

# Student Handbook



RTO Code 41181

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## About us

Training College of Australia (TCA) is a registered Training Organisation (RTO) based in the western suburbs of Melbourne, Australia.

Our main aim is to provide quality education, and deliver competency based training programs to the early childhood education and care services, First Aid and bookkeeping industries.

This Student Handbook is for those interested in undertaking accredited training with TCA. It explains the rationale of our course design and delivery, and defines competency based training. It also includes details of training offered, elearning, course guidelines and financial considerations. Applicants are advised to read this Student Handbook before applying for a course.

## Quality Controlled Training

All training delivered by TCA is undertaken in accordance with the **Vocational Education Training (VET) Quality Framework**.

Further information about the VET Quality Framework can be found here:  
<http://www.asqa.gov.au/about-asqa/national-vet-regulation/vet-quality-framework.html>

The VET Quality Framework provides a range of standards and requirements that ensure candidates receive best practice in training and education.

## Contact Details

Telephone: 1300 227 207

General Information email: [info@tcaustralia.edu.au](mailto:info@tcaustralia.edu.au)

## TCA Location

[55 Caradon Drive, Truganina 3029.](#)

## Opening Times

TCA is open Monday to Friday between 6:00 a.m. to 6:30 p.m., 52 weeks of the year excluding public holidays.

## Competency Based Training

Qualifications incorporate a complete set of units, the number of units vary from course to course. Students must demonstrate competency in a unit to be assessed as 'Competent'. The AOD sector has been involved in determining the skills required in competency based training in nationally recognised AOD qualifications. The term 'competency', describes the required application of knowledge, skills and personal attributes needed in a specific area of work. Competency also embodies the ability to transfer and apply skills and knowledge to new situations and environments.

Qualifications comprise units and the units have imbedded employability skills including communication, teamwork, problem solving, initiative and enterprise, planning and organising, self-management, learning and technology. These competencies provide the basis for a nationally consistent approach to the training of workers.

### Units of Competency Components

All units of competency have the same layout which include:

- **Elements**

These outline activities associated with the specific competency

- **Performance Criteria**

These are the criteria that indicate the necessary standard of the activity to be undertaken

- **Range of Variables**

This section provides information to clarify the circumstances and content involved. Note that some list necessary components ("include..."), and some provide options ("may include...")

- **Underpinning Knowledge**

This section identifies knowledge and theory underpinning the exercise of competencies in the workplace.

- **Underpinning Skills**

These are generic skills required to exercise the competencies in the workplace.

For further information regarding competency based training and the Australian Qualifications Framework (AQF) visit: [www.aqf.edu.au](http://www.aqf.edu.au).

TCA is subject to legislation related to training and assessment as well as general business practice. This legislation governs TCA's obligations as an RTO, our obligations to students, and relates to the industry in which we conduct training.

This legislation regularly updated and all TCA representatives are made aware of these changes in a timely manner.

Our courses adhere to the following legislative framework and requirements:

- Standards for Registered Training Organisations
- Australian Qualifications Framework
- Fit and Proper Person Requirements
- Financial Viability Risk Assessment Requirements, and
- Data Provision Requirements

Full details are provided here: <http://www.asqa.gov.au/users-guide-to-the-standards-for-registered-training-organisations-2015/related-legislation-and-standards/related-legislation-and-standards.html>

## **Complying with Legislation**

**Further relevant legislation that affects the delivery of our training and assessment services includes:**

### **Commonwealth legislation:**

- Copyright Act 1968
- Commonwealth Privacy Act 1988/Privacy Amendment Act 2012/Privacy Regulation 2013
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992
- National Vocational Education and Training Regulator Act 2011
  - Standards for VET Regulators 2015
  - Standards for registered Training Organisations 2015

### **Victorian legislation:**

- Commission for Children and Young People Act 2012
- Disability Act 2006
- Equal Opportunity Act 2010
- Australian Consumer Law 2011
- Education and Training Reform Amendment (Skills) Act 2010

- Occupational Health and Safety Act 2004

#### **Training authorities / regulators:**

- National VET Regulator (NVR)
- Department of Education
- Department of Employment
- Australian Skills Quality Authority (ASQA)
- Council of Australian Governments Industry and Skills Council (COAGISC)
- Australian Children's Education and Care Quality Authority (ACECQA)

#### **Courses**

TCA is able to offer students accredited training in the following:

#### **Qualifications:**

- CHC30113 Certificate III in Early Childhood Education and Care
- CHC50113 Diploma of Early Childhood Education and Care
- FNS40215 - Certificate IV in Bookkeeping

#### **Units of Competency:**

- HLTAID001 Provide Cardiopulmonary Resuscitation
- HLTAID002 Provide Basic Emergency Life Support
- HLTAID003 Provide First Aid
- HLTAID004 Provide an emergency first aid response in a Education and care setting

Please refer to our course information booklet and brochure for more detailed information on each course we provide.

Our accredited course details are also available online at: <http://tcaustralia.edu.au/index.html>

#### **Minimum Age Requirements**

The entry age requirement into any of our course is the completion of year 10 or its equivalent.

All participants in this course will be over the age of 15. Enrolments by participants under the age of 18 must be signed by a parent/guardian or other authorised delegate.

## Physical Requirements

Some of our courses or units that we deliver require some physical abilities from students such as:

- performing at least 2 minutes of uninterrupted cardiopulmonary resuscitation (CPR) on each an adult, child and/or infant resuscitation manikin placed on the floor
- using both hands and wrists as part of the CPR assessment requirements.
- Caring and attending to babies or toddlers during childcare work placement
- Safe manual lifting practice

## Enrolment Process

We encourage prospective students to make an informed decision prior to enrolling in an educational course. Our enrolment process is as follows:

### Step 1 – Course Enquire

Course enquiries (in person, email, phone or online) are made with TCA about the desired course.

### Step 2 – Dispatch of course information

TCA we will despatch (print version or electronic) course information which includes a Course information booklet, General information Brochure and an enrolment form.

Students are encouraged to visit our TCA office or call us on 1300 227 207 or email [info@tcaustralia.edu.au](mailto:info@tcaustralia.edu.au) for any further enquiries/information they may have.

### Step 3 – Decision to enrol

Prospective students contact/visit TCA when they make a decision to enrol in one of our courses. TCA will arrange an enrolment interview at a mutually agreed date and time to be held at our TCA office.

### Step 4 – Enrolment Interview

At the enrolment interview the following items are discussed:

- Course information including:
  - course structure and number of units
  - Course requirements (Learning & Assessments)
  - Introduction to the RPL Process
  - Course duration



- Mode of delivery (online, face to face, practical, etc)
- Work placement requirements (if applicable)
- Possible career paths after course completion
- Fees, payment methods and Instalments agreement
- refunds policy
- Unique student Identifier (USI)
- Working with children check (if required)
- Any support or assistance student may need
- LLN assessment (part of enrolment application)
- TCA expectations of students
- Students Complaints or appeals policies
- Commencement dates
- Timetable and course

Prospective students are then allowed in their own pace the opportunity to further assess the suitability of the course.

### **Step 5 – Enrolment Application**

When a final decision is made by student to enrol in a TCA course, the student is advised to submit in person the completed enrolment application (Enrolment application includes an LLN test). The initial enrolment fee (refer to 'Our Fee structure') is payable on submission of application.

At this point, through the enrolment application, the student is assessed if they need any support with Language, Literacy and Numeracy.

Students will be required to agree and sign the following agreements during enrolment:

- Code of conduct Agreement
- Confidentiality Agreement

On application, students need to provide photo identification documents such drivers license, passport, working with children check etc

### **Step 6- Language, Literacy and Numeracy test**

You are required to complete this test in your enrolment application before you commence training in the unit or course. Satisfactory completion of the test is an entry requirement for admission into any course or unit, and is a condition of enrolment.

This process is to ensure that all students who commence a training program possess the skills required to understand the presented material and complete assessments.

If you do not satisfactorily complete the test you may, in some cases, not be permitted to participate in your chosen unit or course.

TCA course information and learning materials contain written documentation and in some cases, numerical calculations.

TCA will endeavour to provide assistance to students having difficulty with language, literacy or numeracy to accommodate their needs. In the event that a student's needs exceed the ability of TCA staff to assist, the student will be referred to an external support agency so they have the opportunity to obtain the skills required to complete the training program.

### **How we judge your LLN level**

In the enrolment application, the LLN test is a combination of multiple-choice and written questions.

Questions 1 – 4 – In the reading and writing questions we are judging the student's comprehension and expression skills and student's ability to form and express your thoughts clearly.

Question 5 - In the terminology question we are judging your comprehension or research skills.

Questions 6-10 - In the numeracy questions we are judging student's ability to comprehend and conduct basic mathematical operations.

Will give TCA an understanding of the student's mathematical skills.

The student's range of expression, grammar and fluency is a valuable part of work in community services.

There is no time limit on the test. A calculator and dictionary is permitted.

### **Selection Process**

A selection criteria is specified for each of the courses provided by TCA on our website. This is the entry requirement under normal circumstances for each course of training. However, TCA will also consider other applications for a course of training where the applicant can demonstrate adequate and

appropriate professional experience and is deemed as capable of completing the proposed course of training.

Applicants may be required to attend either a face-to-face or a telephone interview where appropriate. Where a course of training is not deemed appropriate for an individual applicant, TCA will speak to the individual and provide information and guidance in order that the applicant can attain their training goals.

### **Step 7 – Course fee Instalment payments**

Students are given the option to pay their course fees by easy instalments through a *Payment instalment agreement* which needs to be signed by the student on enrolment.

Students may opt out of the instalment agreement. However, the maximum payment that we can accept from students is less than \$1500.

### **Step 8 - Confirmation of enrolment**

The student will receive an email containing:

- A welcome letter
- confirmation of enrolment which includes all units,
- Account statement detailing all fees, payment terms etc
- Instructions to the online elearning
- Time table of classroom session for the current term

### **Step 9 – Student Induction**

Upon successful enrolment, a date and time is arranged for a student induction of the TCA facility. The induction process should take around 30 minutes.

### **Step 10 – Online eLearning login**

Enrolled students will receive an email from our elearning platform confirming their online enrolment and will provide student with login and password.

## **Employment**

Please note that these qualifications do not guarantee the student will obtain employment in the relevant industry of the course completed.

Students will need to assess viable employment pathways if employment is their intention.

## Fee Structure

### Qualifications:

| Unit Code | Unit Title  | Course fee |
|-----------|---|------------|
| FNS40215  | Certificate IV in Bookkeeping                         | \$1950.00  |
| CHC30113  | Certificate III in Early Childhood Education and Care | \$2700.00  |
| CHC50115  | Diploma of Early Childhood Education and Care         | \$4560.00  |

### Units of Competency

| Unit Code | Unit Title   | Course fee |
|-----------|--|------------|
| HLTAID001 | Provide Cardiopulmonary Resuscitation                                    | \$50.00    |
| HLTAID002 | Provide Basic Emergency Life Support                                     | \$60.00    |
| HLTAID003 | Provide First Aid  | \$150.00   |
| HLTAID004 | Provide an emergency first aid response in an Education and care setting | \$150.00   |

### Payment required in advance – Qualifications

A partial payment for Certificate III, IV and Diploma qualification of \$500.00 is required from each student on enrolment. This is credited towards the full course fee.

Thereafter, the monthly instalment payment amount is \$200.00 per month until course fee is fully paid.

### Payment required in advance – Units of Competency

Full payment of First Aid course fee is required from each student prior to course commencement.

### Enrolment fee

No enrolment fee is applicable.

### Withdrawal fee

No withdrawal fee is applicable.

### Re-submit fee

No re-submit fee applies.

### **Re-assessment fee**

No re-assessment fee applies.

### **Produce partial completion statement of attainment**

No fee applies to produce a statement of attainment when the student has partially completed the training program.

### **Re-print certification**

Where the student requests a new copy of his / her certification, the following fees apply:

- Statement of attainment \$25.00+GST
- Qualification (with academic transcript) \$40.00+GST

## **Receiving Payments**

Payments method accepted: EFTPOS, EFT, CASH or CREDIT CARD

### **Payment required in advance – Units of Competency (First Aid)**

Full payment of course fee is required from each student prior to course commencement.

## **Refunds**

TCA will protect fees paid in advance and has a fair and reasonable refund policy.

An application for a refund is addressed according to the notice given by the person making the request:

- 14 days prior to the commencement of the course – 100% refund
- Between 13 days and 7 days prior to the course - 75% refund
- Between 6 days and the commencement of the course – 50% refund
- Withdrawal during the course – no refund. A pro-rata credit is available so the student can complete the course at a later date

Information provided prior to enrolment or the commencement of training and assessment, whichever comes first, specifies the student's rights as a consumer, including but not limited to any statutory cooling-off period (where applicable) and the student's right to obtain a refund for services not provided by the TCA in the event the:

- Arrangement is terminated early, or
- TCA fails to provide the agreed services.

## **Unique Student Identifier (USI)**

All students undertaking nationally recognised training need to have a Unique Student Identifier (USI).

New students or continuing students undertaking nationally recognised training, need a USI in order to receive your qualification or statement of attainment. Students who do not have a USI you will not receive your qualification or statement of attainment.

It is quite easy to apply for USI through the USI website <https://www.usi.gov.au/>

Students not sure how to apply for USI, the TCA student support officer will assist and guide in applying for a USI.

TCA will only issue a qualification or statement of attainment to a student after the student has provided a verified USI or TCA applies for a USI on behalf of the student. To avoid any delays in issuing certification documentation TCA will ensure that student's USIs are applied for or verified USI at the time of enrolment.

## **Working with Children Check**

For a student to work with children they are required to hold a Working With Children Card (WWCC) relevant to the State where placement is occurring – this is the student's responsibility to obtain.

This is a requirement and students will be made aware of this prior to enrolment as they need to hold this card prior to attending vocational placement.

Students who are enrolling into the CHC30113 Certificate III in Early Childhood Education and care as well as CHC50113 Diploma of Early Childhood Education and care must have or obtain a working with children check prior to their work placement.

Working with children check link:

<http://www.workingwithchildren.vic.gov.au/>

## **Work placement structure**

The Early Childhood Education and care courses require that students complete designated minimum vocational placement in a regulated Early Childhood Education and Care facility as follows

CHC30113 Certificate III in Early Childhood Education and care:

- 120 hours of work placement
- 7 hrs/week for 18 weeks

CHC50113 Diploma Early Childhood Education and care:

- 240 hours of work placement
- 7 hours per week for 35 weeks

TCA will organise the work placement of their student at Arndell Park Early Childhood Learning Centre. This is an exclusive arrangement for TCA students.

Students enrolled in our Early Childhood Education and care courses will be given:

- Work Placement interview by Training Manager
- Work placement tasks booklet for each unit
- A designated work place supervisor
- A work placement schedule (includes observations dates)

## **Workplace assessment**

Certain assessment tasks may only be assessed in workplace scenarios and confirmation of these skills is provided during the work placement. Students may not be deemed competent in the course without completing the workplace assessment requirement.

## **What is a practical placement?**

A practical placement is an important component of your course and allows you to prepare for the workplace by applying what you have learned in your course to the work environment.

It involves more than just observing what is happening in the host workplace as you will have specific learning outcomes or activities to undertake while on the placement.

## Classroom Time table

A classroom time table will be issued to students at start of each term to indicate the dates, times and topics for each classroom session.

## Student Resources

Students enrolled in the Early Childhood Education and care courses are provided with:

- Course information brochure
- Student Handbook
- Online Learning and assessment material
- Workplace Assessment tasks (if applicable)
- Core documents including the Early Years Learning Framework and the National Law
- Required and additional readings
- Industry association websites
- Legislation, regulations and codes of practice

Students enrolled in the first aid courses are provided with:

- Course information brochure
- Student Handbook
- First aid manual
- Theory Assessment tasks – Own pace
- Practical assessment tasks - classroom
- Legislation, regulations and codes of practice

Students enrolled in the Bookkeeping courses are provided with:

- Course information brochure
- Student Handbook
- Online Learning and assessment material
- Legislation, regulations and codes of practice

## Facilities and equipment

You will need access to a computer with the following minimum requirements:

Software requirements:

- **Windows** - Windows 7 or later, or
- Word processing software such as Microsoft *Word* or Open Office *Writer*
- A web browser such as *Internet Explorer*, *Google Chrome* etc.



- Adobe *PDF Reader* (the free version) and *Flash* viewer (latest versions).

Hardware requirements:

- 1.6 GHz CPU, 1GB of memory and at least 1GB of free hard drive space
- A connection to the internet

## **Access to our computer facilities**

Students with limited or no access to the internet are welcome to use and utilise our computers for their online learning and assessment at our TCA office.

Upon enrolment, a student will be given a guided online tour of the eLearning platform at TCA office.

This will include:

- Navigating through the online platform
- Introduction to the online assessor
- Accessing the student learning material
- How to access the assessments (Formative and summative)
- How to answer, save and submit to answers
- Percentage progress of each unit
- Messaging process to the assessor
- Difference between competent and “Not Yet competent”

## **Student Attendance sheets**

All students attending our courses must sign the Attendance Time sheets.

## **Student progress**

As an early detection process, printed results from the Online learning platform will be provided to the Training Manager for course progress review with the student.

TCA training Manager will maintain regular contact with student to assess their study progress, to ascertain any issues or difficulties students may have and to maintain track of student's study objectives.

Progress meetings are held quarterly between the Training Manager and students. Regular email and phone contact between student, Trainer and Training Manager is also encouraged to provide support to students and maintain track of their progress.

Students have the right to request information about or have access to their own individual records. TCA trainers and assessors or administration staff will provide the requested information or access. Students also have the right to request a hardcopy of their own individual file that can be supplied as a printout from records retained within the data management system.

Please feel free to ask your TCA trainer and assessor or administration staff at any time for a printout of your progress.

## **Student Consultations Appointments**

Students are welcomed to approach their trainers, assessors or Training Manager for any matter of concern. This can be done via phone, email or in person at TCA office.

For student consultation appointments: Telephone: 1300 227 207

Email: [info@tcaustralia.edu.au](mailto:info@tcaustralia.edu.au)

In person: 55 Caradon Drive Truganina 3029

## **Student support services**

### **Support to Indigenous students**

Students from Aboriginal and/or Torres Strait Islanders will be offered assistance and support helping them to achieve their full potential in education and training. TCA provides course information, mentoring, confidential advice, information about [Abstudy](#) as well as tutoring services.

### **Personal Counselling**

TCA counsellors offer a free and confidential personal counselling service to currently enrolled students. Current students have the opportunity to speak to a TCA counsellor about personal issues affecting their life as a student.

In addition, TCA holds a range of free class sessions to students on relaxation and stress management, bullying and harassment personal development.

The TCA personal Counselling is a short term service, however counsellors can refer or recommend external agencies to students if longer term support is required.

## Study Support

TCA offers study support to students. This support includes assistance with reading and note taking, language assistance and general writing skills. We understand the importance of offering support in a variety of environments including individual appointments, small groups and lunchtime drop-in sessions.

### Student initiated withdrawal

A student may withdraw from their course during the time of their enrolment if they no longer wish to continue with their studies.

Written notification and a completed Withdrawal form must be received by TCA. Forms are available from TCA office.

Please refer to refund policy for any refund queries.

Access to the online Learning Management System will cease at the time of processing the withdrawal form. Any outstanding fees will be pursued and move to debt collection if not received in a timely manner.

Students have a right to receive a Statement of Attainment for any units of competency successfully completed; however a full qualification can only be issued where all units have been successfully completed.

### TCA initiated withdrawal

TCA initiated withdrawal of the student occurs when:

1. If there is no student communication or contact with Trainer/assessor, Student Support Officer or Training Manager despite 5 attempts by a combination of any of these parties over a period of 2 months
2. Outstanding course fees have not been paid despite 5 contact attempts by TCA Accounts officer over a period of 2 months
3. an assessment has not been received by the time the enrolment end date lapses the student will be considered withdrawn from the course.

Written notification (email or letter) will be sent to the student advising them that their enrolment has been withdrawn. To continue studies the student would need to re-enrol.

Please refer to refund policy for any refund queries.

Access to the online Learning Management System will cease at the time of processing the withdrawal form. Any outstanding fees will be pursued and move to debt collection if not received in a timely manner.

## **Completed assessments**

Each and every assessment submitted by every student will be retained for a minimum period of six (6) months.

At the expiration of six (6) months period, the student's assessments will be scanned and stored electronically for thirty (30) years.

## **Certification**

Upon completion of all relevant competencies within a qualification, the student will be entitled to receiving the full qualification. The certificate and academic record and / or statement of attainment will be produced and signed by TCA management and presented to the student.

## **Health and Safety Policy**

We have in place Health and Safety Policies to ensure that we maintain a clean and safe environment for all workplace participants.

As we all impact on the environment it is important that not only the staff but also the children follow the policies. These policies are revised and amended as necessary and are available for your perusal in our policy folder at the reception desk.

## **Carpark**

TCA has a carpark which can be used students. Students are asked to observe carpark rules.

## **Public Transport**

Public buses run along Forsyth Rd. Nearest bus stop to TCA is Federation boulevard bus stop which is serviced by bus Route number 151.

### **Directions from Hoppers Crossing Train station:**

Take Bus route Number 160 and get off at Andrew Rd bus stop.

At Andrew Rd bus stop, take Bus number 151 to Federation Boulevard bus stop.

From Federation Boulevard bus stop walk along Federation Boulevard then right at roundabout unto Locksley Drive/Caradon Drive until your reach TCA building.

## **Plagiarism**

### **Definition<sup>1</sup>**

Plagiarism is the "wrongful appropriation" and "purloining and publication" of another author's "language, thoughts, ideas or expressions," and the representation of them as one's own original work.

### **Policy**

Plagiarism is considered academic dishonesty and a breach of journalistic ethics. It is subject to sanctions like expulsion. It is quite reasonable to research material in the course of undertaking assessment. All sources, however, must be clearly referenced. TCA's CEO takes a very strict approach to plagiarism and proven incidents will not be tolerated.

## **Complaints & Appeals Procedures**

TCA has an Equal Opportunity Employment Policy. TCA operates in an anti-discrimination environment. Discrimination against any workplace participants at any level is not tolerated and will be handled and resolved in the most stringent manner according to our EEO Policy.

We are fully dedicated to provide the highest quality service to our students. However, if students have a concern/complaint associated with our service or any of or processes they should feel free to follow our complaints procedure:

### **Informal complaint / appeal:**

- An initial complaint or appeal will involve the person communicating directly with TCA verbally or by other appropriate means.
- All persons identified or subject to a complaint will be notified in writing of the content of the complaint and/or allegation and afforded all natural justice and procedural fairness response mechanisms
- TCA management will make a decision, discuss their judgement with the student and record the outcome of the complaint or appeal
- Students dissatisfied with the outcome of TCA's decision may initiate the formal complaint procedure

### **Formal complaint / appeal:**

- It is normal procedure that all formal complaints proceed only after the initial informal complaint or appeal procedure has been finalised
- The formal complaint or appeal is to be submitted in writing, and the procedure and outcome recorded by TCA management
- On receipt of a formal complaint, the CEO or a nominated senior management person independent of the complaint will notify the complainant in writing that they have received the submission.
- The CEO will then convene the complaint committee to hear the complaint
- The complaint committee will consist of a panel of members with no previous involvement or vested interest in the outcome of the particular complaint or appeal. Members of the committee should include:
  - - A representative of TCA management
    - A TCA staff member
    - A person independent of TCA
- The complainant / appellant shall be given an opportunity to present the case to the committee and may be accompanied by one (1) other person as support or as representation
- Staff member(s) and/or third parties involved shall be given an opportunity to present their case to the committee and may be accompanied by one (1) other person as support or as representation
- The complaint committee will reach a decision on the complaint or appeal after consideration of each case presented
- The complaint committee will inform all parties involved of the outcome in writing within five (5) working days of making the decision

### **Confidentiality**

TCA treats all personal information collected from students, staff and other workplace participants as highly confidential. Personal information collected, stored and used by TCA is handled in accordance with the Information Privacy Principles set out in the *Information Privacy Act 2000*. TCA does not collect and use personal information for unrelated purposes.

TCA students are required upon enrolment to agree and sign a confidentiality agreement.

## **Student Access to Records**

Students have the right to request information about or have access to their own individual records. TCA trainers and assessors or administration staff will provide the requested information or access. Students also have the right to request a hard copy of their own individual file that can be supplied as a printout from records retained within the data management system.

You should feel free to ask your TCA trainer and assessor or administration staff at any time for a printout of your progress.

## **Recognise Qualifications of Another RTO**

TCA will recognise all AQF qualifications and statements of attainment issued by any other RTO.

If any ambiguity is detected when validating a student's certification, TCA will seek verification from the relevant RTO before recognising the qualification or statement of attainment.

## **Procedure for Recognition of Qualifications**

Students enrolling with TCA will be made aware of the recognition of qualifications policy by TCA staff at the time of enrolment.

This is to offer the opportunity of recognition of relevant qualifications or statements of attainment prior to the commencement of training. TCA trainers will remind students of the policy progressively throughout the duration of their course.

When a student presents an AQF qualification or statement of attainment to a trainer or staff member, a copy of the certificates will be taken and submitted to TCA for verification. TCA will verify the authenticity of the qualification or statement of attainment.

The verified copy of the qualification or statement of attainment is placed in the student's file. Once verification of the qualification or statement of attainment has been established, TCA staff will inform the student and offer exemption from the relevant unit(s) of competency. Staff will ensure the student is aware of and understands what component(s) of their training and assessment are affected.

TCA staff will update the student's records accordingly

## **Credit Transfer**

Credit transfer refers to the transferral of academic credit obtained by students through participation in courses or national training package qualifications with other RTOs, towards a qualification offered by TCA. Credit transfer is granted on the basis that the credit validates the student's competency within the relevant qualification / unit of competence.

Credit transfer of a qualification / unit of competence is available to all students enrolling in any training program offered by TCA.

## **Recognition Of Prior Learning**

Recognition of prior learning means recognition of competencies currently held, regardless of how, when or where the learning occurred. These competencies may be attained through any combination of formal or informal training and education, work experience or general life experience.

In order to grant RPL, the assessor must be confident that the student is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualifications Framework accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

TCA appreciates the value of workplace and industry experience, and recognises that students will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired and the RPL process is designed to provide validation of such relevant skills.

## **TCA's Recognition of Prior Learning**

Recognition of Prior Learning (RPL) is an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and / or partial or total completion of a VET qualification.

The recognition of prior learning (RPL) process will be offered to and explained to all relevant students.

Students who believe they have already obtained current skills and knowledge that would otherwise be covered in the qualification / unit of competence for which they intend to attain, should apply for RPL at the time of enrolment.



The student's skills and knowledge will be assessed and validated, and where appropriate, units of competency acknowledged and face-to-face training reduced.

As part of the TCA enrolment policy, trainers will advise students of the availability of RPL policy, explain what the process involves and how it relates to the attainment of the qualification in some circumstances. Trainers will remind students of this option progressively throughout their time in training, in order to provide multiple opportunities for students to engage in the RPL process.

### **Evidence to support RPL application:**

#### **Evidence may include:**

- photocopied copies of qualifications and/or results statements
- confirmation of your attendance at professional development
- your resume
- reports, e.g. from supervisors, colleagues, previous assessors, the accreditation process for your service
- samples of work related documents, such as program books, children's records, and observations.
- diary or journal depicting daily events
- previous assessments
- position description
- service policies
- record of your philosophy in children's services
- photographs
- tapes of conversations
- Self-Study Reports if you have worked in a child care centre
- third party reports

The student needs to discuss with your assessor the types of evidence that are required, so that the evidence you present is:

- **Valid:** Your evidence must be directly relevant and linked to the unit(s) of competency for which you are seeking recognition.
- **Sufficient:** Your evidence must demonstrate that you are able to transfer skills across different contexts and over time.

- **Current:** Your evidence must demonstrate that your experience is recent and that your knowledge is up-to-date.

- **Authentic:** Your evidence must relate to yourself and not to other people.

You may need to have some evidence signed by a supervisor or another qualified person.

#### **RPL Process: Existing Student**

- The student informs the Training manager which unit/s they wish to RPL by completing the RPL application (Candidate RPL kit)
- The Training Manager will inform the RPL assessor and give the RPL assessor details to the student
- The assessor then arranges an interview with the student and go through the RPL process
- Once RPL competency is approved for a unit/s, the assessor advises the training Manager of approval
- Assessor records the RPL outcomes in the Student management system

#### **RPL Process: New Student**

- Student makes enquiry with Training Manager about RPL
- Training Manager provides student with Candidate RPL kit to be completed and handed back to Training Manager
- Student completes the Candidate RPL kit by selecting units for which RPL is sought on Candidate RPL kit. Hand the kit back Training Manager
- Training Manager will inform the RPL assessor and give the RPL assessor the completed Candidate's RPL kit
- The assessor then arranges an interview with the student
- Once RPL competency is approved for a unit/s, Training manager informs student of outcome
- RPL assessor records the outcomes in the student Management system
- If this completes the student's course requirements, the student will be processed in the normal manner to completion, i.e. issued with a Certificate or Statement of Attainment as applicable).

### **Recognition of prior learning fee**

The student will be charged 50% of the scheduled course fee. This includes the initial application, consultation either in person or via phone with the suitably qualified assessor, the RPL assessment and (if successful) certification.

Where the student is not able to achieve the full qualification through RPL and gap training is required, a training plan and costing structure will be mutually agreed upon. The basis of the cost structure will be pro-rata on a unit by unit basis based on the scheduled course fee.

### **Training And Assessment**

TCA is committed to delivering high quality training and assessment services that exceed the expectations of their students. To ensure this, TCA has implemented processes for data collection and analysis within its operations that ensure the continuous improvement of training and assessment. Continuous improvement measures in this area respond to the results of data analysis and involve all internal and external stakeholder groups.

The quality and continuous improvement policy and procedure defines the methods of data collection and analysis. In order to provide high quality outcomes to their clients and students, TCA ensures that strategies for training and assessment are developed with effective consultation with industry and stakeholders.

### **Principles of Training and Assessment**

Training and assessment strategies developed by TCA will adhere to the following principles:

- Training and assessment strategies are developed for each qualification / unit of competency that will be delivered and assessed
- All training programs will require the development of a training and assessment strategy for full and partial completion of a qualification
- Each training and assessment strategy will be developed in consultation with industry representatives, trainers, assessors and key stakeholders
- Training and assessment strategies will reflect the requirements of the relevant training package and will identify target groups
- Training and assessment strategies will be validated annually through the internal review procedures

## **Principles of assessment**

To ensure quality outcomes, assessments should be:

- Fair
- Flexible
- Valid
- Reliable

## **Rules of Evidence**

These are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is:

- Valid
- Sufficient
- Authentic
- Current

## **Assessment Policy**

TCA acknowledges the critical role that assessment plays in determining the competency of students. In developing the assessment (including RPL) for each qualification and unit of competence, the CEO will ensure:

- Compliance with the assessment guidelines from the relevant training package, qualification and unit of competence of accredited course
- Assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF)
- Assessment complies with the principles of competency based assessment and informs the student of the purpose and context of the assessment
- The rules of evidence guide the collection of evidence to support the principles of validity and reliability

- The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment
- Timely and appropriate feedback is given to students
- Assessment complies with TCA's access and equity policy
- All students have access to re-assessment on appeal

TCA implements an assessment system that ensures that assessment (including Recognition of Prior Learning) complies with the assessment requirements of the relevant training package or VET accredited course. TCA recognises that each unit of competency contains assessment requirements relating to; performance evidence, knowledge evidence and assessment conditions.

## **Flexible delivery and assessment procedures**

TCA recognises that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a student who is experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.

The staff and management of TCA respect these differences among students and will endeavour to make any necessary adjustments to their methods in order to meet the needs of a variety of students. For example, the inability to complete a written assessment will not be interpreted as a sign of incompetence, provided the student can verbally demonstrate competency.

Acceptable adjustments to teaching and assessment methods may include, but are not limited to; having a trainer read assessment materials to students, having a student's spoken responses to assessment questions recorded or allowing a student to sit for an assessment alone in a different room.

TCA staff will pursue any reasonable means within their ability to assist students in achieving the required competency standards. In the event that a student's needs exceed the capacity of the support services TCA can offer, they will be referred to an appropriate external agency.

## **Government Student Funding**

TCA is an ASQA registered Training organisation. However, currently TCA does not have any funding agreement, contract or subsidies in place from any Australian state Government or the commonwealth government.

All courses at TCA are non-government funded meaning student will need to have pay full fee for their course. Please refer to Our Fee structure on previous pages.

## **VET Student Loans (previously VET FEE HELP)**

Currently TCA does not have any VET student Loan agreement or contract in place from any Australian state Government or the commonwealth government.

More information: <https://www.education.gov.au/vet-student-loans>

## **Nationally Recognised Training**

TCA is a registered training organisation by ASQA to deliver vocational education and training (VET) services. TCA is recognised by ASQA as a provider of quality-assured and nationally recognised training and qualifications.

All accredited courses provided by TCA are nationally endorsed and recognised.

## **CRICOS and International Students**

The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is a register of Australian education institutions that recruit, enrol and teach overseas students.

TCA is not registered with CRICOS.

## **Third Party Agreement**

TCA does not have any third party agreement with any other training organisation. All training and assessment is conducted by TCA and its own staff.

## **Industry strategic Partnership**

TCA has an exclusive industry strategic partnership with Arndell Park Early Childhood Learning Centre. This allows all TCA students to undertake work placement at Arndell Park Early Childhood Learning Centre. This will also allow TCA students to utilise the facilities or Arndell Park within the scope of the student's work placement agreement.

## Equal Opportunity Policy

TCA is wholly committed to the principles of Equal Employment Opportunity. TCA has an EEO policy which it implements and endorses.

In all policies and practices of TCA, there shall be no discrimination relating to sex, marital status, parenthood, race, colour, national origin, physical or mental impairment, religious or political affiliation. The policy on Equal Employment Opportunity reflects the TCA's desire to enjoy a workplace free of discrimination where each person has the opportunity to progress to the extent of their ability.

## Access and Equity

TCA is committed to practicing fairness and providing an equal opportunity for all current and potential students to access and participate in learning, and to achieve their learning outcomes regardless of age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location that may present a barrier to access, or any other perceived difference in class or category. Training College of Australia ensures that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services. TCA will address access and equity matters as a nominated part of operational duties.

If a student identifies with one or more of the following priority groups, he/she may be able to receive additional assistance:

- Aboriginal and / or Torres Strait Islander people
- Carers of people who are ill, aged or who have a disability
- People with a disability
- Women and girls who are returning to education and training
- Women and girls who are seeking training opportunities in non-traditional roles
- Young people aged 15 to 25
- Australian South Sea Islanders
- Parental job seekers
- People with English language, literacy and numeracy needs
- Mature aged workers who require up skilling
- Long term unemployed and disadvantaged jobseekers

- People from different cultural and ethnic backgrounds
- People who speak a language other than English

## **Student code of conduct**

The Student Code of Conduct requires the following rights and expectations to be respected and adhered to at all times.

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status;
- The right to be free from all forms of intimidation;
- The right to work in a safe, clean, orderly and cooperative environment;
- The right to have personal property (including computer files and student work) and the RTO's property protected from damage or other misuse;
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the Complaints and Appeals Procedure);
- The right to work and learn in a supportive environment without interference from others;
- The right to express and share ideas and to ask questions;
- The right to be treated with politeness and courteously at all times;
- The expectation that students will not engage in copyright breaches, cheating or plagiarism;
- The expectation that students will submit work when required;
- The expectation that students will at all times meet the requirements, terms and conditions contained in the Student application and enrolment form including payment of fees.



- The expectation that students will participate in learning and assessment as part of the requirement to progress through the course satisfactorily and complete the course in within the period notified in the individualised training plan.

## **Continuing Improvement**

TCA aims to continually improve the content, assessments and information provided in all courses therefore throughout your studies you may notice changes as you progress through your course.

TCA will endeavour to provide at least two weeks notice to students of major changes to units to allow for assessment completions. Minor changes may occur without notice. These changes will not affect assessment or progression. If you notice something you find confusing, or an error in a task, please inform your trainer so we can improve the quality of the course.

## **Deferring from courses**

TCA understands that there are times when participants are not able to continue with studies due to illness or other life circumstances. In these situations participants are able to defer or withdraw from a course. Unless there are exceptional circumstances, only one deferment is allowed per course.

Participants must notify TCA of their decision to defer from a course in writing or email. Participants should contact the Training manager who will supply them with the required form.

Participants who choose to defer may have up to 12 months from the date that they have deferred to resume their studies.

If participants have completed a whole unit in the time before they have deferred, this result will be transferred over to the new enrolment. In the event that a participant has partially completed a unit, these assessments will be taken into consideration in the new enrolment.

## **Student Feedback**

TCA is committed to providing ongoing quality improvement and students are encouraged to provide feedback on any aspect of dealings with your training. Methods to provide feedback include:

- completion of surveys located at the end of each unit, and at the end of each course; and
- 
- comments or queries on course material and/or assessments through communication with facilitators.

Comments can be made anytime by phone or email to [info@tcaustralia.edu.au](mailto:info@tcaustralia.edu.au)

TCA will endeavour to respond to all queries within 2 working days and to incorporate feedback into future planning and enhancement goals.

Students and employers are requested to complete an important course completion survey at the end of the training. The feedback in these surveys helps us to make improvements to our training which benefits all concerned. This is done by using the links included at the end of the course.

**End of Document**



## Welcome to Training College of Australia

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