



# Transqual Learner Handbook



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## Transqual Pty Ltd

Website: **www.transqual.com.au**

Email: **info@transqual.com.au**

Phone: **1300 55 40 77**

RTO ID: **90388**

### Office Locations

#### Head Office: Newcastle

4/24 Portside Crescent  
PO Box 247  
Wickham NSW 2293

P: 02 4962 2707

F: 02 4962 2646

#### Beresfield

2/1 Kullara Close  
Beresfield NSW 2322  
PO Box 247  
Wickham NSW 2293

P: 02 4028 6935

F: 02 4028 6848

#### Brisbane

4-5/308 Bradman Street  
PO Box 339  
Acacia Ridge QLD 4110

P: 07 3344 5272

F: 07 3344 6335

#### Melbourne

59 Merri Concourse  
Campbellfield VIC 3061  
PO Box 621  
Somerton VIC 3062

P: 03 9358 7900

F: 03 9357 9722

#### Townsville

3/56 Pilkington Street  
Garbutt QLD 4814  
PO Box 835  
Aitkenvale QLD 4814

P: 07 4725 3266

F: 07 4725 8266

## History of Transqual Pty Ltd

Transqual Pty Ltd was originally set up as a Quality Assurance Consultancy Firm in 1993. Through the implementation of Quality Systems, it was discovered that there was a need for a professional and quality training organisation to cover the Transport, Distribution, Warehousing and Logistics Industries.

During 1994 a Training Division was incorporated into Transqual Pty Ltd, concentrating on the National and State Accreditation requirements for the above industries. This was followed by recruitment of highly qualified and experienced staff.

Through consultation with industry, it was found that there was a shortage of workplace training and recognition of existing skills. We concentrated our efforts into conducting training in the workplace and recognition of prior learning.

Transqual Pty Ltd currently is conducting training and assessment in warehousing, road transport and stevedoring for approximately 2,000 learners Australia wide. The Learners are enrolled in a range of courses from individual units of competency, Certificate II to Diploma level qualifications. The majority of training and assessment is conducted at the client's location allowing utilisation of the daily operations and requirements for the application of the unit of competency skills and knowledge in a working environment.

Transqual is registered through ASQA (Australian Skills Quality Authority) as a Registered Training Organisation (RTO) and holds supporting mutual recognition in all states of Australia and New Zealand. Transqual currently holds user choice contracts in QLD, NSW, TAS, WA, NT and VIC. Transqual ensures that all information complies with National and State legislation and Standards for Registered Training Organisations.

All Trainers are fulltime employees, thus ensuring our training courses are consistent with delivery, training and assessment.

## Training Qualifications and Courses on offer

Transqual Pty Ltd offers an extensive range of training qualifications and units of competency that may be of interest to you or your business. These include, but are not limited to, nationally recognised qualifications in Driving Operations, Warehousing Operations, Logistics, Stevedoring and Rail operations.

A full list of qualifications and courses that Transqual provides can be found on our website [www.transqual.com.au](http://www.transqual.com.au) or Training.gov.au <http://training.gov.au/Organisation/Details/285a0872-bf97-45da-bc09-8760c75adb7a> or you can discuss your future training needs via telephone, email or in person with a member of our friendly management team.

## Transqual's code of Practice

Transqual Pty Ltd will:

- At all times, act with integrity in its dealings with all learners, clients and members of the community
- Adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with:
  - Australian Skills Quality Authority (ASQA)
  - VET Quality Framework
  - Commonwealth/State/Territory legislation and licensing and regulatory requirements
- Ensure ongoing compliance with legislative requirements and standards
- Provide:
  - the training and support necessary to allow the learner to achieve competency
  - quality training and assessment experience for all learners
  - adequate facilities in which to conduct training and assessment
  - clear and accessible feedback and information on our policies
  - information pertaining to our Consumer Protection Officer
  - learners with access to their records upon request
  - maintenance of adequate records and security of all current and archived records
- The employment of qualified staff and continuation of staff training and development, sufficient to deliver courses on an on-going basis
- Refrain from associating with any enterprise, which could be regarded as acting in breach of its code of practice, policies or procedures
- Publish clear, timely and appropriate information on training, delivery and assessment services to learners and to potential learners to identify and support their desired learning outcomes
- The maintenance and continual improvement of our Quality Management System

# Learner Information

## Learner Rights

A Learner can be a student, trainee, participant or employee who is conducting study of some form with Transqual Pty Ltd. As a Learner with Transqual you have the right to:

- expect that the education and training they receive will be of a quality consistent with ASQA regulations and any State or Territory contract requirements.
- be treated fairly, with respect from others and without discrimination or harassment, regardless of religious, cultural, racial, sexual difference, age, disability or socio-economic status
- be free from all forms of intimidation
- a safe, clean, orderly and cooperative environment
- a supportive environment without interference from others
- apply to have existing skills and knowledge recognised
- be informed about personal information that is collected about them and the right to review and correct that information and;
- privacy of your records and any personal information, (Please note this is subject to other federal, state or territory statutory requirements)
- be given information about assessment procedures at the beginning of the unit and progressive results as they occur
- appeal within 14 days of receiving notification of any decision made about late or missed assessment
- lodge a complaint or appeal and have it investigated effectively without retaliation or victimisation

Learners also have obligations, including but not limited, to:

- Providing accurate information to Transqual Pty Ltd

## Learner Code of Conduct

Transqual Pty Ltd has set out basic Code of Conduct for all learners:

1. If for any reason you are late, or are unable to attend training, please ensure you notify your trainer/assessor or call your local Transqual Office.
2. While attending any training or assessment you are to be properly attired and:
  - a. Behave in a responsible and ethical manner
  - b. No offensive or discriminating language or gestures to be used
  - c. Safe and appropriate footwear (closed in shoes)
  - d. Clothing not torn or badly soiled
  - e. No offensive T-shirts
  - f. No hats or sunglasses to be worn in class, unless prescriptions
  - g. No food or drink to be consumed in the classroom
  - h. Only questions relevant to the matter at hand are to be asked
  - i. Mobile phones to be turned off during classes
  - j. Smoking is to be in designated areas only

- k. All facilities used by learners are to be kept in a clean and tidy
  - l. All given assignments are to be returned completed and on time
3. For those Learners that are undertaking on the job training, the employer's policies and procedures shall be adhered to. Failure to comply with the code of conduct or company policies and procedures shall be treated as misconduct and reported to the learner's supervisor.

While attending any program you are to abide by Transqual's rules and procedures regarding Workplace Health and safety, first aid and emergency procedures.

Transqual envisages that following with the above code of conduct, you and your fellow Learners will have an enjoyable experience while training with Transqual Pty Ltd.

### Attendance

It is expected that you will attend and participate in all sessions related to your training course or work-based learning. If you are unable to attend a scheduled session, please inform your trainer or assessor.

Participants enrolled in a course must arrive **15 minutes prior** to the course commencement for attendance sheet sign in and to fill in all applicable course paperwork. Courses will commence promptly at the nominated start time and participants arriving later than this may not be allowed entry if the course has commenced.

### Smoking

The Tobacco and Other Smoking Products Act 1998 prohibits you from smoking in or around buildings. It is an offence to smoke within (4) metres of any part of the entrance to the Transqual's building's.

### Breaches of Learner Code of Conduct

Any learner who does not abide by the employer's direction and procedures, fails to comply with the direction of the Trainer/Assessor or Transqual's Learner Code of Conduct is to be referred back through his/her supervisor/manager for processing by the client.

All training for the learner is to be suspended until the entire situation has been evaluated.

A written report is to accompany the learner with the details of the incident and the breach of Learner Code of Conduct. Where there is no access to the supervisor/manager the trainer is to contact their respective Area Manager where appropriate action will be taken.

### **Unique Student Identifier**

From the 1<sup>st</sup> January 2015 it is a requirement that all learners in Australia have a Unique Student Identifier (USI). A USI is a reference number made up of numbers and letters that gives you access to your USI account. The USI will allow you to have easier and more reliable online access to your record of training history. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.



The USI will stay with you for life and will be recorded with any nationally recognised Vocational Education and Training course that is under from January 2015. You must have a USI before a RTO can issue your Certificate or Statement of Attainment.

There are two ways a USI can be created:

**1. A Learner can create their own USI**

This can be achieved by going to the unique student Identifier Website and following the simple steps. To create a USI, you will be required to provide:

- Personal information – name, date of birth, town or city you were born in etc.
- Contact Information – at least one method of contact e-mail, mobile or mail
- Form of ID: Options are: Driver License, Medicare card, Australian Passport, Visa (with Non-Australian passport) for international students, Birth Certificate (Australian), and Certificate of Registration by Descent, Citizenship Certificate, and Immicard

**2. Transqual can create a USI on your behalf**

In order for Transqual to create a USI on your behalf you will need to give your permission and will be required to sign a Privacy Notice for this to become into effect.

## Learner Privacy

Transqual takes all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure including restricted access to electronic files, secure storage of paper files and secure backup of data.

You may access your personal file held by Transqual on your training progress. You may also request that updates be made to information that that you feel is incorrect or out of date. Such requests can be made in writing (please contact your local office).

Transqual is subject to audits by governing bodies and access to your training file may be given to government officers; such as ASQA (Australia Skills Quality Authority) or other governing State or Territory bodies, for the purposes of these audits.

Your training file cannot be accessed by a third party unless you give written permission that identifies those sections of the file to be made available, unless:

- a) you are a trainee and your personal information, attendance details and progress and results may be disclosed to your employer
- b) you are under 18 years and your personal information, attendance details, progress and results may be disclosed to your parent/guardian

Transqual Pty Ltd is subject to the Privacy Act 1988 and the Privacy Amendment Act (Private Sector) 2000 and as such, is committed to respect the privacy of all learners and employees and will adhere to the ten (10) National Privacy Principles.

For more information on the Privacy Act refer to [www.privacy.gov.au](http://www.privacy.gov.au) and, privacy policy on Transqual's website [www.transqual.com.au](http://www.transqual.com.au)

# Transqual Workplace Health and Safety Responsibilities

Transqual is committed to providing an environment that maintains the health and safety of its employees, learners, clients and visitors. This commitment is expressed in its Workplace Health and safety Policy. Employees, learners, clients and visitors, must report any unsafe conditions or incidents that come to their attention immediately to a Transqual employee. The reporting of incidents and identification of hazards is critical in achieving a safe workplace as it prompts action to prevent any future incidents and injuries.

Transqual Pty Ltd also acknowledges that management has the overall responsibility to provide a safe workplace. All Transqual employees are accountable for implementing Workplace Health and Safety policies in the workplace and at training centres or employment sites.

All Transqual Employees are responsible for ensuring that they:

- Adhere to clients requirements and their procedures for health and safety when conducting training or assessment at their workplace
- Follow all WHS policies and procedures
- Report all hazards, incidents and injuries to their supervisor
- Provide and maintain safe premises, plant and systems of work
- Provide written procedures, instructions and supervision to ensure employees and trainees work in a safe and healthy manner
- Apply recognised risk management principles in its operation
- Ensure that if any breach of safety occurs during any training or assessment immediate action is taken to stop the occurrence and the learner is briefed and instructed on the reason why and the correct procedures are demonstrated before proceeding further with the training/assessment.

## WHS Employee Consultation


Transqual Pty Ltd has total commitment to encouraging consultation and co-operation between management and employees. It involves an open door policy to all employees in regards to any WHS requirement no matter how insignificant the employee may feel this to be.

## Emergency Procedures

Transqual's emergency alarm systems vary from State to State. The following is a summary of the general response to the alarm activation:

Leave through the nearest



- If you see **SMOKE, FLAMES** or hear the **FIRE ALARM**, alert other occupants immediately
- If safe, close any windows and doors to confine the fire
- Follow the  signs to locate and leave through the nearest emergency exit and proceed to the assembly point

- Assist mobility-impaired employees and those who require assistance to the appropriate fire exit
- **TELEPHONE 000** and notify the Fire Service
- Calmly follow instructions given by staff or the attending Fire Officers. The manager or fire warden will account for all occupants and report persons missing to Fire Officers
- **Do not re-enter the building until you are told it is safe to do so by the manager or Fire Warden**

## Environmental Protection

Environmental protection at Transqual Pty Ltd is treated very seriously. It is the policy of Transqual Pty Ltd that environmental protection is everyone's responsibility.

Legislative requirements, both State, Territory and Federal, impose heavy fines and penalties for not adhering to these requirements; it is the responsibility of all staff to be familiar with these requirements.

You must follow standards to protect the environment. These standards include such things as:

- Plant and equipment noise
- Discharge of dust, smoke and fumes
- Dumping of waste into any water program, drains or storm water drainage
- Correct disposal of waste materials into appropriately identified containers and areas
- Obeying all signage relating to pollution
- Washing vehicles in approved wash areas
- Immediate actions to be taken in the case of a spillage
- Reporting procedures
- All trainers/assessors are to adhere to the client's environmental procedures when conducting training/ assessment at their workplace

# Discrimination, Harassment and Access and Equity

## Discrimination

Transqual does not tolerate any form of discrimination. Every effort is made to ensure that diversity is valued and respected in our services by helping to prevent and eliminate discrimination on the basis of race, colour, sex, sexual preference, age, physical or intellectual disability, marital status, family responsibilities, pregnancy, religion, political opinion, national extraction or social origin.

Discrimination is unfair treatment based on a personal characteristic protected by the law. It can be direct or indirect.

- *Direct discrimination* is when an individual or group of individuals treat someone or a group less favourably than someone else, due to certain characteristic protected by the law (e.g. race, gender etc). Even if the behaviour is unintentional, or the person responsible does not believe the treatment is less favourable, it is still discrimination.
- In some cases, treating everybody the same way will be unfair. This is known as *indirect discrimination*. Under the law it means setting a requirement which:
  - Someone with a particular personal characteristic protected by law cannot meet;
  - A higher proportion of people without that characteristic or with different characteristics can satisfy; and
  - The requirement is not reasonable in all the relevant circumstances

## Harassment

Transqual is committed to providing a training environment free of harassment and upholding of the state and federal laws pertaining to harassment. As in any area of human interaction, the boundaries of what constitutes harassment may vary from person to person. In addition, one individual may have different boundaries for different relationships. It is expected that employees and learners of Transqual will recognise and respect the boundaries set by others.

What is *Harassment*? Any behaviour that is unwelcome or uninvited that could cause a reasonable person, humiliation, offence or intimidation.

*Bullying* is the repeated unreasonable behaviour, directed towards an individual or group that has the potential to victimise humiliate, undermine or threaten. Transqual does not tolerate any form of bullying and any incidents of bullying will be dealt with in accordance with our policies and procedures.

## Sexual Harassment

Sexual harassment is behaviour of a sexual nature that is unwelcome, unasked for and unreturned. It is behaviour that a reasonable person would have foreseen, could possibly offend, humiliate (put down) or intimidate (threaten or scare) the other person. Sexual harassment can include:

- Asking for sex
- Unwelcome comments about a person's sex life or physical appearance
- Suggestive behaviour such as leering and ogling
- Unnecessary physical contact such as brushing up against a person

- Sexually offensive comments, anecdotes or jokes
- Displaying sexually offensive visuals (such as photos, pin ups or calendars), reading matter or objects
- Sexual propositions or continued requests for dates
- Physical contact such as touching or fondling
- Indecent assault or rape (a serious crime)

Sexual harassment can be physical, verbal or written. It can include words, statements or visuals that are transmitted by paper, phone, fax, email, office intranets, videoconference or any other means of communication.

Transqual does not tolerate any form of sexual harassment and any incident of sexual harassment will be dealt with in accordance with our policies and procedures.

**Should you have any concerns or issues regarding any the above, please contact your nearest Transqual Office and speak to Operations Manager.**

### Child Protection

Transqual Pty Ltd complies with the requirements of Child Protection Legislation which means that convicted sex offenders are prohibited from working with children and young people under the age of 18 years.

### **Access and Equity**

Transqual is committed to achieving best practice in the provision of vocational education and training across Australia. We acknowledge that this is dependent on non-discriminatory access to services and educational outcomes for all our clients and learners.

Transqual's unreserved commitment to the principle of access and equity in training gives all those associated with Transqual services, the confidence will be able to develop knowledge and skills to enhance life and work opportunities.

In keeping with this commitment we will strive to ensure that courses and services are relevant, accessible, fair and inclusive by:

- promoting courses and services to the transport and logistics industry in a manner that includes and reflects the diverse client population, to ensure that all prospective clients and learners are well informed on the options available to meet their individual training needs
- increasing the skills base of the unemployed in the community to improve employability in line with the skills requirements of the transport and logistics industry
- ensuring that those groups traditionally under-represented in vocational education have the opportunity to participate and achieve the same outcomes as others
- implementing fair educational courses and geographic resource allocation practices, to maximise participation
- providing culturally inclusive literacy and numeracy training material and that meets individual needs
- Eliminate policies, practices, structures, assumptions and behaviours which may contribute to the disadvantages suffered by under-represented groups training

Therefore Transqual Pty Ltd is proactive in supporting fair access to educational opportunities and ensuring that all learners have the opportunity to achieve, according to their own individual potential. Transqual Pty Ltd is committed to promoting, encouraging and valuing equity and diversity in regard to our staff and learners.

### Legislative Obligations

The *Equal Opportunity Act*, that applies in each state the *Racial Discrimination Act, 1975 (Cth)*, the *Sex Discrimination Act, 1984 (Cth)* and the *Disability Discrimination Act, 1992 (Cth)* makes discrimination and harassment in the provision of education, employment and the provision of goods and services unlawful. The Equal Opportunity Act makes it unlawful for anyone to be treated unfairly or discriminated against on the grounds of sex, sexuality, race, physical or intellectual impairment or age. Equal Opportunity law also makes lawful the establishment of special processes, measures or schemes, for the benefit of employees or trainees from equity targeted groups, which are designed to redress past disadvantages.

The *Workplace Health, Safety Act 2011* also requires that all workers and learners are provided with a safe and healthy working and learning environment. This means an environment free from discrimination and/or harassment.

### **Transqual roles and responsibilities**

**Operation Managers** are responsible for fostering the implementation of access and equity best practice by ensuring that the organisation's mission statement and corporate goals clearly define its role in meeting the vocational needs of all clients.

**Transqual Employees** are responsible for ensuring that they understand and implement the policy and behave in a courteous, sensitive and non-discriminatory manner when dealing with other staff, learners and clients.

Therefore:

- equal opportunity policies are in place, widely dispersed and understood
- barriers to access and participation are identified and strategies developed to overcome them
- key staff have identified responsibility and expertise in equal opportunity matters all policies and procedures are non-discriminatory and inclusive
- all staff are provided with information and training about access and equity issues and Transqual's grievances and appeals processes
- all learners are provided with information about access and equity issues and our grievances and appeals processes (See Complaints and Appeals)
- all components of the training and assessment process are evaluated to ensure they are fair and equitable

**Learners** are responsible for behaving in a courteous, sensitive and non-discriminatory manner when dealing with staff and fellow learners.

## Complaints and Appeals

Transqual is dedicated to maintaining a supportive and fair environment thereby allowing learners or clients to make formal complaints or appeal an assessment outcome. All complaints and appeals will be responded to and addressed in a fair and equitable manner. (For more information on our Complaints and Appeals Policy please go to our website at [www.transqual.com.au](http://www.transqual.com.au))

A Complaint is when a client or learner informs Transqual that they are not satisfied with an aspect of a service and request a resolution.

An Appeal is when a learner is unsatisfied with a decision that has been made (usually, but not limited to, assessment competency outcome).

All complaints and appeals are resolved using a formal process and all learners or clients will have their concerns heard and dealt with, without repercussion or discrimination to the quality of services provided to them by Transqual. (Appeals must be made within 28 days of the final assessment outcome). If required, the process can be extended to include a third party to provide impartial ruling on the resolution. All complaints and appeals must be processed and finalised no later than 60 calendar days whereby Transqual will inform the learner or client in writing as to why more than 60 calendar days are required.

Each complaint or appeal is recorded and formally documented. All details pertaining to the person making the complaint or appeal, any investigation involved, and any resolutions will remain private and confidential.

To lodge a complaint or appeal, please contact your nearest Transqual Pty Ltd office or our Head Office on 1300 55 40 77 or speak to our Consumer Protection Officer on 02 4962 2707 or [info@transqual.com.au](mailto:info@transqual.com.au)

### Third party contacts

Australian Skills Quality Authority	Website: <a href="http://www.asqa.com.au">www.asqa.com.au</a> Phone: 1300 701 801
National Training Complaints Hotline	Phone: 13 38 73 Website: <a href="http://industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/default.aspx">http://industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/default.aspx</a>
Australian Government Dept of Industry and Science	Website: <a href="http://industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/default.aspx">http://industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/default.aspx</a>
ACT – Education and Training Directorate	Website: <a href="http://www.det.act.gov.au/training/making-a-complaint-australian-apprentice-and-employer">http://www.det.act.gov.au/training/making-a-complaint-australian-apprentice-and-employer</a>
NSW – Vocational Training Tribunal and Communities	Website: <a href="http://www.training.nsw.gov.au">www.training.nsw.gov.au</a>
NT – Department of Education	Website: <a href="http://www.education.nt.gov.au/about-us/policies/documents/general/complaints">http://www.education.nt.gov.au/about-us/policies/documents/general/complaints</a>
QLD – Department of Education and Training	Website: <a href="http://www.training.qld.gov.au/training-careers/courses/student-guide/student-complaints.html">http://www.training.qld.gov.au/training-careers/courses/student-guide/student-complaints.html</a>
SA – Government of South Australia	Website: <a href="http://www.skills.sa.gov.au/training-learning/assistance-and-support/problems-with-your-training">http://www.skills.sa.gov.au/training-learning/assistance-and-support/problems-with-your-training</a>
TAS – Skills Tasmania	Email <a href="mailto:complaints@skills.tas.gov.au">complaints@skills.tas.gov.au</a> Website: <a href="http://www.skills.tas.gov.au">www.skills.tas.gov.au</a>
WA – Training Accreditation Council	Website: <a href="http://www.tac.wa.gov.au/students/Pages/Complaints-against-RTOs.aspx">http://www.tac.wa.gov.au/students/Pages/Complaints-against-RTOs.aspx</a>

# Fees, Cancellations and Refunds

## Transqual Fees and Charges

### Fee for Service Courses

- Fees and charges for fee-for-service courses or qualification are determined by Transqual Pty Ltd. All Fee for service courses must be paid by the learner or their employer (unless on pre-approved account) prior to the commencement of a course otherwise the learner may not be able to participate (or where negotiated to participate in the course, the learner may not receive a certificate, if payment is not made). NB: This is subject to conditions please refer to the Fee Protection section).
- Positions within courses will not be confirmed until Transqual has received a completed and signed course booking form and payment for the course.
- Courses with low enrolment numbers may be rescheduled or cancelled at the absolute discretion of Transqual. Transqual is not liable to you for such cancellations or rescheduling except to refund course fees already paid for by you.

### Government Funded Administration Fees

State and Territory government subsidised Traineeship programs may stipulate the fees that a learner is to pay. (These are outlined on our website under on each respective State or Territories funding and subsidy page but are subject to change).

### Fee Concessions and Exemptions

Government funded courses have concessions and exemptions for eligible students. Refer to Transqual's website under each respective State or Territories funding and subsidy page or call your respective State/Territory regulator or Australian Apprenticeship Centre for more information.

### Credit Transfer and Recognition of Prior Learning Fees

*Credit Transfer (CT)* – There is no fee to submit a Credit Transfer (CT) if the unit is equivalent to the qualification's Unit of Competency on Transqual Pty Ltd's scope of registration. Fees may apply for those units not equivalent to the current unit of competency where a gap training and assessment has to occur.

*Recognition of Prior Learning (RPL)* – RPL fees can vary between qualifications and may increase if any gap training is required. A quote for RPL will be issued to the learner once the RPL Application Form has been completed and received by Transqual. This then enables Transqual to assess the learner's RPL application and gap training requirements to ensure a precise quote is given. All RPL's are charged with an Application Fee which is listed in the Additional Fees table below.

### Repeating Assessments (Not yet competent result)

Learners are able to attempt assessment to complete a unit of competency on two (2) occasions within their initial learner course fee (unless the Unit of Competency is a regulated Licensing unit whereby the learner will have to pay per attempt because of the legislation requirements i.e TLILIC20012 Operate a



Forklift Truck. Transqual will inform learners of costs of reassessment of these units prior to rescheduling).

### Other fees and charges

Other fees and charges may apply to courses and depending on the program, these charges may include but not limited to:

- Incidental expenses, which may include:
  - Item that are not essential for the student to complete the training or
  - Items for an alternative form of access to an item or service that is an essential component of the training but that Transqual makes readily available to the learner at no charge
- Photocopying
- Additional textbooks over and above those issued by Transqual
- Non-payment of fees
- Overdue fees

These fees are laid out in the table below:

<b>Additional fees</b> <i>(All fees are including GST unless specified)</i>	
Repeat of assessment/Unit of competency (as per above)	Full cost of the unit of competency
Resource/Training material reprint fee	\$15.00 per item
Site Access card reprint fee (Santos and ABL/NSWBC)	\$22.00
Trainee Training Record Books reprint (QLD only)	\$15.00
Fee for Service extension fee <i>(For students who do not complete the qualification in the specified timeframe)</i>	\$300.00 for a 6 month extension
Textbooks	The purchasing cost + postage will be charged
Photocopying	5c per page
RPL Application Fee	\$250.00 (No GST)
RPL Fee - per unit of competency <i>(please note gap training is not included in this price, please contact Transqual for a quote)</i>	\$250.00 (No GST)
Statement of Attainment or Qualification re-issue fee	\$88.00
Credit Card Surcharge	2.5% surcharge on all fees

### Withdrawal during Course or qualification program

#### Fee for Service

Withdrawal from a course or qualification program without five working days advanced written notice to Transqual Pty Ltd will result in automatic forfeit of all fees paid (however, outstanding fees may still apply for units that have been completed but not paid for). Learners will be given a Statement of Attainment for any completed assessment that leads to a whole unit of competence being met. (However if fees are not paid Learner's will not be entitled to a certificate until they have been paid in their entirety).

For periods of a year or longer since completing any earlier units of competency, a learner wishing to continue the course may have to undergo re-assessment against the unit of competencies, to ensure knowledge and skill levels have remained current. The re-assessment will be at the learner's cost and conducted by a qualified Trainer or Assessor.

### Withdrawal from Government Funded Programs

Please note those learners on State or Territory user choice funding programs are subject to different rules and regulations in relation to cancellation and withdrawal. Please speak to either your employer, a Transqual representative or User Choice State or Territory representative for more information.

### Fee Protection

Transqual Pty Ltd does not collect more than \$1,500 in prepaid fees (i.e. fees in advance prior to course commencement) from any learner who is paying for a course themselves (this does not include employers paying for fees). Therefore Transqual does not necessitate the implementation of fee protection arrangements.

Please refer to our Fee Protection Policy at <http://www.transqual.com.au/forms-policies/>

## **Refunds**

### Fee for Service Refunds

Transqual will refund all or part of a learner's course fees under the following conditions within 30 days:

- If Transqual cancels a course for any reason and/or where the commencement of the course is postponed for more than four weeks
- A course has low enrolment numbers and has to be cancelled or rescheduled (Transqual is not liable to a learner for such cancellations or rescheduling except to refund course fees already paid by the learner or employer)
- without deduction, all fees where the learner's application for enrolment is refused by Transqual Pty Ltd
- All fees paid, less an administration charge, whereby reason or reasons beyond the learner's control, including acts of god, acts of Government authorities, civil strike and riots, the learner is prevented from attending the program
- A student has overpaid the course fee

**Please note** learners under the NSW Smart and Skilled program have different terms and conditions for fees, refunds and cancellation, therefore please refer to Smart and Skilled handbook.

### Non-Refundable Circumstances

Transqual will not usually refund course fees where the learner requests the refund because:

- 100% course cost will apply for those learner that do not turn up for a fee for service course that they have enrolled within. A minimum of 48 hours written notification prior to the commencement of the course date is required for cancellation of a course. If a learner fails to attend the training scheduled without prior notice of cancellation, Transqual Pty Ltd will charge the full cost of this course to the Employer/Learner Changed their mind about attending the course after enrolment
- Changed employment
- Changed work hours
- Moved out of the area and/or relocated or
- Were made redundant or retrenched

### Recovery of outstanding Learner fees

Transqual collects all fees to be paid by the learner or the employer by the time they complete their subsidised training.

Transqual has a vigorous process for the recovery of outstanding fees from a learner or employer. The failure to pay a fee owing by either party is considered to be a breach of our account policies. This breach may be considered with the delay in release of learner results or testamur(s) until such time either the learner or the employer has paid the amount owing.

For significant debts, formal debt collection actions may also be undertaken.

### Learner's Rights to Complaints and Appeal Decisions

If a learner is not satisfied with a Transqual's decision about fees or refunds, the learner may make a formal complaint or appeal that decision using the Transqual's Complaints and Appeals Form. The Complaints and Appeals Form is located on our website or they can call their nearest Transqual Office for the form to be sent out to them via post or email.

## Support Services

### Language, Literacy and Numeracy (LLN)

We aim at all times to provide a positive and rewarding learning experience for all learners. The Enrolment form asks you to provide general information regarding Language, Literacy and Numeracy (LLN) requirements or any other special learning needs.

In the event your Trainer/Assessor feels you need additional LLN support, the Trainer/Assessor will contact you and you may be referred to an appropriate support service to assist you to complete your studies. We will make every effort to ensure that you are adequately supported to enable completion of your training.

Those learners enrolled into a Traineeship will be automatically subject to a Language, Literacy and Numeracy Assessment.

### Learners with Special Needs

In line with our Access and Equity practices, learners with special needs are offered the same opportunities as any other student. Our training and assessment programs will take special needs into consideration from the planning stage and adopt particular flexible learning and assessment methods as appropriate.

If you have any special needs, please ensure you inform your allocated Trainer prior to course commencement so they can arrange the appropriate external support. Fees and charges for these services will not be met by Transqual and will be the responsibility of the learner. A list of support services is available on our website - <http://www.transqual.com.au/forms-policies/>

### Welfare and Guidance

All employees of Transqual Pty Ltd have a responsibility to ensure the welfare of the learners that they are involved with. They must ensure that every learner is treated as per the EEO Policy and that no learner is put under undue stress. If circumstances (personal issues) arise that involve the learner, they are to be referred back to his/her supervisor/manager and the trainer/assessor, is to ensure that the learner has processes put in place to alleviate the issue.

### Reasonable adjustment

Reasonable adjustment is used to describe how the training and assessment process may be used when catering for individuals or groups with special needs in vocational education and training programs.

'Reasonable adjustment, is designed to ensure that all people are treated equally in the assessment process – this means that, wherever possible, "reasonable", adjustments are made to the assessment process to meet the individual needs of students.' Source: *Training Package assessment materials: Kit to support assessor training*, Commonwealth of Australia, 2001

Before assessing whether an adjustment to the course a learner is enrolled into is reasonable, Transqual is

obligated to ensure that the integrity of the training package is maintained. Therefore any learner who requires an adjustment because of an existing disability, special need or unjustifiable hardship should request the required changes as early as possible in the enrolment process. Opportunities for enquiring about and/or requesting adjustments may arise:

- During the initial enquiry about a course
- During enrolment of the selected course
- At any stage of the course where the student feels disadvantaged

Assessing whether a particular adjustment for a learner is reasonable, Transqual has to take into consideration all the relevant circumstances and interests, including the following:

- The student's disability;
- The effect of the adjustment on the learner, including the effect on the learner's:
  - Ability to achieve learning outcomes and
  - Ability to participate in courses and
- The effect of the proposed adjustment on anyone else affected, including Transqual's staff and possibly other learner's and
- The costs and benefits of making the adjustment

For more information on reasonable adjustment please contact Transqual office.

### External Support services

Below are a few major external support services that can be contacted by the Learner or by Transqual on behalf of the Learner (with Learner's consent). However for a full extensive list, please refer to our website [www.Transqual.com.au](http://www.Transqual.com.au)

Support Services*	Organisation	Website or Address	Phone Number
Financial assistance	Centrelink	<a href="http://www.humanservices.gov.au/">http://www.humanservices.gov.au/</a>	
Counselling	Lifeline	<a href="https://www.lifeline.org.au/">https://www.lifeline.org.au/</a>	13 11 14
Disability	Lifestyle Solutions	<a href="http://www.lifestylesolutions.org.au/">http://www.lifestylesolutions.org.au/</a>	(02) 4014 7800
Refuge	Salvation Army	<a href="http://salvos.org.au/">http://salvos.org.au/</a>	1300 363 622
Language, Literacy and Numeracy	Australian Council for Adult LLN	<a href="http://www.acal.edu.au/">http://www.acal.edu.au/</a>	(03) 9546 6892
	Reading Writing Hotline	<a href="http://www.readingwritinghotline.edu.au/">http://www.readingwritinghotline.edu.au/</a>	1300 655 506

*\*Fees and charges for these services will not be met by Transqual and will be the responsibility of the learner*

## Types of Training on offer

### Nationally Accredited Training

All qualifications and statement of attainment offered by Transqual Pty Ltd are nationally recognised or endorsed. When you complete a nationally recognised qualification or statement of attainment it will be recognised by other registered training organisations across Australia. Choosing nationally recognised training delivered by a registered training organisation is important if you wish to have recognition for the training you have successfully completed.

*Qualifications* are ideal for professional development, career enhancement, work entry and re-entry to the workforce. You can enrol at a level that suits your current skills and knowledge.

*Completion of individual Units of Competency or Skill Sets* – These courses are made up of a number of units of competency from one or many qualifications in order for you to gain a particular skill set in a field i.e. course Load Restraint is made of the units TLIA1001A Secure cargo and TLID2004A Load and unload goods/cargo.

### Traineeships

Australian Apprenticeships encompass all apprenticeships and traineeships. They combine time at work with training and can be full-time or part-time. Traineeships combine on-the-job or work-based training with structured or formal training.

*On-the-job or work based training* is the work experience or “hands-on” component of a traineeship. This is where a trainee, working under the supervision of a qualified or experienced supervisor, undertakes work that allows them to put into practice the knowledge they have learnt during the formal training and build on and further develop their practical skills.

*Formal or structured training* is delivered by an RTO representative (or their delegate), either off the-job or at the employer’s premises, and is supported by training materials provided to the trainee. A formal training program for a trainee should take into account and integrate the on-the-job or work based training that takes place under the supervision of the employer.

### Trainees

A Trainee is a person undertaking a traineeship. A trainee must:

- Observe the conditions of the relevant employment agreement or award
- Attend and perform work as directed by the employer
- Obey all lawful directions
- Work towards achievement of competencies detailed in the training plan
- Acknowledge that all workplace instructions and any other material which comes into the trainee’s possession as a result of the training remains the property of the employer (except entitlements determined by the Vocational and Education, Training and Employment Act 2000) and

- Acknowledge that all information obtained from the employer and given in circumstances of confidence must be kept confidential and not used to disclose to any person without the approval of the employer

### Training Plan

Every Trainee must complete a training plan. The Training Plan provides details of the formal training and assessment to be undertaken as part of traineeship. The Training Plan has been designed to incorporate the following nationally agreed principles:

- define all parties/signatories
- set out the rights and responsibilities of all parties
- set out the qualification to be achieved and the agreed methodology for achieving the qualification
- support competency-based progression and completion
- must be flexible and able to be adjusted to accommodate changes
- be relevant to, and supportive of, industry and workplace requirements
- be straight forward, easy to follow and written in plain English

The Training Plan must be developed within 12 weeks from the date on which the traineeship has been approved. It must be developed by a Transqual Trainer in consultation with the trainee and employer.

For further information on Traineeship, go to <http://www.australianapprenticeships.gov.au/>

### Non-Accredited training

Non-accredited training is training that has not been formally recognised by an accrediting body. You will not receive recognition accredited certification or statement of attainment for this training but a Certificate of Attendance or a Statement of Completion will be issued. However you may be able to use this non-accredited training when applying for recognition of prior learning.

## Recognition of Skills and Experience

There are several options that allow you to have your current skills and experience recognised:

### Credit Transfer

National recognition is critical to the operation of a nationally consistent vocational education and training system. This process recognises qualifications and statement of attainments issued by other registered training organisations that are the same as the competencies in the program you are enrolled in.

Credit Transfer is the process whereby Transqual recognises National qualifications or statement of attainment issued by other RTO's to go towards a learner's course they are enrolled in with Transqual. Learner seeking credit Transfer will be required to submit the original or certified copy of the qualification or statement of attainment which will then be considered as a Credit Transfer towards your training program.

Please note that some units of competency previously obtained may not be equivalent to the unit of competency being trained within the training program. Where this happens Transqual can complete a gap analysis - whereby training and assessment is completed to ensure equivalence (fees will apply for the gap analysis and assessment) or the Learner has the option to complete the training again.

### Recognition of Prior Learning or Recognition of Current Competency

Recognition of prior learning or current competency is the process that recognises skills and experience you have currently regardless of where and when the learning occurred. This process measures your skills and experience against recognised Units of Competency. Transqual has a RPL process in place to enable learners to receive recognition for skills and knowledge obtained through any previous non-accredited training or through life or work experience.

Learners are given the opportunity to seek RPL that they believe relate to specific unit of competencies within their course.

To receive an application to apply for any of the above Recognitions, please contact Transqual or speak to your Trainer/Assessor. Documented evidence must be provided by the learner and relevant experience and evidence must be mapped against the Unit of Competency/s.

Upon submission of the evidence all applications are reviewed by qualified Trainer/Assessors an interview will be conducted to determine competency outcome. If deemed necessary, an additional person or subject expert may be asked to be part of the RPL assessment process.



# Training and Assessment Information

## Flexible Learning Strategies and Assessment

Flexible learning and assessment procedures form part of our training and assessment strategies and are integral to the concept of our training. We customise our training and assessments to meet your specific needs at the beginning of your work-based training or prior to the course scheduled for delivery.

If you are having difficulty achieving competency in any type of training or unit of competence, please discuss the matter with your Trainer/Assessor and where possible alternative learning/assessment strategies will be provided to you. Evidence submitted must be valid, reliable, sufficient and current.

## Learner Material

Most of what you need to complete your chosen unit will be included in your learner materials. These will differ depending on the training program, but can include printed learner guides, websites, handouts or even CD's. However in some cases learners may be required to purchase one or more textbooks for each unit of study. The cost of textbooks can range depending on which course you study. Information pertaining to the required books will be given to you prior to enrolment.

## **Third Party arrangements**

Transqual Pty Ltd operates a number of educational partnership arrangements with organisations within Australia. A partnership arrangement is when training and/or assessment is delivered on behalf of Transqual by another organisation or Registered Training Organisation (RTO).

If any of your training and/or assessment is to be delivered under a partnership arrangement, you will be notified in writing prior to or on enrolment. All of Transqual's policies and procedures are still applicable to training and assessment under a partnership arrangement.

For any complaints or disputes regarding one of Transqual's partnership arrangements, please see our Complaints and Appeals Policy on our website. Transqual's Consumer Protection Officer will handle all complaints in regards to partnership arrangements.

## **Trainer and Assessors**

All our Trainer and Assessors are skilled and experienced in their industry area. A Trainer/Assessor must:

- Support you through the program and assessments
- Be open, transparent and fair
- Interpret and understand the criteria
- Ensure that evidence meets performance criteria
- Ensure that evidence you submit is valid, sufficient, authentic and current
- Use their expertise to make fair and objective decisions

Do not regard your assessment as an examination. Your Trainer/Assessor needs to know which competencies from your course you have become proficient at, and which competencies require further practice.

It is in your long-term interest to ensure that all of the skills necessary for the job have been learnt; our aim is to help you to learn those skills in the right way.

## **Assessments**

Assessment is the means by which we determine whether or not competency has been achieved by the learner. It is the process of collecting evidence and making decisions about your ability to demonstrate the knowledge and skills as set out in the outcomes of a unit of competency.

### Forms of Evidence for assessments

Some of the forms of evidence you may be asked to provide:

- Work examples within the workplace
- Observation in the workplace
- Simulations
- Projects, assignments
- Oral and written questioning
- Third party reports

### Your Assessment Responsibility

It is your responsibility to abide by the following:

- You should submit assessment items by the due date, unless an extension has been granted. Breach of the above may result in an unsuccessful result being recorded for that assessment
- Extension will only be granted due to personal illness, or for other extenuating circumstances. Formal requests for extension should be submitted to your Trainer in writing 48 hours prior to the deadline (where possible)
  - The length of extension is at the discretion of the Trainer/Assessor
- You are responsible for:
  - Complying with the assessment rules and the submission of your own assessments
  - Keeping a copy of any submitted assessment items where possible
- If you have submitted your assessment item by the due date and it is assessed as requiring additional work, you must re-submit your assessment in the allocated timeframe given to you by your Trainer/Assessor
- If you do not submit your assessment tasks by the due date, you will be given a 'Not Yet Competent' result for that unit of competency. If you do resubmit the assessment item and it is again assessed as requiring additional work, you will be assessed as 'Not Yet Competent' for that unit of competency

### Hints and Helpful Study Tips

- Make a list of assessment due dates
- When you commence a unit, read and follow the guides closely, underline and identify tasks that need to be completed

- Examine the assessment criteria for each learning outcomes and tick off before submitting assessment work
- When you submit an assessment, always keep a copy for yourself. This is for your record and will make it easier if a staff member needs to contact you to discuss your work
- Keep a record of the results you achieve and the competency completed. You will experience the joy of seeing your goal in sight and remind yourself often of the benefits of study

## Results and Feedback

### Feedback

At Transqual we actively seek learner and client feedback on our courses and our trainers and assessors. We regularly undertake evaluations of all courses and activities to achieve continuous improvement. These evaluations are completed at the end of a training program or traineeship. The feedback and information learners and clients provide will be used to improve future courses and teaching effectiveness.

### Results

Your course results (which include assessments and other items submitted as evidence) are kept in a secure storage facility and the data is securely protected. These results and any certificates are stored for 30 years in accordance with the Standards for Registered Training Organisations.

## Issuing Certificates

On successful completion of your training, and course costs have been paid, your certificate will be issued and posted to your home address. Please ensure that if you change your address during the course that you inform a Transqual staff member, as Transqual takes no responsibility for lost certificates.

A transcript of all units of competency will be attached with your certificate (not applicable on Statements of Attainment).

Partial completion of a Qualification will result in the issuance of a Statement of Attainment with a list of Units of Competency achieved.

### Re-Issuing Certificates

Should you require a replacement of your certificate, please contact your local Transqual Pty Ltd Office with the following details:

- Your name (if your name has changed please provide both your new name and your name at the time of the course)
- Your date of birth
- Your current address (and your address at the time of the course if you remember it)
- Course name, date and location of course attended
- Please be aware that this replacement will be marked as a copy only

An \$80+GST fee is applicable for the re-issuing of certificates and statement of attainments.

**NOTES**



**1300 55 40 77**