a Department Regional Director that exempts that individual from school attendance and either:
 - clearly identifies the Training Provider and the training to be undertaken; or
 - clearly identifies the relevant employer where the student is to undertake an apprenticeship or traineeship; or
- b) if the individual has completed Year 10, a completed 'Transition From School Form', or correspondence or a certificate signed by the school principal or a Department Regional Director that exempts that individual from school attendance and either:
 - clearly identifies the Training Provider and the training to be undertaken; or
 - clearly identifies the relevant employer where the student is to undertake an apprenticeship or traineeship.

If you have been successful in gaining Skills First funded place, you must remember that enrolling and commencing a training course through Government funding (Skills First Funding) will affect your future eligibility for Government funded training. It is because you can only:

- Commence a maximum of two government funded courses in a calendar year;
- Undertake a maximum of two government funded courses at any one time;
- Commence a maximum of two government funded courses at the same level within the AQF in their lifetime and;
- Commence a maximum two government funded accredited courses with the title 'Course in...' in their lifetime.

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

Students who are not eligible for funding will be advised of this and will be provided with the option to undertake the course on a Fee for Service arrangement.

Stage 4: Enrolment:

Once the Pre-Training Interview is conducted and the student is deemed able to enrol, a letter of acceptance will be forwarded to the student to confirm his/her enrolment directly by TRY Learning. Student is advised that enrolment in a course does not guarantee that the student will successfully complete that course. All students will be required to complete the required enrolment documentation including Skills First Eligibility Declaration if applying for Skills First funding. Prospective student's who are deemed eligible, are likely to benefit from the course and are considered capable of participating in the training, will be offered a training place.

The Enrolment Form contains comprehensive information including but not limited to:

- Skills First Funding Eligibility
- Pre-Training Review
- Language, Literacy and Numeracy assessment
- Learning Support
- Identification Requirements
- Course Fees
- Withdrawal & Refunds
- Complaints and Appeals
- Issuance of AQF certifications

The Enrolment Form requests the potential student to provide a range of personal details required including name, age, residency, language and cultural background/skills, disability, education, qualifications and employment background, reason for wishing to undertake the course(s), Victorian Student Number and Unique Student Identifier.

The completed form is reviewed by TRY Learning Authorised Delegate/s along with eligibility evidences.

Stage 5: Induction:

Prior to the commencement of the course, all students are required to attend an induction session conducted by the TRY Learning Authorised Delegates. At this time, each student will receive a formal offer letter and is provided with a copy of the TRY Learning Student Handbook, outlining details of the course, policies, and additional information.

An Individual Training Plan is developed for each student by the TRY Learning Administration Staff based on the course timetable, training and assessment strategy, students' availability, existing skills and any other pertinent factors. For apprenticeships/traineeships, training plans are to be signed by the workplace/employers, student and TRY Learning Administration. For school-based trainees, the training plans are to be endorsed by school representatives in addition to the above. A training plan is provided to the student prior, upon or within 4 weeks of course commencement.

During the induction session, the Authorised Delegate advises prospective students that if their enrolment is funded through Skills First Funding program, it may impact their future entitlements for Skills First funded training programs.

The student completes a Student Induction Checklist as each listed item is discussed with them during this session.

To apply for a course, you must complete Enrolment Form etc. TRY Learning accepts applications through its online enrolment process for selected (short) courses only. For short course enrolments, you will be provided with an online enrolment link in the email that 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 Transfer, 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.

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates 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 provide us with your USI.

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).

To create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>. To be able to create a USI on your behalf student will need to provide their consent on the Enrolment Form.

NOTE: TRY learning are unable to enroll student, issue a qualification or a statement of attainment unless student provides TRY Learning with a valid USI.

Credit Transfer

A credit is formal recognition of the previous studies you have completed for the purpose of not repeating the same units or modules in the course you are enrolled 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 so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Note: We allow maximum 2 weeks from the date of your enrolment/application, for Credit Application documents to be provided.

Make sure you attach certified copies of transcripts from your previous study or a transcript from the USI portal. 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 do not 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 is advised to you in writing. You will be advised in writing of the outcome of your Credit Application.

Recognition of Prior Learning

1. 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.
2. 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.
3. NOTE: You should ideally apply for RPL at the time of enrolment but you may also apply up to 2 weeks into your course.
4. 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.
5. A trainer/assessor will be available to assist you throughout this process.
6. To apply for RPL, you will need to fill in a part of the RPL Candidate 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.
7. 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.
8. Fees are applicable for Recognition of Prior Learning and you will be advised of these fees upon contacting us.
9. For more information about submitting an application for RPL, contact the head office.

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 organization;
 - 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 Declaration is also part of the enrolment form that you complete.

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.

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 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 of 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 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.

Behaviour Standards and Expectations

Students are also expected to adhere to TRY Learning’s set of Behaviour Standards which defines various forms of misconduct and the consequences of such offence. These are explained below:

Note: One or more of the following three areas of misconduct may be applicable in cases of Harassment, Discrimination or Sexual Harassment. TRY Learning will apply disciplinary penalties for any of the behaviours in Table 1.

Table 1

Category	Type	Simple Misconduct	Serious Misconduct
Behavioural Academic	Acting in a manner that is threatening, intimidating, disrespectful or unprofessional towards any teacher, trainer, workplace supervisor or other staff member, student or any other persons associated with TRY community;		X
	Causing any member of the TRY community to hold reasonable fear for their safety or physical or psychological well-being;		X

	Committing an act or making an omission that has the capacity to endanger the safety or health of any member of the TRY community;		X
	Assaulting any member of the TRY community;	X	
	Any act or omission that disrupts the peace and good order of the TRY community;	X	
	Any of the incidents in the Behaviour Standards committed with a circumstance of aggravation		X
	Impeding the ability of any member of the TRY community to study or participate in any TRY activity;	X	
	Fraudulent representation of grades, results or awards for prior learning including through the unauthorised use of any TRY Learning name, seal or trademarks;		X
	Any act or omission by a student that attempts to circumvent or pervert TRY Learning's assessment process	X	
	Cheating in an Examination or test including speaking or communicating with other candidates, bringing unauthorised material into the examination room including a mechanical or electronic device, or consulting any person or materials outside the confines of the examination room without permission to do so, reading or attempting to read other students' answers, leaving examination or test answer papers exposed to other student's view;		X
	Plagiarism, including the purchase, in full or in part, of material capable of circumventing the requirements of the assessment;		X

	Collusion in the preparation of a response to a piece of assessment;		X
	Tampering with examination or assessment materials;		X
Legislative	Breaching any state or Commonwealth laws or any TRY Learning policies on privacy, Internet and computer use and copyright;		X
	Tampering with and/or making a fraudulent representation involving any medical certificate where the original certificate was tampered with, stolen or not issued in favour of the student;		X
	Any other type of fraudulent documentation provided to TRY Learning in order to favour the student;		X
Behavioural Academic & Legislative	Sexually harassing, discriminating against, and/or racially vilifying any member of the TRY community;		X
	Willful damage, wrongfully dealing with or interference with property of any member of the TRY community with a replacement or repair value of less than \$500;		X
	Any other types of misconduct as deemed by TRY Learning Management to be Serious Misconduct from time to time.		

Harassment, Victimization 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 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.

Consequences of misconduct

The consequences of misconduct will vary and be dependent upon a range of circumstances. Examples of the consequences of misconduct can include, but is not limited to:

Simple Misconduct

- Informal notice by a teacher, trainer, assessor or other staff member of the need to comply with the required standards of behavior;
- Re-assessment or re-submission of assessment activities;
- Formal meeting with TRY Learning Management to discuss the misconduct;
- Formal written warning;
- Request to the student to provide a show cause as to why they should be allowed to continue in the course;
- Suspension from the course from 1 to 7 days (depending on the misconduct)
 - A 24-hour suspension for circumstances that require an immediate cooling off period. In these circumstances a 24 hour suspension does not presume any individual is at fault, rather it is a strategy to prevent escalation of a situation or circumstance.
 - The following TRY Learning staff have the authority for a maximum 24 hour suspension: Manager-RTO or Acting Manager-RTO
 - Any suspension of more than 24 hours, or cancellation of course enrolment, can only be approved by the Manager-RTO.

Serious Misconduct

In addition to the above Misconduct processes the following may occur depending on the severity of the misconduct:

- Cancellation of enrolment;
- Banned from any future enrolment with TRY Learning and/or
- Legal action

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

Lodging a complaint due to misconduct

If you feel you are being bullied, sexually harassed or discriminated against you should seek help immediately. Do not ignore discrimination, bullying or sexual harassment thinking that it will go away – often discrimination will get worse and your silence may give the impression that these actions are acceptable. Refer to the Complaints and Appeals Policy and contact TRY Learning

All TRY Learning policies can be accessed through TRY Learnings' website

<https://trylearning.org.au/students/>

Equipment and property

Mobiles

Mobile phones must be switched to silent during class. Students are not to leave the training room to make phone calls during training sessions as this disrupts the learning of others. Phone calls can be made at any time during the scheduled break times, either in the break out area or in the courtyard. Please refrain from making phone calls in the classroom area.

Security cameras

Students are advised that TRY and its training rooms are monitored by security cameras at all times.

Training equipment

Students are to respect all equipment and property in the TRY buildings. Students will be responsible for any damage they cause.

Course Expectations and Requirements

The training and assessment offered by TRY Learning focuses on providing you with knowledge and skills required to performance standards 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 qualification. Each unit of competency is linked to specific skills and knowledge required in the

workplace. Some of our courses are delivered in clusters. This means groups of similar units packaged together that relate to each other to avoid repeating the same content at different stages of the course. You will receive training and assessment for all units in a cluster at the same time.

Our course outlines include details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have met the required competency requirements. Generally, our courses include:

- Classroom training
- Workplace component
- Homework and online learning.

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

Attendance and Homework requirements

To maximize the learning opportunity, it is recommended that you attend every session of the course. It is your responsibility to plan all dates well in advance, prior to commencement of the course e.g.: if holidays are planned. When this occurs, there is a better chance of being rescheduled into the next available class/intake date.

It is strongly recommended that students attend 100% of the course however a minimum of 80% attendance per unit or cluster is required before you can be assessed as competent including the successful completion of all your assessment tasks. If you miss a class, you may need to attend the same class at another time with a different group and trainer. You need to organise this with your trainer. It is your responsibility to organise the collection of the paperwork and information you missed with your trainer. You may be required to pay fee for the extra class. Please notify your trainer at least 24 hours prior to class if you are unable to attend for some reason. Medical certificate will be required for the absences made.

Student is expected to complete a certain amount of homework each week in order to finish learning and assessment tasks required for completion of their 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.

Lateness

Students are to arrive at least 15 minutes prior to the course commencement time. Students who arrive later than 30 minutes for a course from the commencement time of the course may be asked to reschedule and attend another session.

Students are expected to return to the class room at the time indicated by the trainer. This includes after every morning tea, lunch and afternoon tea break.

Class rolls

All students will be required to sign a class roll upon arrival and again at the conclusion of each session. If you neglect to sign in or sign out you may be deemed as not having attended. The trainer will also keep a record of student attendance on a separate training class roll. You must check the spelling of your legal names. If these are incorrect on the class roll, cross off the details and write in the correct details.

Assessment arrangements

At the beginning of each unit or cluster, your assessor will go through the assessment methods and assessment requirements for the unit/cluster with you in class.

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 assessment due dates or times when assessments will be conducted.
- Be provided with an opportunity to ask any questions in regards to the assessment methods and arrangements that you may 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. Should you choose to type your written assessments you will need to:

- Type the cluster name and units of competency on the header of each page of your work.
- Type your full name, student ID and page number on the footer of each page of your work.

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

NOTE: You must keep a copy of all tasks that you submit.

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 will have two (2) further attempts to complete the task and achieve a Satisfactory outcome. A timeframe for your resubmission will be advised with instructions on 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 undertake additional training and assessment for the unit/cluster. This may incur additional fee as identified in the Statement of Fees and Fee & Charges policy.

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.

Reasonable adjustment to assessment processes

Adjustments to assessment processes can be negotiated with learners who may face difficulty completing their course due to a disability (either permanent or temporary) and where these adjustments will not cause unjustifiable hardship to TRY Learning. Reasonable adjustment does not mean that course standards or outcomes will be changed - learners will still need to show competency in all required skills and knowledge.

Some examples of reasonable adjustment that may be provided include:

- extra time to complete assessments
- modification of an assessment task, e.g. oral rather than written and vice versa
- rescheduling of classes or assessment due dates
- assistance from a support person, e.g. a note taker or scribe
- course material in alternate formats, e.g. electronic.

Learners can inform TRY Learning of a disability at any time:

- on the enrolment form
- during the Pre-Training review
- at any stage during the course until completion, by speaking with their trainer or contacting any member of the Training Team on 03 8545 9536.

In all cases, Learning Support staff will discuss and consult with the learner on the nature of the need and any support to be provided.

Procedure

1. Learner informs TRY Learning of their disability (either permanent or temporary).
2. The Learning Support team is informed of the learner's disability.
3. The learner may be asked to provide evidence of the need, for example a medical certificate issued by a medical practitioner.
4. The Learning Support team discusses and consults with the learner to determine the type and level of any support or adjustment that TRY Learning is able to reasonably provide.
5. The outcome of the discussion with the learner is documented in an Individual Learning Plan and any agreed adjustments are implemented.

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 a work placement. However, TRY Learning provides guidance and support as needed.

Students are required to get a Practical Placement Agreement signed by an employer/host employer and return a copy to their trainer.

NOTE: A new Practical Placement Agreement needs to be filled, signed and provided to us in case you change your host employer.

These documents will be filed in individual student file.

Course Progress

TRY Learning systematically monitor students course progress and contact students who are not maintaining a satisfactory course progress to find out the reasons, so that training can be tailored according to individual needs, and support services be initiated for students, where needed.

The Training Plan provided to the student at the commencement of the training program is followed in conjunction with the class timetable. Should your training needs change, the Training Plan is altered to suit the individual's needs while in line with the training package requirements.

If you fail to submit assessment tasks for a unit/cluster, as per your training plan, you will need to inform your trainer about the reason and ask for an extension. If you do not provide the trainer a reason regarding your overdue assessment, the trainer will contact you to find out the reason and will provide support services, if required.

Where support has been provided and you still do not submit assessment tasks by the extended due date, this will be regarded as inappropriate conduct and TRY Learning may issue a withdrawal advice letter. In this case TRY Learning will finalise unit/cluster assessment outcome based on assessment evidence submitted, if any.

If you fail to submit required assessment tasks after two (2) weeks of assessment due date or extended due date; then TRY Learning will notify you in writing of its intention to withdraw your enrolment from unit/cluster.

You will have seven (7) working days from the date of notification (i.e. Letter, email or phone call) to appeal to TRY Learning, using TRY Learning Complaints and Appeals Form which is available on the website or from the TRY Learning Administration or relevant trainer.

You may appeal on the following grounds:

- TRY Learning has failed to record or calculate a student's marks satisfactorily.
- Compassionate or compelling circumstances.
- TRY Learning has not provided sufficient support to you in completing your unit of competency.
 - Where your appeal is successful, TRY Learning will not cancel your enrolment.
 - Where you have chosen not to access the complaints and appeals processes within the seven (7) working day period, withdraw from the process, or the process is completed and results in a decision-supporting TRY Learning, TRY Learning will cancel your enrolment.
 - TRY Learning will maintain your enrolment while the appeals process is ongoing.

Student plagiarism, cheating and collusion

Plagiarism occurs when an individual attempts to pass someone else's work off as their own i.e. Using someone's ideas, opinions, or theories in an assignment or essay, using pieces of information, such as graphs, statistics, drawings, that are not common knowledge.

Cheating occurs when an individual copies someone else's work – such as sharing or copying an assessment, test or assignment, or doing someone else's assessment, test or assignment.

Collusion occurs when more than one student contribute to a written assessment task that is submitted as the work of an individual student.

TRY Learning has a no tolerance policy for plagiarism, cheating and collusion. You are expected to act with integrity at all times and only submit work that is your 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. The consequences of this misconduct can include, but are not limited to:

- Informal notice by a facilitator, or other staff member of the need to comply with the required standards of behavior;
- Re-assessment or re-submission of assessment activities;
- Formal meeting with TRY Learning Management to discuss the misconduct;
- Formal written warning;
- Suspension from the course for a period of up to 7 days (Serious Misconduct).
- Request to the student to provide a show cause as to why they should be allowed to continue in the course;
- If a second episode of plagiarism occurs after an initial warning, cancellation of course enrolment will ensue.

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 numeracy.

The enrolment form and pre-training review/interview you complete will help us identify any support you need depending on the course you are enrolling in. You are required to complete an online LLN 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 discuss with 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 two (2) clusters your trainer will discuss one on one with you a support need plan and a reassessment plan.
- You will be given the opportunity to subscribe your names on the relief staff list of TRY Children's Services
- Trainers will support you in creating and/or updating their resumes
- Trainers may be reference for your 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

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

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

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

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 are provided with AQTF Learner Engagement 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 surveys may be sent to you from our office. We also welcome feedback from you at any time by email and phone.

Fees and Refunds

Prior to enrolment, TRY Learning will provide all students with a Statement of Fees, which itemises all fees and materials required for the course.

The current Statement of Fees for all TRY Learning qualifications and courses is available from:

- TRY Learning website; and
- TRY Learning Administration Staff.

Course fees and charges can be different depending on the course of study, and the level and type of funding available. Funding can change from one period to another; therefore fees and charges will also be subject to change. This means that a fee quoted to students at the time of enrolment may differ from that in the relevant marketing material.

This is why all marketing materials will include the following caveat: 'The student tuition fees as published are subject to change given individual circumstances at enrolment'.

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.

Cost for additional tutorials

TRY Learning provides our students with free learning support through our Learning Support Services. In some cases however, students may require additional technical support and additional tutorials directly from our trainers and assessors. Upon such request, TRY Learning will contact the relevant trainer for their availability and inform the student of the time and date for the tutorials.

These tutorials will also run according to demand and will be free of charge for the first (1) hour, but any subsequent hour will carry a charge of \$200 per hour.

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
- Where a student misses a class without any genuine reason (medical condition – medical certificate required) and is required to attend additional classes, they may be required to pay fees for additional classes.
- TRY Learning cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all outstanding fees has been paid.
- Course fees do not include required text books and learning materials.
- Enrolment and administration fee includes 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 \$50 per request.

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.

Refunds

- 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 found in the Statement of Fees provided on or before enrolment.

Re-assessment All course fees include up to three (3) attempts to demonstrate that competency has been achieved per course unit. If after the third attempt,	\$150
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additional training and/or assessment is required, an additional cost per attempt will be incurred.	
Re-issuing of testamur and statements of results 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.	\$50
RPL Application Fee	\$250
Charge per unit of competency assessed through RPL	\$200
Text book replacements – if required	\$100
Additional classes fee (per class)	\$200

Complaints and Appeals

Students may raise any matters of concern relating to training delivery and assessment, the quality of learning, student’s amenities, discrimination, sexual harassment and other issues that may arise.

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 to review a decision made by TRY Learning. Decisions may have been about:

- course admissions
- refund assessments
- response to a complaint
- assessment outcomes / results
- other general decisions made by TRY Learning

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 285 – 289 Abbots Road, Dandenong South 3175 attention to the Manager - RTO
- 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.
- The independent party recommended by TRY Learning is Commercial Arbitration and Mediation Centre who have a cost of \$950 per matter; however complainants and appellants are able to use their own external party at their own cost.
- 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 - RTO 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 Training 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: NTCH@education.gov.au

For more information about the National Complaints Hotline, refer to the following webpage:<https://www.education.gov.au/frequently-asked-questions-12>

- 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:

<https://www.asqa.gov.au/complaints>

- Department of Education and Training

Complaints relating to government funded training under the Skills First Funding Contract can be made to the Department of Education and Training. The Department is principally concerned with complaints regarding RTO's misconduct including unethical and fraudulent practices. If a party wishes to make a complaint to the Department, they can do so by:

- Downloading the Department's complaint form, available at <http://www.education.vic.gov.au/about/contact/Pages/compliancecomplain.aspx>; and
- Returning the completed form to the following email address vtg.feedback@edumail.vic.gov.au; or

Alternatively, the party can post the completed complaint form to:

Deputy Secretary, Higher Education and Skills Group

c/- Executive Director, Training Market Operations

GPO Box 4367

Melbourne, Victoria 3001

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.

A copy of the Complaints and Appeals Policy & Procedure is available on TRY Learning website:

<https://trylearning.org.au/students/>

Issuing of Certification Documents

Students completing assessment requirements for a nationally accredited course/s will receive the following AQF certification documentation:

- A complete qualification Testamur corresponding to the completed course will be awarded. The Testamur will be supplemented with a Record of Results which will list the units of competency, the results attained for each and their completion date.
- Students who complete part of an accredited qualification will be awarded a Statement of Attainment indicating the units of competency they have completed successfully.

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 has been paid, except where TRY Learning is not permitted to do so by law.

TRY Learning will not issue AQF certification documentation to a student without being in receipt of a verified Unique Student Identifier (USI) unless an exemption applies under the Student Identifier Act 2014.

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 training@try.org.au using the Student Records Request Form outlining which records you wish to access. There may be charges associated with this request.

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.

Learner Rights

TRY learning provides students with the following information to assist them to better understand their rights, role and responsibilities whilst undertaking a training program with TRY Learning if:

- TRY Learning enters into an arrangement with another organisation to conduct training and assessment services on its behalf. The contact details of the other provider is shared with the students if such an arrangement is established.
- TRY Learning ceases its operations and is unable to carry out its contractual obligations to the student.



How is TRY Learning going to assist you?

If TRY Learning (RTO) is closing, it will assist you during the closure process.

TRY Learning will:

- ensure that before they are no longer registered, you have either completed your course or transferred to a new training provider
- source an alternative provider for you to consider transferring to if you are enrolled at the time of closure and want to continue your training
- issue you with an Australian Qualifications Framework (AQF) testimonial and record of results if you have completed the requirements of a qualification
- issue you with a statement of attainment if you have not completed the requirements of a qualification but have completed one or more units of competency, and return all unmarked assessments.

Notifying 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 sending an email to training@try.org.au.