



TRAINING

at **KEY** Employment

RTO Code: 91639

Learner Handbook

61 West High Street
Coffs Harbour
(02) 8376 6830
keyemployment.com.au/training-key/

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**Congratulations on your decision to continue
your journey in education with
Training at Key Employment!**

We would like to welcome you to Training at Key Employment and provide information that will help you obtain the most out of your studies with us. This handbook will explain how we operate and what to expect during your training pathway with us. It is important you take the time to read the following information.

This Learner Handbook is divided into four sections as follows:

- 1. Introduction**
- 2. Rights and Responsibilities**
- 3. Terms and Conditions**
- 4. Learner Information**

1. Introduction

Welcome

Congratulations and welcome to Training at Key Employment - TaKE

My name is Renee Chetty and as the Training Manager of TaKE I would like to extend a very warm welcome to you.

Every year many hundreds of Learners study through TaKE, they choose us for a diverse range of reasons including the style and methods we utilise suiting their needs. Whatever your reasons for choosing TaKE we aim to exceed your expectations.

This handbook contains important information you must know to assist you in your learning pathway with TaKE.

TaKE strives to serve the best interests of its Learners, the community and industry in general by ensuring its courses and delivery options are regularly reviewed and in line with current Learner and wider industry needs and expectations.

TaKE offers a team of highly qualified, industry experienced Employees.

If you are unsure of anything please do not hesitate to contact one of our friendly customer service team or Trainers on 02 8376 6830.

I trust your time with TaKE will be everything you hoped for and I wish you every success for your future pathways.

Be sure to contact us at any time. Helping you is what keeps us in business.



Renee Chetty

Training Manager



Training at Key Employment (TaKE)

Contact Details

Training at Key Employment (RTO: 91639)

- **Phone:** 02 8376 6834
- **Fax:** 02 8376 6854
- **Web:** www.keyemployment.com.au

Enrolments

Email: training@keyemployment.com.au

Assessment

Email: training@keyemployment.com.au

Postal Address: PO Box 544 COFFS HARBOUR NSW 2450

RPL

Email: training@keyemployment.com.au

About Training at Key Employment - TaKE

Training at Key Employment - TaKE is an Australian Company registered with ASIC and an NVR Registered Training Organisation (RTO) providing training and assessment for nationally recognised qualifications. We are quality assured under the Australian Skills Quality Authority and our provider number is 91639. The details of our registration and the courses and qualifications we are registered to deliver can be found at www.training.gov.au

TaKE was first registered as an RTO in February 2010 and commenced operations in Gordon Street, Coffs Harbour. Since then TaKE has become one of Mid North Coast's leading providers in the areas of Training and Assessment, Business Training, Retail and Employment Services Training.

TaKE's approach has always been Learner focused with an attitude of making learning as user-friendly and practical as possible.

TaKE provides training and assessment in the following **Accredited Courses** within the Australian Qualification Framework (AQF):

- BSB20115 Certificate II in Business
- BSB30415 Certificate III in Business Administration
- BSB42015 Certificate IV in Leadership and Management
- SIR30216 Certificate II in Retail Services
- SIR30216 Certificate III in Retail
- CHC33015 Certificate III in Individual Support (Disability)
- SIT30616 Certificate III in Hospitality
- CHC41115 Certificate IV in Employment Service
- SITHFAB002 Provide responsible service of alcohol
- SITHGAM001 Provide responsible gaming service
- HLTAID003 Provide first aid
- SITXFSA001 Use hygienic practices for food safety - Safe Food Handling
- SITXFSA001 Use hygienic practices for food safety &
SITXFSA002 Participate in safe food handling practices - Food Safety Supervisor
- Typing Test Australian Standard 2708/2001

TaKE also provides training in **Non- Accredited Courses:**

- Barista Training
- Art Therapy
- Meditation for Anxiety & Stress Management
- Mental Health First Aid

TaKE:

- Adheres to the Australian Quality Training Framework standards for RTOs
- Employs Trainers and Assessors who possess as a minimum the TAE40110 Certificate IV in Training and Assessment, including current LLN and design units.

TaKE prides itself on its personalised customer service and the relationships it has built with clients and Learners. TaKE continually develops new ways to assist and support Learners whilst still maintaining compliance and quality. Some examples of this include:

- User friendly learning and assessment materials
- Literacy and numeracy support
- Flexible delivery

TaKE Trainers

Our Trainers and Assessors hold relevant Nationally Recognised Qualifications. Continual Professional Development is maintained to ensure they are up to date with industry practices and initiatives. Training and assessment is delivered by our Trainers and Assessors who:

- Hold the relevant vocational competencies for all of the courses they deliver or assess
- Hold a current CIV in Training & Assessment
- Have the current industry skills directly related to the training/assessment being delivered
- Continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and Trainer/Assessor competence.

About VET

Vocational Education and Training (VET) enables Learners to gain qualifications for all types of employment, with specific skills to help them in the workplace.

The providers of VET include Technical and Further Education (TAFE) institutes, Adult and Community Education providers and Agricultural Colleges, as well as private providers, community organisations, Industry Skill centres and commercial and enterprise training providers. In addition, some universities and schools provide VET.

Vocational Education and Training is facilitated via the network of state and territory governments working with the Australian Government. Government's partner with industry, the public and private training providers, thus they all work seamlessly to provide nationally consistent training across all jurisdictions in Australia.

The VET sector is crucial to the Australian economy, both for the development of the national workforce and as a major export industry.

Legislations and Standards

Take is an Equal Opportunity Organisation engaged in the provision of Nationally Recognised Training (NRT) as an RTO registered under the National VET Regulator, Australian Skills Quality Authority (ASQA). Training at Key Employment policy dictates a strict adherence to relevant State and Federal Legislation relating to safety, industrial relations and access and equity.

All Nationally Recognised Training courses/qualifications will be delivered in line with the standards set by the Australian Skills Quality Authority and relevant Federal, State, and Territory authorities. All Training at Key Employment Employees are expected to promote and embrace Training at Key Employment's standards, policies and procedures. At Training at Key Employment we meet the relevant Commonwealth and State legislation requirements as well as the RTO standards.

Legislations

The relevant legislation and standards include:

- National Vocational Education and Training Regulator Act 2015
- Learner Identifiers Act 2014
- *The Privacy and Personal Information Protection Act 1998*;
- Australian Privacy Principles (APP) – Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Freedom of Information Act 1982
- Copyright Act 2015
- Racial Discrimination Act 1975
- Disability Discrimination Act 1992
- Human Rights and Equal Opportunity Commission Act 1986
- Anti-Discrimination Act 1992
- Work Health Safety Act 2012
- Work Health Safety Regulation 2017

State based VET Legislation includes Vocational Education and Training (Commonwealth Powers) Act 2010 (NSW)

You may view and download these Acts at the Australasian Legal Information Institute www.austlii.edu.au/ website which provides free online access to Australian Government, State and Territory case law and legislation.

Standards

AQF Framework: <https://www.aqf.edu.au/>

VET Quality Framework <http://www.asqa.gov.au/about-asqa/national-vet-regulation/vet-qualityframework.html>

Standards for RTO's 2015

Data Provision Requirements 2012

Note: Amendment Bills may have been passed since this has been published.

Enrolment with Training at Key Employment - TaKE

To enrol in one of TaKE's courses, complete an Enrolment Form and forward to our training team at training@keyemployment.com.au or contact training consultants to discuss your training and enrolment needs on 02 8376 6830

Note: If you have not been contacted within 3 working days of sending your Enrolment Form (by Fax or email) by a TaKE Customer Service Representative then it is likely we have not received your enrolment. In this instance please call our office and ask to speak to one of our Customer Service team members and they will ask you to re-send it to their personal email address.

For Fee for Service and Key Employment Clients

Our process is:

1. You will receive a telephone call within 2 days of receiving your enrolment and confirm details, including commencement date. If phone unanswered, we will leave a message.
2. If you are attending a Face to Face course, you will receive a reminder call a day prior to start date.

Accredited courses only: All Learners complete the LLN indicator, Induction Checklist and Classroom Behaviours forms on their 1st day of class.

2. Rights and Responsibilities

The following information details the expectations in relation to Learner conduct whilst engaged as a Learner of TaKE.

Contractual Agreements

When a Learner enrolls with TaKE by completing the Enrolment Form they are agreeing to the rights and responsibilities required to be observed as a Learner at TaKE.

The rights of TaKE Learners are detailed below and are also contained in relevant TaKE policies.

TaKE is committed to providing quality training and assessment as outlined in its publicly available information. In return TaKE requires the Learner to agree to undertake their study in line with the course requirements and TaKE's code of conduct which is outlined below.

Important: Before you complete and sign the Enrolment Form, please be sure that you have read the Terms and Conditions of this Learner Handbook and understand the content. If you do not understand anything, it is your responsibility to ask. By completing and submitting the Enrolment Form, you are acknowledging that you have read the TaKE Terms and Conditions outlined in this Learner Handbook including your responsibilities and will abide by the information contained within them.

When a Learner accepts a place offered by TaKE and the fees are paid, it means a binding contract is created between the Learner and TaKE regardless of whether it was a third party paying for the course fees (e.g. employer, partner etc.). Notification of cancellation/withdrawal from Unit/s of Competency or Qualifications must be made in writing to TaKE. Fee Structure and Payment Schedule are detailed further below for more details regarding TaKE's cancellation policy.

Read the following section carefully to ensure you are familiar with your role and responsibilities as a Learner.

Learner Responsibilities

TaKE Learners have the following responsibilities:

- To become familiar with relevant TaKE Policies and the TaKE Learner Handbook and comply with any Learner requirements contained therein including relevant legislated requirements;
- To respect the working environment of others at TaKE and to follow related Policies and Procedures;
- To conduct themselves in a responsible, polite and safe manner and refrain from abuse towards TaKE Employees or other Learners;
- To follow all reasonable instructions provided by the TaKE Employees;
- To respect the right of TaKE to express the opinions of their Trainer/Assessor;
- To conduct themselves in a courteous, polite and ethical manner and in a manner which demonstrates tolerance and respect for others and supports the principles of equal opportunity, anti-discrimination and workplace health safety and environment;
- To undertake their studies to the best of their abilities;
- To meet deadlines for work to be submitted;
- To submit authentic documentation (NOTE: where the authenticity of the evidence submitted is in question TaKE reserves the right to conduct further investigation by way of interview and other appropriate means as required);
- To submit work without plagiarising or cheating;
- To consult with TaKE in a timely manner if problems/issues arise;
- To accept joint responsibility for their own learning;
- To provide feedback to TaKE on its courses and services;
- Undertake all study in the manner and formats required and in the specified course timeframes;
- To adhere to TaKE's code of practice;
- To meet the required dress standard which in most cases is smart casual;
- To be aware of and promote safety for themselves and others;
- To be responsible for the security of their own possessions;
- To seek approval from authorised TaKE Employees for the use of TaKE IT equipment, assets, stationery, etc...;
- To observe any no-smoking restrictions;

- To encourage equal opportunity;
- To promote an effective learning environment through good personal behaviour;
- To notify TaKE if they are unable to attend classes or appointments;
- To be punctual for classes and appointments;
- To respect the rights of others; and
- To cooperate with TaKE with requests for further evidence including reasonable adjustments made to assessment process, confirmation of authenticity of documentation submitted for assessment and overall confirmation of competency.

Plagiarism and Cheating

Vocational Education and Training allows for 'copy and paste'. However, Learner responses to assessment activities must demonstrate application of the information obtained by way of copy and paste from other sources relevant to the workplace, experience and training environment context. As such responses should not simply be a direct copy and paste response from another source.

Best practice dictates Learners should acknowledge the sources of information. However formal methods of referencing are not required.

Plagiarism is a form of cheating and is a serious offence which may result in a penalty such as a Learner's assessment being declared 'Not Satisfactory' in an individual task and or 'Not Yet Competent' for a Unit of Competency and/or their exclusion from a course.

Plagiarism occurs when a Learner claims ownership for written words/data, ideas or inventions which are not their own. Examples of plagiarism that are not acceptable are:

- Submitting assessments substantially similar to, or copied from another Learner;
- Submitting assessments that use the exact words of another without using quotation marks and citing the original source; or
- Presenting any work of another individual or group as one's own work.

Cheating means seeking to obtain an unfair advantage during the conduct of an assessment activity, whether this is in the form of written assessments or practical work required to be submitted or completed by a Learner for assessment.

If there are no substantial factors to indicate that plagiarism was accidental or unintentional, plagiarism will be treated as cheating. A TaKE Assessor who has reasonable grounds to believe that cheating has occurred will cease the assessment process and report the matter to the TaKE Manager.

The TaKE Manager will discuss the matter with the TaKE Assessor and agree on the actions required.

In most cases the TaKE Assessor will request the Learner to revise and resubmit their assessments.

Where a Learner's work has been assessed as requiring resubmission for cheating, the TaKE Assessor must advise the Learner concerned in writing, of the reasons for the decision and advise the Learner that they may appeal this decision in writing to the TaKE Manager within ten (10) working days by completing the Complaints and Appeals Form.

Upon receipt of a written Learner appeal, the TaKE Manager will assign an independent TaKE Assessor to consider the appeal. The independent TaKE Assessor will provide written advice regarding the outcome of the appeal to the Learner, the original TaKE Assessor, and the TaKE Manager.

In cases where the TaKE Manager deems necessary, on initial discussion with the TaKE Assessor, the matter may be dealt with by the TaKE Manager who will conduct an investigation into the matter and decide on the most appropriate form of action and or discipline as required and will inform the Learner of this in writing. If the Learner appeals the decision made by the TaKE Manager they must do so in writing within ten (10) working days by completing the Complaints and Appeals Form.

A Learner found copying the work of another in practical assessments, will also be considered as cheating. At the time of such an incident, the TaKE Assessor will advise the Learner of their misconduct and that the assessment will need to be resubmitted. The Assessor will report the incident to the TaKE Manager. The TaKE Assessor will confirm the incident in writing to the Learner concerned and advise the

Learner they may appeal this decision in writing to the TaKE Manager within ten (10) working days by completing the Complaints and Appeals Form.

Learners may be disciplined as a result of cheating/plagiarising. Refer to Disciplinary Procedures below.

Important: Where a Qualification or Statement of Attainment has been attained through means including plagiarism, submission of fraudulent documentation or any other non-authentic manner TaKE has the right to revoke all relevant certification documentation.

Learner Discipline

The objective of Learner discipline is to:

- Maintain proper standards of Learner behaviour;
- Protect the reputation and operations of TaKE;
- Protect the public, including visitors.

However, where appropriate, the emphasis will be on corrective action rather than discipline, which may include options such as counselling.

Where disciplinary action is considered appropriate, it should be taken without delay as it is in the best interests of all parties concerned to have the matter resolved as soon as possible.

To ensure fairness and consistency in disciplinary matters, the following action is to be taken:

- A Learner against whom a disciplinary matter has been raised should be informed as comprehensively as possible, of the allegation made against them;
- Wherever possible, the Learner should have an opportunity to put forward their case;
- All relevant parties should be heard and all relevant submissions considered;
- The person who raises the disciplinary matter should not conduct the inquiry into the matter;
- The decision maker must act fairly and without bias.

- Furthermore, each case must be treated on its merits and the form of action taken should be tailored to the individual case. Even-handed treatment does not necessarily mean identical treatment. The same charge against two Learners will not necessarily lead to the same penalty. The circumstances of the two incidents may be different. For these reasons, it is neither possible nor desirable to establish a standard penalty for a particular offence.
- In deciding what action is necessary, the decision maker should take care to weigh all the relevant considerations and not be influenced by irrelevant factors.

Disciplinary action may be taken when a Learner:

- Breaches the responsibilities of TaKE Learners including plagiarism and cheating;
- Engages in any misconduct;
- Consumes or uses alcohol;
- Consumes or uses illegal drugs, or misuses legal drugs;
- Intentionally disobeys, or intentionally disregards, any reasonable instruction by the TaKE Employees, or another person in authority to make or give such an instruction;
- Is negligent, careless or obstructive in their behaviour;
- Is disrespectful to the TaKE Employees or the learning environment;
- Engages in any disgraceful, improper or illegal conduct which may bring TaKE into disrepute.

In cases of serious breaches, the Learner may be excluded from their course and TaKE's premises immediately. Any illegal conduct of a Learner will be reported to the relevant authority.

All disciplinary matters will be documented and reported to TaKE Manager.

Note: TaKE Employees will not accept abuse, raised voices, threats, or aggressive behaviour from Learners and should this occur, TaKE Employees will inform the Learner in writing, that the matter is being referred to the CEO. Where a Learner's behaviour is in breach of TaKE's code of conduct, the Learner's enrolment with TaKE may be terminated without refund.

TaKE Responsibility

TaKE will uphold its obligation to Learners to:

- Deliver training and assessment as specified in the information provided to Learners prior to commencement;
- Provide all services within the timeframes agreed to prior to Learner commencement;
- Operate within the TaKE Terms and Conditions;
- Deal with all Learners fairly and ethically, recognising particular needs and circumstances including:
 - beliefs, ethnic background, cultural and religious practices;
 - Provide opportunity for feedback on services provided;
 - Provide access to Learners own records on request;
 - Receive a copy of and have access to our complaints process;
 - Receive appropriate AQF certification documentation within prescribed timeframe;
 - A safe learning environment free from danger, abuse or harassment;
 - Treat all Learners with respect and dignity.

Where changes to agreed services arise TaKE will ensure it provides notification to Learners as soon as practicable including in relation to any new third party arrangements, change in ownership or changes to existing third party agreements.

In the event that TaKE is no longer able to provide the training and assessment services as initially agreed, then TaKE will arrange for the training and assessment to be completed through another RTO. This will be facilitated through transition agreements in place with other RTOs. This will be undertaken via the following steps:

- Step 1: TaKE will inform the Learner that delivery of the course cannot be continued and provide details as to why;
- Step 2: TaKE will inform the Learner of the details of the alternate course delivery;
- Step 3: TaKE will organise the transfer to the new provider;

- Step 4: TaKE will document the process and provide details to the registering authority.

Reasonable Adjustment and Access & Equity

TaKE will engage Learners and industry groups to establish and identify needs through regular interaction, feedback, and other forms of communication. TaKE courses are open to all participants regardless of sex, race or any other discriminatory element.

Flexible delivery and assessment

TaKE will adjust its delivery to meet Learner needs where practicable and reasonable, commercially sound, and in line with TaKE organisational values and requirements.

TaKE will ensure its training, assessment, and support services are flexible and where reasonable and practical will allow some adjustment to meet Learner needs. Any adjustment must meet relevant unit requirements and TaKE organisational and commercial values, and be commercially sound.

TaKE, where required, will adjust learning and assessment processes and strategies to suit Learner and employer needs as long as all relevant benchmarks are achieved. For example, a greater emphasis may be placed on verbal questioning and observation, with a reduction in the normal level of written assessment. For a Learner who is unable to attend class they may choose to complete the balance of the face-to-face component at a later date.

Trainers and assessors will address access and equity issues as a nominated part of their duties and refer matters to management as required.

Language, Literacy and Numeracy (LLN) Assistance

TaKE is committed to supporting Learners with English language, literacy and numeracy (LLN) needs within the scope of TaKE expertise.

Learners with individual needs or requirements for LLN support services are encouraged to advise TaKE upon enrolment.

If during the enrolment process an LLN concern is advised on the Enrolment Form by the Learner or independently identified through a TaKE team member, the Learner will be referred to the Manager who will consult with the Learner.

Early identification and consultation will allow TaKE to clarify;

- the level of the Learner's capability in line with the required level of learning
- the appropriate support required
- ability to provide suitable support
- a plan of action

An LLN indicator test (completed by all Learners at the beginning of each accredited course) will assist in clarifying the above. Where potential LLN issues are identified modification of training and assessment methods may apply, including extensions to accommodate needs and assistance with assessment by TaKE assessors. The pathway to be taken will be developed case by case by a member of the Training team in conjunction with the Training Package Rules.

Learners, who experience any LLN difficulty during class, are advised to immediately speak to their trainer. Upon advising TaKE the steps outlined above will be taken to clarify the individual's situation.

TaKE are not specialist in the areas of language, literacy and numeracy and as such can only offer limited support in this area. In these instances, TaKE reserves the right not to process a Learner's enrolment if unable to provide the required support for a Learner, this will be managed by the Training Manager.

TaKE recognises that not all people are able to read, write and perform calculations to the same standards.

TaKE will endeavour to assist where it can to accommodate Learners who have difficulties with language, literacy or numeracy. In the event that a Learner's needs exceed TaKE skill level, it will provide information to the Learner on alternative learning options.

Disability

Learners with individual needs or requirements for disability support services are encouraged to advise TaKE upon enrolment.

Learners with disabilities are encouraged to discuss with TaKE any 'reasonable adjustments' to the training and assessment which may be required due to the disability. TaKE will ensure, there is no corruption to the relevant Training Package Rules.

Careful consideration will be given to each individual situation, and where reasonably practicable, adjustments will be made case by case, by a member of the Training team. In the event of this occurring the Training team will make a note in the Learner file and advise the relevant trainer and assessor by email.

There may however be circumstances where it will not be reasonable or practical for TaKE to accommodate an individual's specific situation.

In the event TaKE is unable to provide the appropriate support required, TaKE will suggest the Learners alternative learning options.

Participant Support, Welfare and Guidance

TaKE will assist all participants in their efforts to complete the course.

In the event that a Learner is experiencing any difficulties with their studies it is recommended that the Learner contact their trainer and the Training Manager via email.

TaKE will ensure that its trainers and assessors are made available to ensure the Learner achieves the required level of competency in the qualification, Monday – Friday 9am – 5pm.

If TaKE determines it is unable to provide the level of support the Learner requires it will provide suggestions of appropriate external agencies, this will be managed by the Training Manager in consultation with the Learner's Key consultant.

3. Terms and Conditions

TaKE is committed to delivering fair, reasonable, ethical and transparent dealings in all of its undertakings including:

- Client information;
- Confidentiality;
- Complaints and appeals;
- Fee structure;
- Guarantee;
- Corporate policy;
- Training standards;
- Marketing;
- Access and equity;
- WHS / OHS.

Enrolment into a Qualification or course with TaKE is subject to the terms, conditions and policies outlined in this Learner Handbook as detailed below.

Nature of Guarantee

TaKE is dedicated to ensure that once Learners have started studying their chosen qualification or course, they will be committed to providing the highest quality of training and assessment as outlined to the Learner.

This Nature of Guarantee applies if TaKE becomes insolvent, has a course removed from scope by the regulator, or is otherwise legitimately unable to complete delivery of a course.

Should the above occur and TaKE is no longer able to provide the training and assessment services as initially agreed, then TaKE will arrange for agreed training and assessment to be completed through another RTO (No Fees will be incurred). Prior to the transfer Learners will be formally notified of the arrangements including any refund of fees that may be applicable.

Contract Arrangements

Before you complete and sign the TaKE Enrolment Form, please be sure that you have read these Terms and Conditions along with the TaKE Learner Handbook and understand the content. If you do not understand anything, it is your responsibility to ask. By completing and submitting the TaKE Enrolment Form, you are acknowledging that you have read the TaKE Terms and Conditions and TaKE Learner Handbook and will abide by the information contained within them.

When a Learner accepts a place offered by TaKE and the fees are paid, it means a binding contract is created between the Learner and TaKE, regardless of whether it was a third party paying for the course fees (e.g. employer, partner etc.).

Notification of cancellation/withdrawal from Unit/s of Competency or Qualifications must be made in writing to TaKE. See Fee Structure and Payment Schedule below for more details regarding TaKE's cancellation policy.

Conditions of Enrolment

TaKE agrees to provide access to available enrolment positions for all persons who have the relevant skills, experience and ability to satisfactorily meet enrolment requirements for behaviour, safety, course/qualification pre-requisites, payment of fees, and the observance of TaKE policies.

TaKE may seek to terminate the enrolment of a Learner if they:

- Are abusive, aggressive, or insulting towards TaKE Employees or other Learners;
- Do not comply with the confidentiality rights of other persons;
- Commit an offence under the law while in the training environment or at a workplace, breach safe work practice, or otherwise act in a manner detrimental to the wellbeing of TaKE, other Learners or persons, or themselves;
- Have provided false or misleading information;
- Have performed acts of plagiarism;
- Have not accurately or honestly disclosed all information relevant to their enrolment and participation in the training with TaKE, including relevant matters relating to health, work history, skills and experience, criminal conviction (where appropriate) etc.;
- Fail to attend training sessions to a minimum level set for competence;

- Fail or refuse to undertake assessment activities as required by TaKE's delivery requirements;
- Do not comply with proper safety procedures including the wearing of appropriate clothing and PPE for a given workplace when training occurs in an on the job or simulated workplace situation.

Note: TaKE Employees will not accept abuse, raised voices, threats, or aggressive behaviour from Learners and should this occur TaKE Employees will inform the Learner in writing that the matter is being referred to the Manager. Where a Learner's behaviour is in breach of TaKE's code of conduct, the Learner's enrolment with TaKE may be terminated. Where a Learner's enrolment is terminated due to a breach of the code of conduct, there will be no refund.

Important: Where a Qualification or Statement of Attainment has been attained through means including plagiarism, submission of fraudulent documentation or any other non-authentic manner TaKE has the right to revoke all relevant certification documentation.

Disciplinary Procedures

Where Learners are in breach of TaKE policy, State or Territory legislation, are disruptive, rude, unsafe, or fail to meet acceptable standards of good behaviour, TaKE may take steps to address the situation. Depending on the nature and severity of the problem, TaKE may choose to resolve the issue by mediation which will be recorded on the Learner files and written copies and outcomes will be supplied to the Learner. Where the issue is more serious or is unable to be resolved amicably, TaKE may seek to apply sanctions, suspension, or expulsion to the Learner or, where relevant, refer the matter to more appropriate authorities or authorised bodies. All such action will be recorded with written outcomes supplied to the Learner(s) involved.

Fee Structure

All fees will be competitive when compared to others in the marketplace, and may be varied or discounted at the discretion of TaKE to secure corporate contracts or to comply with the requirements of Commonwealth or State/territory Government contracts.

In programs funded by Government Authorities, client charges will be determined by the terms of the Government Contract.

The cost of a course is dependent upon delivery and assessment methods.

Qualifications will not be issued until payment has been made in full.

Fees paid in advanced

TaKE will ensure that fees paid in advance of course delivery shall be protected and may not be drawn upon until such time as delivery has commenced.

Payment schedule: Fees for courses costing over \$1,000

Registered Training Organisations (RTOs) are required to adhere to a strict regimen that specifies how they can collect Learner fees. These prescribed conditions determine the amounts and frequencies of payment.

The approved option TaKE has agreed to undertake is:

- Stage 1 - Enrolment and commencement Learner pays \$1,000
- Stage 2 – First week of the course Learner pays the balance of fees due

(For self-paced Learners, final payment for any fees over \$1,000 is due either when the theory workbooks are completed for full Qualifications, or half way through the course for unit by unit delivery).

TaKE endorses this fee payment system as it protects the Learner from the possible loss of fees and will encourage sound financial management from RTOs.

Refunds, Withdrawals and Extensions

TaKE has a strict refund and withdrawal policy. Learners are advised by TaKE to give careful consideration to their course enrolment decision. In this regard, the TaKE regrets that it cannot accept responsibility for changes in Learners' personal circumstances, work commitments and/or personal preferences.

Take reserves the right to offer a refund or proportional refund in circumstances it believes are warranted.

Important: Take does not place courses on hold/freeze under any circumstances. Refer to details below regarding extension provisions should your enrolment require further time.

Request to Cancel / Withdraw

Learner's withdrawing from the training course, will receive refund of 90% of full fees, if notice of cancellation is received more than 5 working days' prior to course commencement. 10% of full fees will be retained as administration charges

No refunds will be made for cancellations less than 5 working days' prior to course commencement.

If no withdrawal or cancellation notice is received and the student does not attend the course. Full fee will be charged with no refund applied.

If Training at Key Employment cancels a training course prior to commencement, full refund will be provided to the student without penalty.

If a commenced course is discontinued or a student withdraws, the student may qualify for refund or fee credit to an alternate course, proportionate to the period of time not completed on that training course.

Extenuating Circumstances

Individual cases of extenuating circumstances will be considered on a case by case basis.

Extenuating circumstances may include but not be limited to:

1. Sickness or death in an immediate family;
2. Individual medical circumstance.

Note: A medical certificate or other equivalent documentation must be provided as evidence.

Take reserves the right to offer a refund or proportional refund in circumstances determined as warranted

Course Cancellation (initiated by TaKE)

Where TaKE is forced to cancel a course, Learners will be entitled to transfer to another TaKE course.

Exceeding Enrolment Timeframe

For all TaKE courses inclusive of Directed Self-Paced and Full Time courses Learners are provided with the following timeframes for completion from the date of enrolment:

| Course Level | Enrolment Timeframe |
|-----------------|---------------------|
| Certificate II | 39 weeks |
| Certificate III | 39 weeks |
| Certificate IV | 12 Months |

Extension Requests

As detailed above all TaKE courses inclusive of Directed Self-Paced and Full Time courses Learners are allocated a set enrolment timeframe.

If a Learner is having difficulty meeting this deadline, TaKE may grant extensions under certain circumstances.

All requests for extensions must be made in writing and returned to TaKE for approval and processing.

Note: It is the Learner's responsibility to meet their individual course completion deadline and/or make appropriate arrangements.

TaKE reserves the right to cancel an enrolment without notice (withdraw the Learner),

- if after the extension period has expired, a Learner still has not completed and achieved their Qualification.
- if after the enrolment timeframe has expired a Learner has not completed and achieved their Qualification

If the qualification has partially successfully been completed, a Statement of Attainment will be issued for those units completed the Learner has been deemed competent.

Voluntary Withdrawal

Learners electing to withdraw themselves from any TaKE course are required to do so in writing.

TaKE Service Fees

The following fees apply for services provided by TaKE:

| Fee | Cost |
|-------------------------------------|-----------------------|
| Credit Transfers | \$0 per unit |
| RPL (Recognition of Prior Learning) | \$90 - \$100 per unit |
| One on one Tutorial Fee | \$0 per unit |

Eligibility

Individual TaKE courses may possess pre-requisite requirements in order to directly enter into a course. Information pertaining to individual courses and relevant pre-requisites are detailed in the individual course flyer.

Participants under the age of 18 can participate in a course where express and written permission from a parent or guardian is supplied and is accepted by the appropriate TaKE Employee.

Computer Literacy

TaKE courses require a basic level of computer literacy. Learners will need to have access to a computer with a word-processor (e.g. Microsoft Word) and access to email and the internet. Learners will need to have a basic proficiency in:

- Copy and Paste;
- Accessing information stored on websites and from a USB;
- Saving, storing and email documents;
- Researching;
- Working with multiple documents;
- Sending and receiving emails with attachments;
- Understanding and application of Microsoft Word and PowerPoint;
- Specific course requirements as determined by Units of Competency.

Take does provide the courses and additional support or training for Learners having IT or computer technical difficulties. Please contact a Take Employee if you are unsure about the computer requirements for a specific course.

Note: If you do not possess basic computer skills it is recommended that you enrol in a computer course prior to commencing an accredited course with Take or enrol in Directed Self-Paced delivery to allow you the opportunity to gain the necessary skills required to simultaneously complete your Take course at your own pace.

Language, Literacy and Numeracy

Take participants will require a basic level of English Language, Literacy and Numeracy (LLN) Skills to successfully participate in Take courses.

It is the Learners' responsibility to disclose and make Take aware of any information pertaining to their individual learning requirements including LLN levels.

Note: If an individual Learner needs are not identified or disclosed prior to attending a Take course Take may not be able to cater adequately for these needs within the designated face to face period without impacting on the needs of other Learners or the structure and objectives of the course.

A Learner's Language, Literacy and Numeracy (LLN) skills may be assessed by Take for the purpose of ascertaining the Learner's likely ability to cope with the requirements of the course to be enrolled in.

Assessment of these basic skills will be via:

- Self-assessment question on the Enrolment Form;
- Complete LLN assessment: LLN Indicator Form;
- Informal assessment of verbal English skills via communications at enrolment time.

Note: Where a Learner has been assessed three (3) times and is still Not Satisfactory or Not Yet Competent an alternative learning option will be considered by the Manager. Contact Take to discuss your individual situation and needs.

Take will, where required, advise Learners of the most appropriate mode of delivery based on the current level of Language Literacy and Numeracy Skills.

Where possible, TaKE will provide advice on how Learners can acquire the Language Literacy and Numeracy and computer skills required to successfully participate in and complete the course through their chosen method of delivery.

Where individual needs are identified, action can be taken during the delivery of the training course and the assessment process to assist the participant by way of:

- Discussion between participant and TaKE Trainer and Assessor to identify participant's particular needs;
- Reasonable adjustment of the training delivery and assessment methods to suit these needs (where able to, in line with course structure and objectives);
- One-on-one support may be provided at mutually convenient time either during and/or post the face to face component of the course, to promote successful learning outcomes;
- Referral to specialist support person or organisation where required e.g. Adult Literacy class at Adult Community College;

Pre-Assessment Delivery

Prior to enrolment you should advise TaKE of any specific needs you may have in order that we can assist you with or refer you to appropriate assistance for:

- | | |
|--|--------------------------------------|
| • Client Support Services including LLN | • Learning Pathways |
| • Recognition of Prior Learning (RPL) | • Gap Training |
| • Credit Transfers | • Assessment Procedures & Process |
| • Entry Requirements | • Delivery Options. |

Support and Assistance

For the duration of TaKE courses, Learners will be supported by:

- Face to face sessions;
- Email support;
- Telephone support;
- Drop in Centre days
- Periodic Review Days; and
- Optional one on one Tutorial

Learners are encouraged to use the support offered by TaKE. Learners who are having difficulties in meeting course requirements because of their personal circumstances will be treated with empathy and every endeavour will be made to provide the assistance needed to complete the course. TaKE will be flexible in the arrangements for Learners with proven genuine needs.

Where it is identified that additional specialist support may be required, TaKE will provide guidance to Learners in referring them to an appropriate individual and/or organisation that is able to provide the required assistance. Any services required outside of TaKE will incur additional fees to the respective individual and/or organisation and will be at the cost of the Learner.

Assessing Competency

When assessing competency RTO's like TaKE must adhere to the Principles of Assessment, the Rules of Evidence, and the Dimensions of Competency to ensure Learners have the skills and knowledge to a level that meets the job requirements. These requirements are specified in the Units of Competency (UOCs).

Principles of Assessment

Valid | Reliable | Flexible | Fair

Rules of Evidence

Valid | Sufficient | Current | Authentic

Dimensions of Competency

Task skills | Task Management skills | Contingency skills | Job Role Environment skills

Flexible Assessment

All assessments conducted by TaKE will conform to the assessment guidelines for Nationally Endorsed Training Packages or the assessment criteria attached to specific courses.

Assessment usually takes place by way of assignments and course exercises. However these are flexible and at the TaKE Assessors discretion in some courses as long as they meet ASQA guidelines and the minimum requirements for competency for the specific course. Flexible courses allow Learners to learn at their own pace and under varying conditions, which best suit their individual situations and characteristics.

Learners are required to be Competent in all Units to achieve a Qualification.

Elements that may also be included (depending on the course) in the assessment process are:

- Underpinning Knowledge for the course unit requirements
- Practical ability
- Verbal and non-verbal communication
- Personal presentation appropriate to the environment
- Problem solving. For example: learning to learn, decision making, creative thinking
- Respect for the understanding of all cultures and beliefs
- Working with others in teams
- Organising own schedules to achieve goals

Learners are given three (3) opportunities to be assessed for competency in a given course or program.

Where a Learner has been assessed three (3) times and is still Not Satisfactory or Not Competent will be considered by the compliance team.

Note: TaKE may allow for further assessment opportunities where it feels there are special circumstances which are negatively affecting the outcome of assessment or where the Learner presents a case that TaKE feels is valid. In such circumstances, TaKE may seek assistance from an outside source (counsellor, tutor, etc.).

The participant may appeal this decision in writing to the TaKE's Manager who will consider the matter and advise the client in writing of the outcome. This process is outlined in Complaints and Appeals.

A flexible assessment process will be undertaken to consider the requirements of people with special needs or situations including:

- Disability
- Cultural background
- LL&N difficulties
- Other trauma or reasons

In this case, flexibility must not lessen the overall value of a course program but should be seen as a willingness to take different avenues to reach results with the qualification while retaining the same worth and value.

The results and details of all assessments will be recorded and kept on file for the purpose of auditing and, where applicable, will be forwarded to, or included in, reports to the Registering Authority. In line with TaKE policies, clients will have access to personal information and will be advised of all outcomes in writing.

Recognition of Prior Learning (RPL)

All Learners have access to the process of Recognition of Prior Learning (RPL).

RPL means an assessment process used to assess the competency/s of an individual that may have been acquired through formal, non-formal and informal learning, to determine the extent to which that individual meets the requirements specified in the Training Package.

Learners are required to complete an RPL self-assessment instrument (which will be provided once enrolment has been completed) and identify the units of competency for which RPL is being sought.

The Learner is then offered guidance by an assessor in collecting and presenting the required evidence. The evidence requirements for the relevant unit/s of competency and the relevant Training Package are used to determine the amount and type of evidence appropriate.

The evidence supplied by the Learner must comply with the Rules of Evidence and Principles of Assessment. The evidence will be examined by an assessor, followed by a competency conversation with the Learner. The assessor will examine the evidence to ascertain whether the Learner demonstrated the competencies required against each Unit of Competency and relevant qualification as applicable to the relevant Training Package.

If the Learner's evidence is deemed to prove competency for the Unit of Competency being assessed, a Certificate or Statement of Attainment (as applicable) will be granted, upon completion of a quality check by the Manager.

Where the evidence is deemed insufficient or not valid (i.e. does not prove competency), the Learner will be advised of this decision and given an opportunity to supply further evidence and/or the available options for completing the desired Unit/s of Competency and or _____ qualification.

Credit Transfer

Take accepts and provides credit to Learners for units of competency (unless licensing or regulatory requirements prevent this), ensuring the Rules of Evidence are met and evidenced by:

- Authenticated VET Qualification, Statement of Attainment and Transcript of Results issued by a Registered Training Organisation (RTO)

All certification documentation must be certified by one of the following:

- Justice of the Peace
- Lawyer/Solicitor
- Police Officer
- Take Trainer and/or Assessor

Learners are required to apply for a Credit Transfer by completing a Credit Transfer Application form.

In the event the individual is a past Learner of Take, the application form will be completed by a Take assessor. In the event the Learner has achieved competency from another RTO, the individual will complete the form and provide supporting documentation.

Decisions on a Credit Transfer, must ensure that the integrity of the unit/qualifications outcomes are maintained and that there is consistency, fairness and transparency in the decision making process.

Issuing Certificates

A Learner will be issued with a Certificate within 21 working days of completion and full payment being received by Take. If a Learner completes only one or more Units of Competency but not a complete qualification, a Statement of Attainment will be issued.

TaKE only issues AQF Qualifications and Statements of Attainment that are within its scope of registration and that certify the achievement of:

- Qualifications or industry/enterprise competency standards from nationally endorsed Training Packages; or
- Qualifications, competency standards or modules specified in accredited courses.

TaKE issues, records and reports AQF qualifications and Statements of Attainment that:

- Meet the requirements in the current AQF Implementation Handbook, including the national codes
- Identify the Units of Competency from Training Packages, or competencies or modules from accredited courses, that the Learner has attained; and
- Identify TaKE by its national provider number.

Reprint of Certificate and Statement of Attainment

If a Certificate or Statement of Attainment is lost or misplaced by a Learner, they may be reprinted at a cost of **\$40 each**.

This payment will also require a Statutory Declaration as to the reason for the reprint request, completed by the Learner, before the certificate can be reprinted.

Unique Student Identifier (USI)

Overview

From 1 January 2015 all Learners undertaking Nationally Recognised Training delivered by a Registered Training Organisation will need to have a Unique Student Identifier (USI).

A USI gives Learners access to their online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

A USI account will contain all of a Learner's Nationally Recognised Training records and results from 1 January 2015 onwards. When applying for a job or enrolling in further study, Learners will often need to provide their training records and results. One of the main benefits of the USI is that Learners will have easy access to their

training records and results throughout their life. Learners can access their USI account online from a computer, tablet or smart phone anywhere and anytime.

Who needs a USI?

Learners who need a USI include:

- Learners who are enrolling in nationally recognised training for the first time;
- School Learners completing nationally recognised training; and
- Learners continuing with nationally recognised training.

A Learner who is continuing study is a Learner who has already started their course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.

Once a Learner creates their USI they will be able to:

- give their USI to each training organisation they study with;
- view and update their details in their USI account;
- give their training organisation permission to view and/or update their USI account;
- give their training organisation view access to their transcript;
- control access to their transcript; and view online and download their training records and results in the form of a transcript.

How to get a USI

Creating a USI is free and easy for Learners to create their own USI's online here:

<https://www.usi.gov.au/students/create-your-usi>

Once you have created your USI you will need to complete the TaKE Enrolment Form to provide TaKE with a copy of your USI.

Also refer to USI Privacy Notice.

Marketing

TaKE conducts its marketing and advertising of courses with accuracy, integrity, ethics, transparency and accountability. TaKE only advertises courses consistent with its scope of registration and uses the NVR logos in accordance with their conditions of use.

Equal Opportunity

All admissions to TaKE's courses shall be determined fairly without consideration for an applicant's gender, sexual orientation, ethnicity, religion, personal beliefs, handicap, etc. unless such items pose a reasonable argument for non-enrolment on the grounds of safety or capacity to undertake the role or if it is in opposition to legal requirements or TaKE's code of conduct:

Applicants will be assessed on their:

- Successfully meeting course pre-requisites and or pathways including appropriate qualifications and experience
- Demonstrating a capacity and willingness to adhere to TaKE's standards and code of conduct
- Ability to undertake the course in a manner that encourages a fair, safe and enjoyable learning environment
- Other items as determined for specific courses on a time to time basis

Specific Needs Groups

TaKE will maintain a flexible and proactive attitude towards specific needs groups and, where practical may cooperate with community or special needs organisations to allow their members access to accredited training. Where appropriate and in line with the development of TaKE, it may provide specific courses or programs designed to assist groups of special needs or circumstances.

Anti-Discrimination

TaKE does not allow for the discrimination of an individual by virtue of gender, sexual orientation, religion, culture, political beliefs, handicaps or personal background providing it has no direct, reasonable and legal bearing on the individual's performance in a course, or on the safety, or wellbeing of the applicant or others.

All persons will be treated fairly and have their application considered on the basis of its merits.

Confidentiality

TaKE will not disclose the personal details of its employees/Learners/contractors, or associates except as they expressly permit, in writing, or if necessary to meet

legislative or compliance standards set by regulatory authorities or other persons empowered under the law.

Sexual Harassment

What is sexual harassment?

Sexual harassment is any unwanted or unwelcome sexual behaviour, which makes a person feel offended, humiliated or intimidated.

Sexual harassment is not interaction, flirtation or friendship which is mutual or consensual. Sexual harassment is a type of sex discrimination.

The Sex Discrimination Act 1984 (Cth) makes sexual harassment unlawful in some circumstances.

Despite being outlawed for over 25 years, sexual harassment remains a problem in Australia.

Identifying Sexual Harassment

Sexual harassment can take many different forms – it can be obvious or indirect, physical or verbal, repeated or one-off and perpetrated by males and females against people of the same or opposite sex.

Sexual harassment may include:

- Staring or leering
- Unnecessary familiarity, such as deliberately brushing up against you or unwelcome touching
- Suggestive comments or jokes
- Insults or taunts of a sexual nature
- Intrusive questions or statements about your private life
- Displaying posters, magazines or screen savers of a sexual nature
- Sending sexually explicit emails or text messages
- Inappropriate advances on social networking sites
- Accessing sexually explicit internet sites
- Requests for sex or repeated unwanted requests to go out on dates
- Behaviour that may also be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

In what circumstances is sexual harassment unlawful?

The Sex Discrimination Act makes it unlawful for a person to sexually harass another person in a number of areas including employment, education, the provision of goods and services and accommodation. Of all the complaints received by the Commission under the Sex Discrimination Act in 2009-10, 1 in 5 related to sexual harassment.

Complaints and Appeals

TaKE takes all complaints, grievances and appeals seriously and will advise all prospective and enrolled Learners of their right to lodge complaints and appeals using TaKE's complaints, grievances and appeals process.

TaKE will ensure this information is communicated to prospective Learners prior to enrolment

- In writing via:
 - Complaints, grievances and appeals policy detailed in this Learner Handbook;
 - TaKE Website;
 - Email correspondence and other written advice where appropriate;
 - Verbally where appropriate.

Complaints Process

A Learner who has a complaint or grievance is advised to raise the matter in the first instance with the relevant TaKE Employee, who will attempt to resolve the issue.

If within ten (10) working days the Learner is not satisfied with the response of the TaKE Employee, the Learner is to document the issue, clearly stating the facts, and submit this written document to the TaKE Training Manager.

The Learner must:

- Complete the Complaints and Appeals Application Form
- Submit the form including relevant documentation to the TaKE Training Manager.

Upon receipt of a written complaint or grievance and within ten (10) working days, the TaKE Training Manager will review the complaint or grievance and or assign an independent employee to hear the complaint or grievance.

A Learner who wishes to appeal the decision made by an independent employee is to state in writing the reasons for the appeal, and submit the appeal to the TaKE Training Manager within ten (10) working days.

The TaKE Training Manager will review the case, ensuring that principles of fairness were adhered to.

The appellant will be given an opportunity to put the case in person to the TaKE Training Manager who will determine actions required. A copy of this decision will be given to the appellant.

Note: Where TaKE considers more than 60 calendar days will be required to process and finalise the complaint or appeal TaKE will inform the complainant or appellant in writing, including reasons why more than 60 calendar days will be required. TaKE will also continue to regularly update the complaint or appellant on the progress of the matter via phone or email.

Appeals Process

Assessment Appeal

A Learner has a right to appeal against a decision made by TaKE in regard to an assessment result. If following feedback discussions with their Assessor the Learner is not satisfied, the Learner is to:

- Complete the Complaints and Appeals Application Form;
- Resubmit all relevant written assessment items originally submitted and/or provide additional evidence as requested by TaKE; and
- Document and submit an account of any non-written assessment items to the Training Manager

Resubmissions will be assigned to be re-assessed by a neutral third party by way of an independent TaKE Assessor.

The outcomes of the re-assessment will be fully documented in any case where the original assessment decision is to stand. This outcome will be given to the Learner direct, and follow-up counselling provided if required.

Learners are entitled to one (1) appeal per assessment decision. The decision of the independent TaKE Assessor assigned to the appeals case decision will be final.

Note: Where TaKE considers more than 60 calendar days will be required to process and finalise the appeal TaKE will inform the appellant in writing, including reasons why more than 60 calendar days will be required. TaKE will also continue to regularly update the appellant on the progress of the matter via phone or email.

Other Appeal (Not Assessment Related)

When a Learner makes an appeal against a decision other than an Assessment decision (For example: an Appeal made against disciplinary actions or an appeal against decisions arising from complaints), TaKE will appoint an independent person or body to hear the appeal and propose a final resolution.

Important: In the event an independent mediator is required the Learner will incur the cost of the mediation.

In the event a Learner requests TaKE to reconsider a decision that has been made the following the Learner must:

- Have an opportunity to formally present their case;
- Document the appeal in writing by completing the Complaints and Appeals Application Form;
- Submit the form including relevant documentation to the TaKE Training Manager

Outcomes will be sent in writing to the Learner.

Note: Where TaKE considers more than 60 calendar days will be required to process and finalise the appeal TaKE will inform the appellant in writing, including reasons why more than 60 calendar days will be required. TaKE will also continue to regularly update the appellant on the progress of the matter via phone or email.

TaKE Employees and Management treat all issues, complaints, grievances and appeals seriously and will investigate and act upon all instances as quickly as possible.

Complainants will be informed in writing about actions taken on their behalf and confidentiality will be maintained to ensure the rights of the complainant are upheld.

Storing of Records

All Learner records which are required by law or the request of the Registering Authority will be kept in an electronic management system (SMS) in accordance with legal requirement for each type of record. These records will be made available to the Registering Authority or other relevant stakeholders as required by the terms of registration.

All Learner records will be kept for a minimum of thirty (30) years unless otherwise directed by the Registering Authority.

All assessment evidence will be kept in line with ASQA guidelines.

All records are stored on TaKE's dedicated servers, and a backup copy of the data is stored offsite.

Should the RTO cease to trade, fail to renew its registration, etc. all relevant documents including Learner records will be transferred to the Registering Authority.

The storage of records by the RTO shall include:

- All Learner records including attendance, training delivered, assessment, results, issue of certificates and qualifications, other relevant data and correspondence with Learners unless such storage contravenes the Privacy Principles set by the Registering Authority or another Regulatory Authority such as the Australian Taxation Office, etc.
- Relevant correspondence with the Registering Authority, other authorities, RTO's, institutions, entities or individuals
- Financial records
- Complaint, incident, and safety registers.

The Registering Authority shall have access to all records.

Other Records

TaKE will maintain records needed to fulfil its obligations under the NVR, AQF, legislative requirements, and to ensure it complies with corporate law including:

- Financial records
- Employees records (qualifications & experience)
- Enrolments

- Participation
- Safety/WHS/OHS records
- Learner results
- Audits
- Partnerships
- Industry arrangements
- Other

Access to Personal Records

Take Learners will have access to all their personal information by request but will not be allowed to access any information that may breach the privacy of other persons. Where such a situation might occur, the details will be provided to the Learner requesting the information in a format (written, verbal, statistical) that meets their needs but ensures the privacy of other individuals is maintained.

Other organisations may only have access to specific and private information where a client agrees to the release of their information. This does not include other RTOs, employers, or other organisations seeking to confirm general information about competencies or Learner status for employment or as relevant for other training.

Information may be provided to statutory authorities such as the ATO where there is a legal obligation to provide it. To gain access the Learner will be required to complete a written request.

Privacy Policy

Take's promise to protect personal information

Take understands the importance persons attach to personal information (such as name, address, date of birth, personal email address, etc.). Take is committed to managing and protecting any personal information any person (potential or existing Learner) shares with Take.

Through this policy Take seeks to ensure that all persons will be able to deal with Take in confidence that personal information is only used by Take in ways that are legal, ethical and secure.

Information Collection

The information TaKE collects from an individual will be limited to the functions an individual uses within the TaKE website or other means of contact with TaKE. TaKE will not collect any information, which individually identifies the person unless this person knowingly provides it to TaKE.

TaKE will only collect personal information that is necessary to carry out legitimate activities. Information will be collected legally, fairly and in a way that is not intrusive.

TaKE will take all reasonable steps to ensure prior to collecting personal information the person is informed about TaKE's identity, why TaKE is collecting the information as well as the persons rights to access their personal information held by TaKE.

Types of Information Collected

When a person enrolls into a TaKE course, TaKE is required to collect personal information as part of the enrolment process. This includes application for Recognition of Prior Learning (RPL). The Enrolment Form will collect details of a personal nature (e.g. date of birth, address, contact details) to ensure the identity of the individual and the collection of accurate information pertaining to the course enrolment. Further to this personal information AVETMISS requirements for collecting information will be included on the Enrolment Form. This information is of a personal nature and will include but is not limited to, details of education, employment history, current employment status and language, literacy and numeracy skills.

The collection of this information will also assist TaKE in ensuring appropriate support needs are identified and effective training and assessment arrangements can be made on an individual basis as required.

Note: TaKE only collects the personal information necessary for enrolment and reporting purposes.

Provision of Details

Information submitted digitally to TaKE (e.g. sending an email) is collected and used only for the purposes that it is provided for.

When a person makes an enquiry about a TaKE course through the TaKE website, TaKE will use the information to process the enquiry. In this case the person making the enquiry may elect to use a Pseudonym (e.g. preferred name, stage name, nickname etc.)

When a person makes the decision to enrol in a TaKE course and completes an Enrolment Form (including RPL application) the person must use their full legal name for this enrolment to be processed.

TaKE will only issue Certificates and Statements of Attainment with the legal name detailed on the Enrolment Form or RPL application.

TaKE will take all reasonable steps to make sure that personal information is accurate, complete and up-to-date at the time of collection and use. It is the responsibility of the individual to ensure TaKE is provided with updated personal information as it changes (e.g. change of name or address etc.).

All Enrolment Forms must be signed by the individual stating the information provided is true and correct at the time of submission.

If an individual's details have changed (e.g. name change due to marriage) they will need to inform TaKE in writing to request the personal information to be updated. Change of name will require the individual to provide acceptable identification to prove their identity (e.g. Marriage certificate).

Use of Information

The personal information gained during the enrolment process will not be released to any third party for marketing or any other purposes.

Primarily TaKE will use this information to provide the person with the services available through TaKE – in the case of an enquiry, or for RTO data collection and reporting requirements should the enquiry convert to an enrolment.

TaKE employees will use individual's contact details to assist in the administering of its courses. In this way, TaKE is able to ensure all interested persons are informed (e.g. relevant Trainer and Assessor, Funding body etc.). In addition, TaKE may use information collected to provide or offer further services and products. Persons not wanting to receive such information may contact TaKE and request such contact be cancelled.

TaKE will provide reasonable opportunity for an individual to opt-out of any activity that makes use of their Personal Information (e.g. Learners receiving updates from TaKE regarding upcoming specials via email – will be provided with the opportunity to contact TaKE and request such contact be cancelled should they not want to receive this information).

Disclosure of Information

TaKE will not disclose Personal Information to any external company or third party unless the individual has consented to the use or disclosure (e.g. a Learner requests in writing that their progress and results be provided to a potential employer).

Personal information will not be sold or used for promotions independent of TaKE. Personal information will be destroyed, if there is no longer any legitimate purpose for retaining such information and or the record retention period imposed by the National Vet Regulator has elapsed.

TaKE will only disclose personal information when TaKE is required to co-operate with investigations of claimed unlawful activities or to conform to the proclamations of the law or comply with legal process served on TaKE. Where a Learner's employer has funded the Learners training. TaKE may disclose information to the Learner's employer about the Learner's training program.

Storage of Information

TaKE is required to keep your records for compliance with the NVR standards. These records are kept for a minimum of 30 years in an electronic Learner Management System and TaKE's private central server that is backed up daily and stored externally.

Access to these records is strictly controlled. Only authorised TaKE employees have access to folders on the server. Restricted access is enforced on all TaKE server files. TaKE will at all times, take reasonable steps to ensure the security of physical files (including Learner files), computers, networks and communications is maintained.

Where sensitive information is concerned (e.g. credit card details, work related documents etc.) information will be shredded and then stored in a security bin until destroyed by Business Services Security Destruction when no longer needed for either primary or approved secondary purposes or when the required retention period has lapsed.

At all times TaKE will take reasonable steps to ensure all personal information is safe from misuse, loss, unauthorised access, alteration or disclosure.

Further Information

If any persons reading this Privacy Policy have any queries about the privacy and security practices for TaKE, please contact TaKE.

Any persons believing their personal information has not been dealt with in accordance with any part of this Privacy Policy or the Australian Privacy Principles, a written complaint can be directed to TaKE.

Complaints should be addressed to TaKE Manager.

4. Learner Information

Assessments

To assist Learners with their study TaKE has put together some helpful tips

Returning Completed Assessment Tasks

Completed assessment tasks should be submitted to the TaKE office or emailed to training@keyemployment.com.au

Format of Assessment Tasks

Assessment tasks need to be returned in the same format (MS Word) in which they were supplied or they may be handwritten.

Please note: Individual assessment tasks must be entirely completed before they are lodged for assessment.

Feedback and Communication

TaKE embraces an ongoing policy of open communication and encourages feedback and dialogue with all Learners to assist with meeting Learner needs and concerns as well as for ongoing improvement of TaKE's services.

TaKE would appreciate feedback in regard to your opinions, satisfaction, or other views about TaKE's operations, policies, procedures and training delivery and assessment.

TaKE will analyse and utilise this feedback and communication to:

- Review its policies and procedures and
- Plan for improvement

Feedback can be supplied directly to facilitators, other TaKE Employees, or as written suggestions which may include the use of TaKE feedback forms.

General Safety Tips

The following safety tips will assist you during your studies and ensuring a safe learning environment.

Manual Handling

Correct Manual Handling is necessary for safety and injury prevention. The weight to be lifted should not exceed the identified safe level for the site/industry and should follow the safe work practice of the Principal Contractor. Generally speaking, the process for safe lifting (of appropriate weights) is:

1. Conduct the lift with an engineering control or machinery where possible,
2. Conduct a dual lift with another Employee as the second option where possible,
3. If the above options are not available to you, consider the following;
4. Plan the lift
5. Stand close to the load
6. Keep your back straight
7. Get a firm grip
8. Lift smoothly
9. Keep the load close to the body.

When lifting, utilise the large leg muscles and avoid placing strain on your back and neck. "Most of the power in lifting should come from your legs!"

Emergency Procedures

In case of fire, the following action should be taken by the first person to discover the fire unless the Principal Contractor has instructed otherwise in their site induction.

Where any step is not safe or practical, the next step should be undertaken.

R.A.C.E. Method for Fire Response

R - Rescue Move Employees and assist visitors or impaired employees away from immediate danger of fire or smoke IF YOU CAN DO THIS WITHOUT PUTTING YOURSELF IN IMMEDIATE DANGER and IF THERE ARE OTHER EMPLOYEES AVAILABLE TO COMMUNICATE THE EMERGENCY AND RAISE THE ALARM.

- Alert others Raise the alarm and make sure everybody in the area, and in other departments in your area, know as well.

C - Confine Close all doors and windows. Pack towels under doors to contain smoke.

E - Extinguish Select the appropriate fire extinguisher. Use the P-A-S-S technique to extinguish the fire. (see below for P-A-S-S technique)

First Aid

Employees will direct persons requiring First Aid treatment to a designated First Aid Officer.

Stress

Stress can cause a number of problems during activities such as training and can lead to risks and/or accidents in the training environment through:

1. Lack of awareness
2. Fatigue
3. Inefficiency
4. Poor judgement
5. Inappropriate reactions.

Stress reduction/management is an effective strategy in the risk management and incident prevention whilst in the training environment or workplace. Methods that can assist with Stress Reduction include:

1. Rest (appropriate rest is essential for good health, awareness, efficiency and/safety)
2. Hydration (the body needs to be well hydrated to operate efficiently and maintain good motor function and awareness)
3. Relaxation (relaxing activities should be considered as a part of a balanced lifestyle)
4. Sustenance (balanced, regular meals are necessary for good health and physical and mental wellbeing)
5. Exercise (exercise can reduce stress and increase the body's efficiency)

6. A clear Job Description (confusion regarding your employment responsibilities or not understanding your study requirements can lead to frustration, confusion, and stress.)

Slips, Trips and Falls

Slips, trips, and falls are common but can be minimised or eliminated by taking simple precautions including:

1. Keep your eyes on the path of travel
2. Plan your route
3. Don't rush. Move at a pace that is safe, particularly in areas with uneven gradient or loose surfaces such as gravel
4. Hold onto rails, and go up or down stairs one at a time
5. Wear appropriate PPE
6. Ensure there is adequate lighting in all work areas
7. Maintain good housekeeping practices throughout the work place at all times

Tools and Machinery

Before using any tools or machinery you should:

1. Ensure you are familiar with safe work practice procedures and emergency procedures for the operation of the equipment
2. Ensure you have received appropriate training or qualifications to use the equipment (Verifications of Competencies tickets may be required)
3. Conduct a Pre Start Inspection to identify any hazards prior to operation of the equipment
4. Ensure all safety requirements are in place (shields, guards, etc)
5. Ensure you have and are using all PPE required for the operation of the equipment

Risk management is paramount to a safe training environment/workplace and involves everyone taking responsibility for their own safety as well as the safety of those around them. Some simple actions that can reduce risk are:

- Don't ignore it, do something about it:
 - Pick it up, clean it up, fix it
 - Report it
 - Warn others
 - Be alert
- Be proactive, work safe, home safe. (Learn about the safety requirements of the workplace and follow them)

Glossary of Terms

RTO

Registered Training Organisation

VET

Vocational Education and Training

Training Package

A training package is a set of nationally endorsed standards and qualifications for recognising and assessing people's skills in a specific industry, industry sector or enterprise. They are developed by Industry Reference Committees (IRCs) and reviewed & supported by Service Skills Organisations (SSOs).

Training packages are designed to enable diverse and relevant vocational learning outcomes, and to regulate training outcomes through nationally recognised qualifications. Despite the name, training packages do not describe how people should be trained. Rather, they provide the nationally endorsed industry standards against which training can be developed and flexibly delivered to meet particular local, individual, industry and enterprise requirements.

In short: Training packages are groups of vocational education and training (VET) qualifications required for jobs within an industry. There are over 70 training packages and hundreds of qualifications.

Accredited Course

Accredited courses address industry, enterprise, educational, legislative or community needs that are not covered in nationally endorsed Training Packages.

Accredited courses can respond to changing skill requirements, including changes to the needs of emerging and converging industries and sectors.

Qualification

Australia has a system of qualifications called the Australian Qualification Framework (AQF). The AQF ensure national recognition and consistency and common understanding across Australia, of what defines each qualification.

There are 10 levels of qualifications ranging from Certificate I through to Doctoral Degree.

Qualifications are made up of individual units of competency (like subjects). The units that are included in a qualification are guided by the packaging rules of the qualification. They are made up of core (mandatory) and elective subjects (which are usually selected for you by the RTO or you may have flexibility to select your own – in line with the packaging rules).

Competency

Competency Based Training requires Learners to demonstrate that they can do a task, activity or exercise well enough to be assessed as competent. Learners are assessed against a benchmark 'Unit of Competency' and they must be successful at the given tasks related to this unit to complete the unit and be deemed 'Competent'.

Unit of Competency

Your course is made up of a number of 'Units of Competency'. Each unit is an area of work relevant to your industry or the job role related to your studies. These units contain the benchmarks or criteria that you will be assessed against.

Assessment

You will be issued with assessments that you will need to complete in order to be deemed competent in each unit of competency you are enrolled in. Assessment could include:

- Theory questions
- Practical Activities
- Case Studies
- Workplace tasks
- Third party evidence etc.

Satisfactory

When assessing your work your Assessor will form make an assessment decision on each assessment you submit. When you receive feedback for an individual assessment task (e.g. your theory assessment) your Assessor will assess if your work is 'Satisfactory' or 'Not Satisfactory/Unsatisfactory'. If your assessment met the required criteria – you will be given a 'Satisfactory' result.

Not Satisfactory or Unsatisfactory

If based on the scenario above your assessment submission did not meet the criteria you will be given a 'Not Satisfactory/Unsatisfactory' result. You will be provided with constructive feedback and the opportunity to go back and revise your submission in line with feedback provided.

Competent

Once your Assessor has collected all of the evidence for all of the assessment tasks relating to the specific unit of competence only then will they make a decision of whether you are 'Competent' or 'Not Yet Competent' against the unit requirements. If you meet the requirements your Assessor will determine that you have been deemed 'Competent' in that unit.

Not Yet Competent

If you have not yet met the requirements for the unit of competency and your Assessor needs further evidence to prove your competence you will be deemed 'Not Yet Competent'. In this event you will be allowed further time to achieve competency. Competency based training must allow for more than 1 attempt at achieving competency – TaKE allows 3 attempts.

RPL

Recognition of Prior Learning

RCC

Recognition or Current Competency

LLN

Language, Literacy and Numeracy

WHS

Work Health and Safety

Again, thank you for choosing



We wish you all the best with your studies!