



Student Handbook



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Welcome

Training & Assessment Mentor Pty Ltd (TAM) is a respected and established Registered Training Organisation (RTO) delivering nationally recognised training across a variety of industries, providing training and assessment services to up skill industry, providing a workforce of qualified, productive and safe workers.

Our team of Trainers & Assessors are qualified and experienced in the delivery of training and assessment and are here to ensure you get the most out of your training to assist your career aspirations.

The TAM Team is proud to welcome you to our training program. During the training you will have certain rights and responsibilities, most of which are covered in this handbook.

Our team is dedicated to support you throughout your training so please contact us if you require any assistance.

We trust that you will find the time we share challenging, rewarding and fun.

Chief Executive Officer

Joshua Van Wyk

Training & Assessment Mentor

RTO Code: 31940

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PO Box: PO Box 124, Margate QLD 4019

Email: operations@tam.edu.au

Website: www.tam.com.au

Phone: (07) 3142 2889

Qualification Information

The below qualification and units of competency are on TAM's Scope of Registration.

A current version can be viewed at www.training.gov.au by searching our RTO name or RTO Code 31940.

Qualifications		
Qualification code	Qualification Title	Entry Requirements
BSB30220	Certificate III in Entrepreneurship and New Business	NIL
BSB40320	Certificate IV in Entrepreneurship and New Business	NIL
BSB40920	Certificate IV in Project Management Practice	NIL
BSB41419	Certificate IV in Work Health and Safety	NIL
BSB50120	Diploma of Business	NIL
BSB50420	Diploma of Leadership and Management	NIL
BSB50820	Diploma of Project Management	NIL
CPC30120	Certificate III in Shopfitting	NIL
CPC30220	Certificate III in Carpentry	NIL
CPC30320	Certificate III in Concreting	NIL
CPC30620	Certificate III in Painting and Decorating	NIL
CPC31020	Certificate III in Solid Plastering	NIL
CPC31120	Certificate III in Steelfixing	NIL
CPC31220	Certificate III in Wall and Ceiling Lining	NIL
CPC31320	Certificate III in Wall and Floor Tiling	NIL
CPC31420	Certificate III in Construction Waterproofing	NIL
CPC33020	Certificate III in Bricklaying and Blocklaying	NIL
CPC40120	Certificate IV in Building and Construction	NIL
CPC40820	Certificate IV in Swimming Pool and Spa Building	NIL
CPC50220	Diploma of Building and Construction	NIL
CPC60220	Advanced Diploma of Building and Construction	NIL
RII30820	Certificate III in Civil Construction Plant Operations	NIL
RII30920	Certificate III in Civil Construction	NIL
RII31619	Certificate III in Trenchless Technology	NIL
RII40720	Certificate IV in Civil Construction	NIL
RII50420	Diploma of Civil Construction Management	NIL
Short Courses		
BSBESB402	Establish legal and risk management requirements of new business ventures	NIL
HLYINFCOV001	Comply with infection prevention and control policies and procedures	NIL
MSS405013	Facilitate holistic culture improvement in an organisation	NIL

Student Details

Privacy Statement

Personal information collected because of your enrolment will be used by the Department of Education Small Business and Training (DESBT), the Australian Skills Quality Authority (ASQA) and the Student Identifiers Registrar (SIR) for general student administration, vocational education and training administration and regulation, as well as for planning, communication, research, evaluation, auditing and marketing activities by these bodies. Only authorised DESBT/ASQA/SIR Officers have access to this information.

Your personal information, attendance details, progress and results may be disclosed to:

- Australian Skills Quality Authority (ASQA)
- Department of Small Business and Training (DESBT)
- Department of Education - NSW
- Department of Education, Skills and Employment (DESE)
- Construction Skills Queensland (CSQ)
- Your employer

No further access to your enrolment information will be provided to any other organisation or persons without your written consent, or unless authorised or required by law, in accordance with the *Privacy Act 1988*.

Course Delivery

TAM has flexible delivery modes that are suitable to the individual student's needs and are scheduled in collaboration with the student and where applicable, the student's employer. Delivery options vary from online delivery, classroom-based delivery, and/or one on one at the workplace.

Third Party Delivery

TAM do not currently have third party arrangements in place for the delivery of training and assessment, including related educational and support services to the student on behalf of TAM.

Methods of Assessment

During the course you will be required to undertake a range of assessment activities related to the units of competency in which you are enrolled. These assessment activities will consist of written assessments (may be conducted orally if student's reading/writing skills are not at the appropriate level), projects and assignments, practical observations and Third Party Supervisor verification reports.

Resources

As the training will be delivered online, classroom-based or in the workplace, agreements may be put in place with the employer for access to the appropriate facilities and equipment required for the delivery of training and assessment. You may be expected to supply your own hand tools and Personal Protective Equipment (PPE).

All learning materials are available to the student through the online *TAM Student Portal*. TAM will provide hard copy learning resources should they be requested from the student. TAM assessment materials will be provided in hard copy.

TAM Student Portal

Upon enrolment, you will be sent a *Welcome Email* disclosing your login credentials to the *TAM Student Portal*.

The *TAM Student Portal* allows you to:

- View your progression through the course to see what units of competency have been completed and remain to be finalised and/or trained and assessed. Alternatively, you can request a report from the TAM Administration Team.
- Access *Student Learning Resources* for each unit of competency that is required to be trained and assessed.

- Download and print *Third Party Reports* relative to units of competency that are required to be trained and assessed either onsite and/or in class
- Email your Trainer & Assessor directly
- Email TAM Administration Team for assistance
- Update your Personal Information (mobile number, postal/residential address). Alternatively, you can notify the TAM Administration Team by phone and/or email of your updated contact details. Failure to do so could result in, for example, a Qualification testamur or Statement of Attainment being sent to the wrong address
- View any Statement of Attainments and/or Certificate that have been completed and awarded to you
- View invoices issued and receipts relevant to your enrolment
- Upload photos/documents/videos as supporting evidence against a specific unit of competency

Prior Learning & Qualifications

Credit Transfer

TAM recognises the AQF qualifications and Statements of Attainment issued by another RTO. Any Student who has undergone training at another RTO is entitled to gain recognition for unit/s of competency completed.

TAM will also recognise the authenticated VET transcripts issued by the Regulator.

If a student wishes to seek recognition of the unit of competency/qualification, they must present the original Certificate/Statement of Attainment/VET transcript for sighting or a certified copy at enrolment. Please note that the TAM Administration Team will verify the document with the issuing RTO to ensure its authenticity.

In some cases where the last letter of the competency code has changed from 'A' to 'B' or 'B' to 'C' TAM will refer to the training package to ensure equivalency. Where units of competency for credit transfer have not been identified as equivalent, gap training will need to be completed before recognition can be granted.

Recognition of Prior Learning (RPL)

RPL is the formal recognition of skills and knowledge gained as a result of work experience, life experience and/or formal training.

If you believe that you have existing skills and knowledge in some aspects of the qualification in which you are enrolled, it is possible to reduce the amount of training required to complete the qualification and therefore complete your studies early.

In order to be awarded RPL for a unit of competency you will need to provide evidence of your existing industry skills and knowledge. This evidence can be in the form of a portfolio, which may contain the following:

- current resume
- certified copies of existing qualifications, awards, workplace tickets/licences
- letters detailing the type of work, positions held and other relevant information of employment
- provide contact details for two referees who can confirm your industry knowledge and skills in context
- any other supporting documents listed in the qualification's *Evidence Guide*, relating to your claim for any unit of competency

To have your skills formally recognised the Trainer & Assessor must ensure your knowledge, skills and supporting evidence address all of the requirements of the unit of competency, qualification and training package rules.

If you do not apply for RPL on the enrolment form you may still apply for RPL at any time during the induction process by approaching your Trainer & Assessor.

Assessment

Assessment Policy

TAM assessment practices meet the requirements of the endorsed Training Packages and outcomes specified in accredited courses within TAM Scope of Registration, additionally, TAM is responsible for the quality of the training and assessment in compliance with *Standards for Registered Training Organisations (RTOs) 2015*.

TAM aims to ensure all students have the opportunity to have competencies assessed in a non-threatening and accessible environment. Assessment may occur online, classroom based and/or one on one and onsite at the employee's workplace.

Assessment items may include written theory and oral questioning, projects and assignments, practical written, observation demonstration and Third Party Supervisor verification. Students are to submit all completed assessment items so that the Trainer & Assessor can make a valid judgement of competency.

Each assessment item submitted for marking will be given a Satisfactory/Not Yet Satisfactory result. Competent and Not Yet Competent is reserved as a final result for units of competency. Students will have two opportunities for reassessment per unit of competency.

Conditions of Assessment

Assessment will adopt the following approach in relation to New and Existing Workers:

New Worker

- reasonable adjustment of assessment can be applied
- contextualisation of the unit may occur to suit the workplace without altering the intent and learning outcomes of the unit of competency
- will have access to workbooks with activities to complete for each unit of competency
- will be assessed as required at the workplace by the Trainer & Assessor
- will be required to complete a final assessment, either verbal or written
- will be observed by the Trainer & Assessor in the workplace
- will have a Third Party Supervisor verification
- may collect additional supplementary evidence of competency. For example, photographs.

Existing Worker

- will be taken through a Desk Top Audit
- will have formal and informal skills and knowledge recognised
- will have gaps in training identified
- where training gaps are identified, will be given access to training materials and activities related to closing gaps in training
- reasonable adjustment of assessment may be applied
- contextualisation of the unit may occur to suit the workplace without altering the intent and learning outcomes of the unit of competency
- will be assessed as required in the workplace by the trainer and assessor
- will be required to complete a final assessment; either verbally or written
- will be observed by the Trainer & Assessor in the workplace
- will have a Third Party Supervisor verification
- may collect additional supplementary evidence of competency. For example, photographs.

Reasonable Adjustment

Reasonable adjustment refers to the way in which evidence of the student's performance can be collected. When applying reasonable adjustment for a student, the standard of which the trainer and assessor awards the final outcome of the unit of competency should not differ from the standards of performance indicated in the assessors marking guide.

Recruitment and selection processes used are to ensure the suitability of the training meet the needs of the student.

Plagiarism

TAM will not tolerate deliberate attempts at plagiarism. It is regarded as a serious act of academic misconduct. Plagiarism is defined as:

- word for word copying of sentences or whole paragraphs from one or more sources or presenting of substantial extracts from books, articles and other published material without clearly indicating their origin
- submitting another student's work in whole or in part as your own work
- submitting work that has been written by someone else on your behalf (does not include scribing by Trainer)

Unique Student Identifier

A Unique Student Identifier (USI) is an initiative developed by the federal, state and territory governments in consultation with stakeholders that commenced on 1 January 2015.

A USI is required for each individual enrolling into nationally recognised training to give students access to a complete record of their VET enrolments and achievements from a single source, at no cost.

TAM is prevented from issuing you with a nationally recognised VET qualification or Statement of Attainment when you complete your unit of competency and/or qualification if you do not have a USI. In addition, TAM is required to include your USI in data we submit to National Centre for Vocational Education Research (NCVER).

Students are able to create a USI at www.usi.gov.au or alternatively TAM can obtain a USI on your behalf, once permission has been granted and a form of ID is provided. For information regarding proof of ID please visit www.usi.gov.au.

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy or by contacting the Registrar via email at usi@industry.gov.au or telephone the Skilling Australia Information line on 13 38 73. The Registrar's Privacy Policy contains information about you, how to access and seek correction of personal information held, how to make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- misuse or interference of an unauthorised collection, use, access, modification or disclosure of USI's
- failure by TAM to destroy personal information collected only for the purpose of applying for a USI on your behalf.

In accordance with Section 11 of the Student Identifiers Act 2014 Cth (SI Act), TAM will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made, or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

Fee for Service

A Fee for Service course is where the student or a third party of the student, example being the student's employer, pays TAM for the delivery of training and assessment services. Nationally accredited courses are GST-free.

Prior to enrolment the student or third party will be advised of the total training cost and fee structure. The course fee information is provided via either:

- Student Enrolment Form
- Direct email from TAM

Where the employer is paying the fees, the terms of payment will be negotiated with the employer and an invoice sent prior to the commencement of training.

If a student is paying, payments in advance at the time of enrolment will not exceed \$1,500.00. The remainder of the course fee will be charged upon completion of training, prior to the issuance of qualification or Statement of Attainment.

Payment of invoices can be made via direct deposit and/or credit card.

For all course fees please refer to the relevant fee schedule or contact TAM at operations@tam.edu.au

No additional fees are charged for the re-printing of Certificates, Statement of Attainments or Plant Cards.

Refund Policy

Changes to Course Fees & Additional Costs

Any changes to course fees including additional costs will be amended in any marketing material. These changes will not apply to existing students or those who have newly enrolled under the old fee structure.

Course Withdrawal

Notification of withdrawal from a course and/or application for refunds must be addressed to the CEO of TAM and submitted in writing within seven (7) days.

If written notice or contact is not communicated to the CEO of TAM within 90 days from the last day of attendance, TAM will deem that you do not intend to return and as a result the following process will be undertaken:

- the trainer advises administration of your absence in excess of 90 days
- the administration team will endeavor to contact you based on details provided at enrolment
- all contact attempts will be recorded on your student file
- a withdrawn status will be added to your electronic and hard-copy file

Fee Refund

Should TAM cease operations or be unable to deliver a course, TAM will find you an alternative provider to complete your qualification or issue a full or proportionate refund for training delivery that has not commenced at the time of cancellation.

TAM will administer a full refund to students for contribution fees/course fees charged for training delivery that has not commenced at the time of the cancellation of enrolment.

Where a student withdraws from a unit of competency a proportionate refund will be calculated based on the training paid for and not received. However, where training has been provided and payment not received, the student will be required to pay for the portion of training delivered at the time of application for withdrawal.

The provision of refunds to employers/industry for additional charges paid beyond the Participant will also be administered according to the training paid for and not received.

If requiring a refund, please contact the TAM Administration Team for a *Refund Request* form. A nominated bank account will be required, please allow three (3) days to process the refund.

Credit Card Payments

Payments are processed through a third provider. The hosted server is secure with SSL encryption and a regular update scheduled as per company hosting policy. Personal credit card details if processed online or taken over the phone are not stored on TAM hosting servers. All manual payments taken over the phone are entered directly into the system and automatically deleted when processed.

Cooling-off Period

Fee for Service Course Fees are subject to a cooling-off period that expires ten (10) business days from the day on which payment is received by TAM. The cooling-off period provides a safeguard allowing the student an opportunity to change their mind before commencing the qualification.

The payee of the Course Fees can change their mind about proceeding with the enrolment during the 10-day cooling off period. If, during that time, the student decides to withdraw from the qualification, TAM will refund the full amount paid as per the *Fee Refund* process outlined above within 14 days.

Construction Skills Queensland (CSQ)

Construction Skills Queensland (CSQ) is an independent industry funded body supporting employers, workers, apprentices and career seekers in the building and construction industry. TAM is a proud approved CSQ training provider for a variety of civil and general construction qualifications. Please contact TAM via email at operations@tam.edu.au for program eligibility requirements.

General Student Information

Application to Defer or Suspend Training

A student may complete an application to defer or suspend training due to extenuating circumstances outside of the control of the student, which includes:

- long term illness
- family matters

The student is required to complete an application for deferment or suspension of training by contacting the TAM Administration Team. A representative of TAM will provide the decision on deferment or suspension of training in writing. A Statement of Attainment will be issued for all units of competency achieved.

Withdraw & Enrol into Another Qualification

If a student (not an apprentice/trainee) wishes to apply to change from their current enrolment of a qualification to another qualification on TAM's Scope of Registration, an application is to be made in writing to TAM Administration. Applications will take seven (7) days to process.

Units of competency already achieved under the first enrolment will be recognised by the issuance of a Statement of Attainment, unless there is a relationship between the two qualifications that could not result in a credit transfer.

Consumer Protection Mechanism

TAM will ensure that all information in relation to training and assessment services offered is concise and accurate and not misleading at the time of publication, including the nature of the guarantee to students, refunds and agreements between students and TAM, as indicated in the enrolment form and Student Handbook. Consumers have rights under the *Australian Consumer Law (ACL) 2011* to receive the services that have been offered in the agreement or enrolment form and within a reasonable timeframe as indicated.

Nature of the Guarantee

TAM is responsible for the quality of training and assessment services it offers. TAM will provide the training and assessment services outlined on the enrolment form and/or training plan to the student. The team at TAM will assist the student to achieve a positive outcome of learning.

Data Collection/Student Feedback

All students will be required to complete a *Student Survey* upon completion of training. TAM is required to gather, analyse, record, and forward the results of data collected ASQA. The feedback provided also allows TAM to develop and improve its internal processes for continuous improvement of its training and assessment, client services and management of its operations.

Course Changes

TAM reserves the right to make changes where necessary to timetables, delivery sequence, training hours and other details beyond our control that may affect study schedules. Students will be advised of any proposed changes as soon as practicable through written notification.

Customisation

Customisation refers to the tailoring of an accredited course or Australian Qualifications Framework (AQF) qualification to meet the specific needs of clients. You can customise an accredited course or AQF qualification by adding or substituting units of competency that aligns with the qualification packaging rules or accredited course rules. For more information please contact the TAM Administration Team.

Client Services

Language, Literacy & Numeracy (LLN)

TAM will identify and establish LLN for each student at enrolment and provide the appropriate support. If areas of LLN are identified, TAM will identify the support services required and document these in the Training Plan or where applicable, in the student's file. Support services may be delivered by the Trainer & Assessor or in extreme cases outsourced to an external agency.

Examples of client support service include:

- TAM Trainer & Assessor will provide one on one mentoring
- monitor the delivery of training to determine if any further LLN support is required
- reasonable adjustment for assessments will be implemented if necessary
- Access to an interpreter where English is not a first language

Policies and Procedures

Access & Equity

TAM is committed to providing training and assessment services to the wider community regardless of disability, age, race, gender, religion, colour, marital status, pregnancy or potential pregnancy and location.

At TAM the CEO is appointed the *Client Equity Officer* and ensures all staff act in accordance with the TAM *Code of Conduct and Practice* and all clients are made aware of their rights and responsibilities.

AQF Issuance Policy

TAM will comply with the *Australian Qualifications Framework Issuance Policy* to reduce the fraudulent activity of the reproduction and use of the AQF Qualification and/or Statement of Attainment, which has been issued by another RTO or issued by TAM, including:

- when enrolling a student and viewing issued Qualification testamurs or a Statement of Attainment, TAM will seek verification of the certification from the relevant RTO where there is some ambiguity. The student is to provide the original Qualification testamur or Statement of Attainment for sighting or provide a certified copy of the record with enrolment. TAM will then certify the document to ensure its validity.
- Qualification testamur and Statement of Attainment's will only be issued to students for qualifications and units of competency registered on TAM's Scope of Registration
- a Qualification testamur will be issued to a student who has completed all of the requirements of the qualification
- Qualification testamur and Statement of Attainment issued by TAM will have the required wording as indicated in the Standards for RTOs User Guide including; correct identity of the entitled person, the correct code and title of the qualification, occupation stream, industry descriptor (if applicable) and the Nationally Recognised Training logo

- A Statement of Attainment will be issued to students who have completed an accredited unit of competency/s in partial completion of an AQF qualification/course
- the Statement of Attainment will be in a form that cannot be mistaken for a Qualification testamur and will include the wording 'A Statement of Attainment is issued when an individual has completed one or more accredited unit of competency'
- TAM will use its company logo, name and RTO code, date issued, and authorising signature on specialised paper to reduce fraudulent reproduction of a Qualification testamur and/or Statement of Attainment
- replacement of a Qualification testamur or Statement of Attainment is to be printed on the same paper as the original along with the TAM logo and authorising signature

As per the *Standards for Registered Training Providers*, TAM will issue AQF certification documentation within 30 calendar days of the student's final assessment being completed or upon exiting the course, provided all fees have been paid.

Complaints and Appeals Policy

TAM has a documented *Complaints and Appeals Procedure* to ensure complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

The *Complaints and Appeals Procedure* enables a student to seek the resolution of a dispute, complaint or an appeal of a decision made by TAM, including an appeal against an assessment decision.

The internal complaints and appeals processes are conciliatory and non-legal.

Complaints brought by a student against another student will be managed in accordance with the *Complaints and Appeals Procedure* taking into consideration the *TAM Behaviour Policy* during the management of the complaint. TAM will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the *Complaints and Appeals Procedure*.

In the instance of a complaint, TAM requests that an attempt to informally resolve the issue by contacting the trainer/assessor or relevant staff member be undertaken. If the matter cannot be resolved, the matter will be referred to the CEO.

Complaints handling procedure

- the process of this complaint procedure is confidential, and any complaints are a matter between the parties concerned and those directly involved in the complaint process
- the complainant should discuss the matter firstly with the immediate TAM staff member with whom they normally have contact with
- the complainant must lodge the complaint in writing to the CEO, outlining the nature and details of the complaint
- each person making the complaint has the opportunity to present their case to the CEO or delegated person/s
- the formal complaint process will commence within ten (10) working days of the lodgment of the complaint with the CEO or delegated person/s
- students may be accompanied and assisted by a support person as defined under the definitions of this policy to all relevant meetings. Each party will be required to sign the minutes at the end of the meeting and a copy will be kept on the student's file
- where TAM considers more than 60 calendar days are required to process and finalise the complaint; TAM will inform the complainant in writing, including the reasons why more than 60 calendar days are required; and regularly update the complainant on the progress of the matter
- once the CEO or delegated person/s has made a decision regarding the complaint, the student will be informed in writing, the reasons for the outcome and action to be taken. A copy will be kept on the student's file, with a note entered on the *TAM Complaints Register*
- if the complaint procedure finds in favour of the student, TAM will immediately implement the decision and any corrective and preventative action required
- if the complainant is dissatisfied with the outcome of the complaint they can appeal the outcome in accordance with the *TAM Appeal Procedure*
- any complaint, which appears to be related to any illegal activity such, as theft, assault etc. will be referred to the appropriate authority after discussion with the person making the complaint.

Appeals handling procedure

- a client may appeal a decision made by TAM. This includes appeals that relate to assessment decisions
- the process of this appeal procedure is confidential, and any appeals are a matter between the parties concerned and those directly involved in the appeals handling process
- an appeal must be lodged within 20 working days of the client being notified of a decision made by TAM or in the case of an appeal against an assessment decision, within 20 working days of the student being notified of the assessment result
- clients may make an informal approach to a Trainer & Assessor or TAM Administration Officer regarding an appeal
- if the matter is not resolved, the client's appeal will be forwarded to the CEO outlining the details of the appeal
- the CEO will review the appeal within 5 working days of receiving it, and provide a written statement of the appeal outcome and the reasons for the decision to the client
- if the CEO cannot resolve the appeal to the client's satisfaction the client can request that an external dispute resolution provider, Resolution Institute consider the appeal.
- Resolution Institute will review the appeal within 10 working days of its formation
- the client may have an adviser/support person in attendance during the proceedings of the external dispute resolution provider. The client is responsible for any costs that may be incurred with the engagement of Resolution Institute
- Resolution Institute will:
 - review the circumstances of the appeal and make a decision on the evidence submitted
 - keep a record of the proceedings to ensure that the appeal procedure was conducted fairly
 - provide its decision in writing to the CEO and the client outlining its reasons for the decision.
- Resolution Institute's decision shall be final
- for the duration of the appeals process, the student is required to maintain enrolment and attendance as normal
- where TAM considers more than 60 calendar days are required to process and finalise the appeal; TAM will inform the appellant in writing, including the reasons why more than 60 calendar days are required; and regularly update the appellant on the progress of the matter
- where necessary TAM will assist the client with possible referral points to independent advice such as the Fair Work Ombudsman and the Office of Fair Trading
- a client may, after exhausting TAM's internal *Complaints & Appeals Procedure* make a complaint to the National VET Regulator ASQA, via online complaint lodgment process. This process is available at <http://www.asqa.gov.au/complaints/making-a-complaint.html>
- should a competency dispute arise, TAM will manage the competency dispute using its internal appeal and complaint resolution process. If at the end of the process, the employer or apprentice/trainee remains dissatisfied, they may lodge a written complaint with DESBT using the *Online Apprenticeship or Traineeship Complaint Form*.

The CEO agrees to and ratified that the *Complaints and Appeals Procedure* is compliant and in line with the standards for Registered Training Organisations (RTO's).

Definitions

Working day is any day other than a Saturday, Sunday or public holiday during term time.

Support person is a friend/teacher/relative not involved in the complaint.

Behaviour Policy

To ensure all students receive equal opportunities and gain the maximum from their time with TAM, these rules apply to all people that attend any of our sessions. Any person/s who display dysfunctional or disruptive behaviour may be suspended and or enrolment cancelled.

In the event the student will be notified in writing, by the CEO, of our intention to suspend and/or cancel enrolment, as outlined in the *Disciplinary Action* below.

Disciplinary Action

TAM expects that all students will conduct themselves in a manner that is considerate and reasonable at all times. Students who display bad behaviour, as itemised above, or any legislative requirements will be subject to disciplinary action. The following disciplinary actions can and will be taken:

- warning 1 written warning
- warning 2 written warning
- warning 3 written warning
- suspension of enrolment
- termination of enrolment and forfeit of fees

The student will be given three written warnings from the CEO before more serious disciplinary action is taken. At each step, the student will be warned of the consequences should he/she continue or repeat the offence. If no further problems occur, further disciplinary action will be ceased.

Some of the main factors examined when determining appropriate disciplinary action are:

- seriousness of offence
- repetition or duration of offence
- prior offences and disciplinary actions
- previous responses to disciplinary actions and any current disciplinary action

Where the behaviour is deemed to be of a serious nature an **immediate suspension of training** will apply. Behaviour that would be considered to be of a serious nature is:

- attending training under the influence of drugs and/or alcohol
- sexual harassment
- **acting in an unsafe manner that places others and themselves at risk and disobeying WHS directions.**
TAM has an obligation to refer the incident to your Employer
- deliberate and willful damage to TAM or another student's property
- bullying
- verbal and physical abuse towards students and/or trainers/assessors.

For apprentices/trainees any suspension of training will be reported to DESBT.

A written record of all disciplinary actions taken will be kept with the student's file. These reports remain an active part of the student's record for one year after the offence. If the student does not commit any other offences during that time, the report will become inactive. The report will, however, still remain a part of the student's file.

Any person who receives written notification to suspend training and/or has their enrolment cancelled does not limit the person to the right of appeal through our *Complaints and Appeals Procedure*.

The student has 14 working days from the date of notification in which to lodge a written appeal to the CEO. If the student is unhappy with the outcome of the process they have the right to make an appeal using external processes as indicated in the *Complaints and Appeals Procedure*.

Transition Policy

The CEO is aware of the requirement to transition seamlessly to the new qualification once the training package qualification/units of competency or accredited course on its scope expires.

The CEO is responsible to ensure any transition takes place with minimal disruption to students and the organisation. Under the policy, all students will be given every opportunity to transition from superseded, expired or deleted units of competency, qualifications and training packages. Students will be advised in writing of any transition arrangements.

As part of the transition process TAM will transition from superseded training products to current training products within 12 months from the date the revised course is released on www.training.gov.au.

Legislative Requirements

TAM complies with relevant State and Commonwealth Government legislation and regulatory requirements applicable to the industry, including, but not limited to:

- Privacy Act 1988
- National Vocational Education and Training Regulator Act 2011
- Work Health and Safety Act 2011
- Children and Young Persons (Care and Protection) Act 2008
- Further Education and Training Act 2014

Work Health and Safety Act 2011

Our Policy

TAM requires workplace health and safety to be regarded as an integral part of the day-to-day operation. The safety of the public, our students and employees is the responsibility of all levels of management and is to be demonstrated at all times.

Our Commitment

TAM is totally committed to the principle that all workplace injuries can be prevented.

Student Responsibilities and Obligations

All TAM students:

- are obligated to follow safety instructions given by their trainer/assessor and employer
- have the responsibility that all operations under their care and/or control are carried out in a safe and efficient manner
- must not deliberately put the health and safety of anyone at risk, deliberately injure themselves, or misuse any equipment provided for workplace health and safety
- are required to comply with the standards under the *Workplace Health Safety Act 2011*. Students who do not follow the workplace health and safety directions are liable under the Act
- are not expected or required to attempt anything likely to cause them harm.

Privacy Policy (Privacy Act 1988)

Our Commitment

TAM will treat all information gathered from students with the strictest confidence in accordance with the requirements of the *Privacy Act 1988*. The information will be held in a secure environment and accessed only by authorised personnel.

The *Privacy Act 1988* protects the information that TAM collects, uses, destroys and discloses personal information generally, unless we are required under any law to retain it.

Use and Disclosure

TAM uses the information collected for the purposes disclosed at the time of collection or otherwise as set out in this *Privacy Policy*. We will not use personal information for any other purpose without first seeking consent, unless authorised or required by law. Generally, TAM will only use and disclose personal information:

- a. To establish and maintain your relationship as a customer of TAM
- b. To provide the products and services you have requested from TAM
- c. To administer and manage those products and services
- d. To report to federal/state/territory registering bodies in relation to training services provided
- e. To a third party where written authorisation is provided by you

TAM will not disclose information to overseas recipients.

Your Responsibilities and Obligations

All TAM students are obligated to ensure:

- information provided to TAM is accurate and up to date
- no document is removed or accessed from TAM without first obtaining permission
- students do not access or remove another student's information

Please refer to TAM's *Privacy Policy* for further information.

Fee For Service Schedule

Note: Fees may vary should credit transfer results apply, this will be identified at pre-enrolment

Qualification Code & Title	Cost
BSB30220 Certificate III in Entrepreneurship and New Business	\$3,990.00
BSB40320 Certificate IV in Entrepreneurship and New Business	\$4,990.00
BSB40920 Certificate IV in Project Management Practice	\$4,990.00
BSB41419 Certificate IV in Work Health and Safety	\$4,990.00
BSB50120 Diploma of Business	\$5,990.00
BSB50420 Diploma of Leadership and Management	\$5,990.00
BSB50820 Diploma of Project Management	\$5,990.00
CPC30120 Certificate III in Shopfitting	\$3,990.00
CPC30220 Certificate III in Carpentry	\$3,990.00
CPC30320 Certificate III in Concreting	\$3,990.00
CPC30620 Certificate III in Painting and Decorating	\$3,990.00
CPC31020 Certificate III in Solid Plastering	\$3,990.00
CPC31120 Certificate III in Steelfixing	\$3,990.00
CPC31220 Certificate III in Wall and Ceiling Lining	\$3,990.00
CPC31420 Certificate III in Construction Waterproofing	\$3,990.00
CPC31320 Certificate III in Wall and Floor Tiling	\$3,990.00
CPC33020 Certificate III in Bricklaying and Blocklaying	\$3,990.00
CPC40120 Certificate IV in Building and Construction	\$4,990.00
CPC40820 Certificate IV in Swimming Pool and Spa Building	\$4,990.00
CPC50220 Diploma of Building and Construction	\$5,990.00
CPC60220 Advanced Diploma of Building and Construction	\$8,990.00
RII30820 Certificate III in Civil Construction Plant Operations	\$3,990.00
RII30920 Certificate III in Civil Construction	\$3,990.00
RII31619 Certificate III in Trenchless Technology	\$3,990.00
RII40720 Certificate IV in Civil Construction	\$4,990.00
RII50420 Diploma of Civil Construction Management	\$5,990.00
Unit of competency	\$400.00

Apprenticeship/Traineeship Fee Schedule

Qualification Code & Title	Cost
CPC30120 Certificate III in Shopfitting	\$6,000.00
CPC30220 Certificate III in Carpentry	\$6,000.00
CPC30320 Certificate III in Concreting	\$6,000.00
CPC30620 Certificate III in Painting and Decorating	\$6,000.00
CPC31020 Certificate III in Solid Plastering	\$6,000.00
CPC31120 Certificate III in Steelfixing	\$6,000.00
CPC31220 Certificate III in Wall and Ceiling Lining	\$6,000.00
CPC31420 Certificate III in Construction Waterproofing	\$6,000.00
CPC31320 Certificate III in Wall and Floor Tiling	\$6,000.00
CPC33020 Certificate III in Bricklaying and Blocklaying	\$6,000.00
R1130820 Certificate III in Civil Construction Plant Operations	\$6,000.00
R1130920 Certificate III in Civil Construction	\$6,000.00
R1131619 Certificate III in Trenchless Technology	\$6,000.00
R1140720 Certificate IV in Civil Construction	\$6,000.00

Construction Skills Queensland Fee Schedule

Higher Level Skills General Construction Program		
Qualification Code & Title	Amount funded by CSQ	Administration Fee
CPC40120 Certificate IV in Building and Construction (Building)	\$5,670.00	\$400.00
CPC40120 Certificate IV in Building & Construction (Site Management)	\$5,670.00	\$400.00
CPC50220 Diploma of Building and Construction (Building)	\$10,342.00	\$400.00
BSB41419 Certificate IV in Work Health & Safety	\$2,700.00	\$400.00
QLDLSCSQ01 Queensland Builder – Low Rise Site Supervisor	\$2,984.20	\$400.00
Higher Level Skills Civil Construction Program		
Qualification Code & Title	Amount funded by CSQ	Administration Fee
R1140720 Certificate IV in Civil Construction (Supervision)	\$4,388.00	\$400.00
R1140720 Certificate IV in Civil Construction (Operations)	\$4,388.00	\$400.00
R1150420 Diploma of Civil Construction Management	\$6,750.00	\$400.00
Skills Assessment and Gap Training General Construction Program		
Qualification Code & Title	Amount funded by CSQ	Administration Fee
CPC30120 Certificate III in Shopfitting	\$1,500.00 + \$400.00 per gap train unit	\$200.00
CPC30220 Certificate III in Carpentry	\$1,500.00 + \$400.00 per gap train unit	\$200.00
CPC30320 Certificate III in Concreting	\$1,500.00 + \$400.00 per gap train unit	\$200.00
CPC30620 Certificate III in Painting & Decorating	\$1,500.00 + \$400.00 per gap train unit	\$200.00
CPC31020 Certificate III in Solid Plastering	\$1,500.00 + \$400.00 per gap train unit	\$200.00
CPC31120 Certificate III in Steelfixing	\$1,500.00 + \$400.00 per gap train unit	\$200.00
CPC31320 Certificate III in Wall and Ceiling Lining	\$1,500.00 + \$400.00 per gap train unit	\$200.00
CPC31320 Certificate III in Wall and Floor Tiling	\$1,500.00 + \$400.00 per gap train unit	\$200.00

CPC31420 Certificate III in Construction Waterproofing	\$1,500.00 + \$400.00 per gap train unit	\$200.00
CPC33020 Certificate III in Bricklaying and Blocklaying	\$1,500.00 + \$400.00 per gap train unit	\$200.00
Skills Assessment and Gap Training Civil Construction Program		
Qualification Code & Title	Amount funded by CSQ	Administration Fee
R1130820 Certificate III in Civil Construction Plant Operations	\$1,500.00 + \$400.00 per gap train unit	\$200.00
R1130920 Certificate III in Civil Construction – Road Construction and Maintenance Stream	\$1,500.00 + \$400.00 per gap train unit	\$200.00
R1130920 Certificate III in Civil Construction – Pipelaying Stream	\$1,500.00 + \$400.00 per gap train unit	\$200.00
R1130920 Certificate III in Civil Construction – Bridge Construction and Maintenance Stream	\$1,500.00 + \$400.00 per gap train unit	\$200.00
R1131619 Certificate III in Trenchless Technology	\$1,500.00 + \$400.00 per gap train unit	\$200.00