



**TRAINING PRACTICAL SOLUTIONS
CONSULTANCY**
Learner Handbook
RTO NO: 41290

Document Control Sheet

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This handbook has been prepared for use as part of a structured vocational education and training course and should only be used within that context.

The information contained herein was correct at the time of preparation. Legislation and case law is subject to change and readers need to inform themselves of the current law at the time of reading.

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Welcome to TPSC

Welcome and Congratulations on taking the first step towards advancing your education and chosen career profession.

Training Practical Solutions Consultancy (TPSC) is an RTO providing high-quality training to Australia-based employers and their employees. We provide nationally recognised training to businesses, offer professional experiences and practical solutions to enhance business practices whilst upskilling their staff.

Our Mission and Objectives

TPSC mission is to continuously improve the quality of workplace education and training through actively promoting and applying principles of Practical Solutions. *Act as you learn, learn as you act.*

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.
- **Safety & equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity & ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- **Learner Focused.** We thrive on providing training and assessment that is learner focused and which supports lifelong learning. We respect our learners and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

This handbook provides you with information about the services provided by TPSC and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a particular course offered by TPSC. You may also find this handbook on our website.

If you have any questions, please feel free to contact any of our friendly staff, by calling 03 9112 6273 or email us at info@tpsconsultancy.com.au

We look forward to starting you on your journey of learning and hope to launch you into a better bright future chosen career.

Regards,

Jaime Yeo

Chief Executive Officer

Contact Us

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Our Promise to you

TPSC maintains a responsible and committed approach to the provision of VET. We provide staff, trainers and assessors who:

- Represent TPSC and always act professionally.
- Are formally qualified and experienced.
- Undertake duties of a trainer and assessor with honesty, integrity and diligence
- Provide the highest level of skills, knowledge and training
- Treat all learners with respect while maintaining learner confidentiality.
- Conduct fair, valid and reliable competency-based assessments.

We manage learners in a responsible and ethical manner and provide a supportive learning environment where all learners, irrespective of age, gender and cultural background – receive encouragement and guidance at all times.

We recognise the rights of all learners, abide by the anti-discrimination and equal opportunity regulations.

We treat all learner fairly, providing external advice and support when needed in order to complete the training course successfully.

We implement strict grievance handling procedures.

We provide learners with opportunities to extend a course without additional cost while complying with the standards for Recognised Training Organisations (RTOs) 2015 V2.3 published March 2024.

We encourage both formal and informal learners' feedback and act on this feedback accordingly for future improvements.

We work as a team and strive to achieve the highest learners' satisfaction with all aspects of training and take every opportunity to ensure this happens and that any grievance is handled fairly.

Our expectation of you

TPSC expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To respect other learners and TPSC staff members and their right to privacy and confidentiality.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning units of competency.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and TPSC publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To comply with the rules and regulations of TPSC.

Your safety

TPSC is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the Occupational Health and Safety Act 2004 of our responsibilities to maintain a safe environment.

The following guidelines are provided as a basis for safe practice in the training environment:

- Be responsible for your own actions.
- Keep training and assessment areas neat and tidy at all times.
- Observe hygiene standards particularly in eating and bathroom areas.
- No smoking at the training and assessment facilities or offices;
- No consumption of alcohol during the conduct of training and assessment.
- TPSC will communicate the procedures involved in evacuation and the location of fire equipment to learners at all training locations or environment.
- Know and observe details of emergency response and evacuation plans.
- Do not undertake activities which may cause injury to self or others;
- Report all potential hazards, accidents and near misses to the RTO staff or your supervisor;
- Provision for first aid facilities are available where training is delivered;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Electrical equipment that is not working should be reported to TPSC staff;
- Electrical work should only be performed by appropriately licensed or trained staff.
- The accident and any aid administered must be reported and recorded by staff involved, in the injury register

Your access and equity

TPSC is committed to ensuring that the training and assessment environment is free from discrimination and harassment. We (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances.

If discrimination and harassment is found to have occurred, disciplinary action will be taken against any staff member who breaches this policy. Learners who feel that they have been discriminated against or harassed, should report to their workplace supervisor or to a staff member of TPSC that they feel they can trust. Suspected criminal behaviour will be reported to police authorities immediately.

Learners should expect fair and friendly behaviour from TPSC staff members.

Your privacy

TPSC takes the privacy of learners very seriously and complies with all legislative requirements. These include the Privacy Act 1988 No. 119 and Australian Privacy Principles. Here's what you need to know:

- TPSC will take all reasonable steps to protect your personal details and information collected and retained during enrolment. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011 (latest version 14/10/2024).
- TPSC is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.
- TPSC staff directly involved with learner welfare and or learner results may have access to learner files. An appointed auditor by ASQA, Skills Victoria and/or any other registering body for the purpose of reviewing training evidence, participation and progress may also access learner files in TPSC head office.
- Your personal information is retained within our hard copy filing system and our computer systems. Hard copy files are secured in lockable filing cabinets while electronic data retained on our computer systems is

protected via virus protection software. Our data is backed up as required to an external hard drive which is securely kept in locked storage on-site in TPSC head office with the Managing Director. Only approved TPSC Management staff can access the secure drives which contain confidential private information and documents.

- If you have concerns about how TPSC manages your personal information, we encourage you to inform our staff and discuss your concerns. TPSC staff are bound to act in accordance with the information Privacy Act 2000 and TPSC Privacy Policy.

Nationally Recognised Training

The accredited qualifications offered by TPSC are nationally recognised. Each qualification is developed in consultation with industry experts and delivered by current Trainers and Assessors.

TPSC offers the following nationally recognised qualifications which can create pathways into employment, further studies or career advancement. All training will be delivered and assessed in the workplace. Training will be delivered in blended mode – classroom styled and on-the-job type training.

- Competitive Systems and Practices
- Food Processing

You can access our current scope of registration via: training.gov.au - 41290 - Training Practical Solutions Consultancy Pty Ltd

As a Registered Training Organisation (RTO Code 41290), we are responsible for ensuring the training and assessment we deliver to you is compliant under the VET Quality Framework and as such adheres to the Standards for Registered Training Organisations (RTOs) 2015 (V2.3 published March 2024), under subsection 185 (1) of the National Vocational Education and Training Regulator Act 2011.

The VET Quality Framework (VQF) means the following:

- Standards for Registered Training Organisation (RTOs) 2015
- Australian Qualifications Framework;
- Fit and Proper Person Requirements;
- Financial Viability Risk Assessment Requirements;
- Data Provision Requirements.

Victoria Government Funding (Skills First)

Since January 2017, Victoria's training and TAFE system is managed through Skills First. A new approach to training has been implemented, a high benchmark for training quality has been set, and supporting the courses that are likely to lead to employment. Under Skills First, subsidised training will continue to be available to eligible learners and there will be no changes to the existing eligibility criteria.

Eligibility for Skills First Funding

Since 1 January 2023, an individual MUST meet these requirements to be eligible for Skills First subsidised training.

You must be:

- an Australian citizen or
- an Australian Permanent Resident (holder of a permanent visa) or
- a New Zealand citizen.

You must be physically present in Victoria or in a designated border region while participating in training and assessment.

If you are enrolled at a school, you will not be able to receive a government-subsidised training place for a course through Victoria Skills First, unless you are undertaking the course as part of a School-Based Apprenticeship or Traineeship.

Two courses at the same time, no more than two in a year

If you are eligible for a government-subsidised placement, you can enrol and commence a maximum of two qualifications in a calendar year:

- Skills First subsidized Skills Sets; and
- Two Skills First subsidized programs that are AGF qualifications. government-subsidised courses at a time, but no more than two in a calendar year.

The following scenarios are not counted when determining if you meet these limits:

- Transitioning from a superseded program to the current version of the same program;
- Recommencing training in the same program (at either the same or a different provider)
- Participation in '22510VIC – Course in Identifying and Responding to Family Violence Risk'; or
- Participation in Literacy and Numeracy Support units.

Victorian Student Number

Applicable to Victorian learners only. To be completed by all students aged up to 24 years:

Since 2009 in schools and since 2011 for vocational education and training (VET) organisations and Adult Community Education providers, a Victorian Student Number (VSN) has been allocated upon enrolment to each individual learner aged up to 24 years who has attended TAFE or other VET training provider since the beginning of 2016.

Learners should report their VSN on all subsequent enrolments at a Victorian school or training organisation. In particular, all students who are currently enrolled in either a VET provider or a Victorian school (including those already participating in a VET in schools program) should obtain their VSN from their current education or training organisation and report their VSN on this enrolment form.

Learners who are enrolling for the first time since the VSN was introduced will get a new VSN.

Unique Student Identifier (USI)

From 1 January 2015, all students doing nationally recognised training need to have a Unique Student Identifier (USI). This includes students doing Vocational Education Training (VET) in schools.

A USI is a reference number made up of numbers and letters. Creating a USI is free by going to the following website www.usi.gov.au. It creates a secure online record of your nationally recognised training that you can access anytime and anywhere, and it's yours for life.

The USI is linked to the National Vocational Education and Training (VET) Data Collection, and this means an individual's nationally recognised training and qualifications gained anywhere in Australia, from different training organisations, will be kept all together.

The USI will:

- link a student's VET achievements, regardless of where in Australia they did the course
- let students easily access secure digital transcripts of their achievements

- give students more control over their VET information.

For more information, you can visit <http://www.usi.gov.au>

Pre-Enrolment

Enrolment

Pre-Training Review (PTR)

Section A: Pre-Enrolment Interview

- The Pre-Enrolment Interview is used to collect information, so we understand your career goals and aspirations. It is designed to also capture your interests you are wanting to develop as well as the benefits you see for your personal and professional growth. During this interview ask the TPSC staff member any questions regarding the qualification and delivery of the training and assessment. Once we have finalised this section and deemed suitable for the qualification, you will be asked to complete a LLN which will tell us more about your suitability for studying your chosen qualification; and if there are any areas you may need support in.

Section B: Self-Assessment

- This is a discussion and opportunity to share with the TPSC staff member how often you undertake certain activities in and out of their work environment.

Section C: Language, Literacy and Numeracy (LLN) Review

- Complete this section independently and you can skip over any questions that you are uncomfortable to attempt. However, the TPSC staff member will ask you to revisit these questions with their support during a second attempt.

Section D: Core LLN Skills Assessment and Evaluation

- The TPSC staff member will complete this section and feedback will be provided.

Language, literacy & numeracy (LLN) skills

LLN skills are critical to almost all areas of work. This is particularly true in many vocations where LLN skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach TPSC will:

- Assess a learner's LLN skills during their enrolment to ensure they have adequate skills to complete the training.
- Support learners during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered.
- Provide clear information to learners about LLN assistance available. TPSC generally recommend the LLN training courses provided by TAFE. These institutes have specialist teachers to support the learner's development.

Client Support Services and Special Assistance Needs

TPSC is committed to providing educational and support services to learners through the duration of the training program. The duration of the training program is available on your Training Plan and shared during

enrolment session. locatio TPSC will provide reasonable levels of assistance to learners to assist them with comprehension of learning materials, access to research resources and supervision of work assigned.

Wherever reasonably possible, TPSC will provide wheelchair access. Where specialised assistance is required, TPSC will seek this assistance and provide it to the learner, at the employer or learner's cost where it applies. These services may include:

- Language, Literacy and Numeracy (LLN): Personalised aid to assist with a reading or writing disability.
- Physical disability assistance: Access to workplace training facilities.
- Remedial aid such as additional training sessions.
- Assistance in using technology required to complete training assessments.

Key Personnel Involved in Your Training

The following outlines the role and responsibilities each personnel holds.

Learner

You are obligated to participate and responsible for:

- Participate and contribute to all training and learning activities and sessions.
- Attend all training sessions and follow up/catch up training sessions (if any).
- Submit only work that is your own or that properly acknowledge the ideas, interpretations, words or creative work of others.
- Avoid lending original work to others for any reason.
- Be clear about assessment conditions and seek clarification if in doubt.
- Be clear about what is appropriate referencing and the consequences of inappropriate referencing.
- Discourage others from plagiarising by observing the practices above.

Employer

Your employer and workplace supervisor(s) will be involved in a number of activities designed to assist you in meeting your learning outcomes, as you progress through the qualification. The workplace supervisor's responsibilities include:

- Provide leadership and guidance to the learner.
- Ensure and allow learners to be withdrawn from routine / productive work for structured and self-paced training and assessment for the government specified number of hours per week.
- Instruct and support learners while they are on the job and during their learning where self-paced materials are used.
- Increase the learner's self-esteem and performance capabilities by motivating and encouraging continuous skills development.
- Develop and observe learners' skills through guiding their practice in the workplace.
- Organise opportunities for job rotation (where possible) and learn a range of skills.
- Arrange for other appropriate staff to coach and/or provide direct supervision.
- Liaise and discuss with TPSC trainers/assessors to monitor the learner's progress.

Trainer and Assessor

Our dedicated Trainers and Assessors are qualified professionals, equipped with current industry experience and qualifications applicable across a range of industries. They maintain industry currency by participating in professional development activities, hence giving our learners the best practical industry experience.

Your trainer who is your main contact, will provide their contact details. Your trainer will:

- Set realistic assessment activities and inform you of expectations related to assessment.
- Provide you with clear examples of what is acceptable.
- Set appropriate conditions for group activities and make clear the distinction between group work and individual work; and
- Cultivate an environment of mutual respect for original work and explain what constitutes plagiarism.

TPSC Compliance and Administrative Staff

You can contact and request to speak to TPSC Compliance or Administrative team regarding any concerns or queries.

The Australian Apprenticeship Centre (AAC)

The AAC is contracted by the Federal Government to ensure that the traineeship registration process is in motion. Where applicable, an AAC representative will complete a training contract with you and your employer which formally enters you into a workplace based Australian Traineeship.

The AAC representative may visit or call you during your training program to ensure all training obligations are met.

Centre for Vocational Education and Research (NCVER)

TPSC participates in the yearly National Student Outcomes Survey conducted by the NCVER.

TPSC may request your participation in a survey during and/or at the end of your training program. Feedback collected is used to further improve our practices and processes, the quality of our training programs, training and assessment as well as the training and professional skills of our trainers and assessors.

Australian Skills Quality Authority (ASQA)

ASQA is responsible for regulating Australian vocational education and training (VET) industry and accredit VET courses to ensure they meet nationally approved standards based on industry, enterprise, education, legislative and community needs.

ASQA also accepts information from learners about concerns or problems they may have with training providers, and in some cases, can reissue learners training records. ASQA may also help resolve learner complaints with training providers.

Flexible Learning and Assessment

Qualification-specific materials outline the learning and assessment criteria to attain successful completion. TPSC may offer or adopt flexible learning environments and flexible assessment criteria to accommodate work commitments, personal limitations or physical disabilities. These considerations should not limit the course learning value, standards, or minimum skill-attainment requirements.

TPSC will consider each request on a case-by-case basis. Individual learner needs, and options available that may be instituted to assist the student. Request may be considered for variables such as:

- Modified or changed workgroups.
- Alternate dates for submission of assignments.
- Personalised supervision (where feasible).
- Special circumstances and/or extra time provided for assessments.
- Modified learning workbooks such as bigger font or inclusion of more diagrams.

Commencement of Training

You will be provided with training and learning resources before your trainer commences training delivery on the first unit of competency or cluster of units listed on your training plan.

Information such as duration of training, completion of required tasks and evidence needed to be submitted for assessment, will be provided. Together with your trainer, you will discuss the work to be done before the next training session. Training should occur once every fortnight.

Progressive workplace training and assessment visits

Your trainer will contact and remind you when the next training session will take place. You are required to complete given tasks (from previous training session(s) if there is any).

Active participation and contribution during your training sessions will help you understand, refresh and/or develop skills and knowledge from your training program.

Your trainer will schedule for catch-ups and in-practice observations and assessment which are part of your skills and knowledge assessment. These will take place while you are at work.

Completion of Training Program

Your trainer and assessor will submit all your completed workbooks and supplementary evidence used for assessments at completion.

A completion declaration must be signed off by yourself, your employer and your trainer and assessor once everyone is satisfied that all components of the training program are completed and deemed competent, including competence in the workplace.

TPSC Compliance Manager will audit your evidence, complete your records on the student management system and issue your certificate within 30 days of completion.

Access to your records

You are entitled to access and view your learner file including all learning and assessment records. You may do so by submitting a written request directly to TPSC Compliance Manager.

Access to your file by a third party such as your appointed trainer and assessor can only be provided with your written consent. TPSC staff aim to provide you with access to your personal learner records including re-issuing of statement of attainment or qualification within 3 working days. Alternatively, you can pre-arrange to collect your records with Compliance Manager from TPSC head office.

Assessment

At the beginning of each unit or cluster, your trainer will advise you of the assessment tasks that will be required to complete to be deemed successfully competent in that unit of competency. A date and time will be negotiated between yourself and your trainer to ensure you have enough time to be trained and complete the assessment tasks with confidence.

The process of assessment includes:

Step 1. Preparing you for assessment. This includes completing an Assessment Plan

Step 2. Organising dates and times for collection of evidence

Step 3. The assessor collecting the evidence and making the assessment decision

Step 4. Assessor to provide and collect feedback from you on the assessment.

- Assessor to provide periodic training progress report to employer or whenever requested.

Step 5. Advise of appeals option if you are not satisfied with the assessment outcome

Step 6. Assessor to record and report the result to TPSC head office.

Marking Assessments

Possible assessment outcomes for units include:

- *Competent (C)*

The learner can demonstrate competency in all learning outcomes.

- *Not Yet Competent (NYC)*

The student has not yet demonstrated competency in all learning outcomes and further training or reassessment must be undertaken

- *Credit Transfer (CT)*

The student will be provided credit for a unit of competency previously achieved

- *Recognition of Prior Learning (RPL)*

The learner has been assessed through the RPL process by reviewing formal and informal learning.

Each assessment task will also be marked to provide a clear outcome and communicate to the learner how they are progressing through the unit.

- *Satisfactory (S)*

The learner has completed the assessment task to the required standard

- *Not Yet Satisfactory (NYS)*

The learner has not completed the assessment task to the required standard. The learner will be given another opportunity to re-sit the assessment or utilise other forms of assessment to support competency.

Re-assessment

Learners who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. Additional training and learning support will be provided to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of TPSC to provide three opportunities for additional training and re-assessment at no additional cost to the learner or employer. Learners who require additional training and re-assessment after they have exhausted their three opportunities will be required to pay a fee for additional training and re-assessment. Please refer to the current fee schedule to identify the re-assessment fee. This fee will be charged directly to your employer.

TPSC Management would be notified when a learner requires additional learning support. Learner's learning progress would be monitored and additional support services can be applied before the decision to impose an additional fee for re-assessment. Where learners repeatedly do not demonstrate competence following significant learning and assessment support, a learner's enrolment can be determined through mutual agreement.

Copyright

All marketing, training, resource, course and assessment materials are subject to copyright in whole by TPSC Pty Ltd and may not be reproduced in any form without the express written permission of the owner.

What is plagiarism?

Plagiarism is the act of misrepresenting as one's own original work the ideas, interpretations, words or creative works of another. These include published and unpublished documents, designs, music, sounds, images, photographs, computer codes and ideas gained through working in a group. These ideas, interpretations, words or works may be found in print and/or electronic media.

Fees and Refunds

Fees and charges will be directly invoiced to the learner's employer for payment. TPSC is entitled to charge fees for items or services provided to learners undertaking a course of study. These charges are generally for items such as training resources, learner services and training and assessment services.

• Fee-for Service

TPSC charges registration and tuition fees for participation in both Fee for Service and Government subsidised training programs. However, TPSC does not collect fees in advance but scheduled for collection periodically. All initial fees related to your qualification are paid by yourself or employer depending on agreed training arrangements.

• Skills First Tuition Fees (Victorian Training Delivery only)

TPSC does not charge learners registration and/or tuition fees for enrolments into training qualifications related to government subsidised training.

For a full list of current fees and charges please refer to TPSC website via <https://tpsconsultancy.com.au/rto/>.

• Material and Administration Fees

ITEM	COST
Reissuing qualifications or statements of attainment*	\$25
Re-assessment services – per unit**	\$210
Replacement of learner workbooks <ul style="list-style-type: none">• USB (entire qualification)• Hardcopy (per unit)	\$10 No charge

*Learners can request for a duplicate copy of certificate(s) or statements of attainment at no charge. Charges will apply if more duplicate requests are made.

**Learners can request for re-assessment services when satisfactory outcomes from assessments processes (outlined on page 13) and appeals processes (as outlined on page 18) have not been achieved.

Refunds

Any withdrawal from a course prior to its completion has the following cancellation costs, payable to TPSC:

- Cancellation of any Fee for Service training programs requires 14 days' notice prior to the commencement date to receive a full refund (excluding registration fee).
- If a learner cancels after the commencement of the program, a refund will be calculated based on the amount owing for that Learner's Training and Assessment up to and including the current instalment period in which TPSC receives written notice from the Client of the Learner's withdrawal.
- Should the RTO choose to cancel the course, a full refund of any fees paid applies.

Statutory Cooling Off Period

The Standards for Registered Training Organisations require TPSC to inform persons considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that TPSC do not engaged in unsolicited marketing or sales tactics and therefore a statutory cooling off period in not applicable to our learners who have enrolled into a training program. For refund option in other circumstances, learners must refer to the above extract from our Refund policy.

Our Guarantee to Clients

If for any reason TPSC is unable to fulfil its service agreement with the employer and learner, TPSC must issue a full refund for any services not provided. We will also assist in finding an alternate RTO to continue the training with as far as practicable.

This also includes postponement of sessions where alternative dates will be offered or temporary cancellations where we will offer rescheduled dates or refund of monies paid.

The basis for determining “services not provided” is to be based on the units of competency completed by the learner and which can be issued in a statement of attainment at the time the service is terminated.

Changes to Terms and Conditions

TPSC reserves the right to amend the conditions of the learner’s enrolment at any time. If amendments are made that affect the learner’s enrolment, the learner will be kept informed as soon as possible and/or at least 7 days prior to changes taking effect. Learners then have 28 days to submit an appeal from the date they were informed of the decision. Further information about appealing a decision is contained in the section relating to complaints and appeals handling.

Learner cancellation or withdrawal

Learners who cancel or withdraw from their enrolment part way through a training program, must notify TPSC in writing via email or letter at the soonest opportunity. Learners are advised to consider alternative options such as requesting to suspend their enrolment and re-commencing in another scheduled training program. Alternatively, Employers can cancel, withdraw or suspend learner’s enrolment on their behalf based on employment agreements/conditions.

Making complaints and appeals

TPSC is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if necessary. These processes are available to learners, clients, staff or third party/ies who are not satisfied with an outcome determined by TPSC.

A complaint is any expression of dissatisfaction with an action or service of the Registered Training Organisation - Training Practical Solutions Consultancy.

An appeal is an application for reconsideration of an unfavourable decision or finding during their time with TPSC.

Examples of appeals include:

- Assessment results including RPL
- Credit Transfer applications

- Refund application
- Outcome of complaint

Complaints and Appeals are handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the process. This means that you are entitled to be heard with access to all relevant information and with the right of reply.

A complainant or appellant will be provided an opportunity to formally present his or her case at no cost.

A complaint or appeal can be withdrawn at any time during the resolution process. All cases will be handled in the strictest of confidence

More information on our complaints and appeals process can also be found below and on our website www.tpsconsultancy.com.au

If you wish to lodge a complaint or appeal, please contact your TPSC Management Consultant or head office on 03 9112 6273 or go to our website www.tpsconsultancy.com.au

Complaint procedure

Informal Complaints

Where possible all non-formal attempts shall be made to resolve the complaint. TPSC encourages open communication and an environment of trust. Therefore, any learner with a complaint is encouraged to raise the matter directly with the other party concerned to attempt to resolve the issue mutually. All informal complaints must be emailed to TPSC Compliance Manager who will update the complaints and appeals register accordingly.

The Compliance Manager will determine and ensure that the appropriate action will be taken if necessary. Any staff member can be involved in this informal process to resolve issues but if the learner wishes to place a formal complaint then the following process must be followed.

Formal Complaints procedure

Step 1. Submit complaint to TPSC head office via an email to the Compliance Manager or to Managing Director. You can request a TPSC staff member to assist you with completing a Complaints and Appeals form.

1.1 if a complainant raises an issue but is not willing to proceed with the complaint then they should be advised that because of the requirements of procedural fairness, in most circumstances no further action can be taken by TPSC.

Step 2. The Compliance Manager will provide an acknowledgement within two (2) working days in writing of the complaint including a copy of the complaints form and copy of the complaints policy and procedure. If a complaint cannot be investigated by the RTO (for whatever reason), then the Managing Director should inform the complainant at this point and refer them to the most appropriate body.

Step 3. The Managing Director is to commence their review of the complaint within five (5) working days from the date the complaint was submitted.

3.1 This includes interviewing the respondent to the complaint, outlining the specific allegations that have been made about them, and giving them opportunity to make a full response. During the investigation process, the complainant must be given the opportunity to present his/her case (with the provision of a mutually acceptable support person and/or independent adviser in attendance, if required). This will be no cost to the learner.

3.2 The Managing Director is to make recommendation as to how to respond to the matter. They may choose to make inquiries about the matter or may task another person to research the matter against relevant policy. They may choose to consult with others within TPSC or relevant agencies external to TPSC in determining their

recommendations. This must be completed as soon as practicable and ideally no later than sixty (60) calendar days.

3.3 The complainant should be provided with progress updates during the investigation on a fortnightly basis. These are to be regularly updated on the student management system.

3.4 No action relating to an enrolment status is to be taken until such time as the complaint has been resolved. However, the Managing Director retains the right to take such steps as may be necessary to ensure health, safety and welfare of learners and/or others.

Step 4. After the investigation process is complete the Managing Director will provide a written response within fourteen (14) working day to the complainant, of the action taken and the reasons for the decision.

Step 5. If, at any stage, the process exceeds the timelines stated, or more than sixty (60) calendar days are needed to process and finalise the complaint; TPSC will:

- 5.1 inform the complainant in writing of the delay, including the reasons why more than sixty (60) calendar days are required; and
- 5.2 regularly update the complainant (minimum fortnightly basis) on the progress of the matter and ensure these are recorded in the Complaints and Appeals Register.

Step 6. Where the complainant is not satisfied with the outcome of the complaint handling, the complainant can appeal the outcome. The complainant will be given the opportunity to review their complaint by an independent third party. Please refer to the Appeals Handling procedure – External Appeals section 4.2.1.

Step 7. Opportunities for improvement that were identified as a result of the complaint are to be recorded in a Continuous Improvement Register on the student management system and submitted for the next Management Team meeting. The Managing Director may, at his discretion, follow-up with the complainant after consideration by the Management Team to inform the complainant of the improvement actions identified.

Appeals Handling Procedure

Appeals must be submitted to TPSC head office within twenty-eight (28) calendar days of the decision.

The following procedure is to be followed when an application to appeal a decision is received:

Step 1. An application to appeal a decision is received by TPSC and is to be immediately recorded into the Complaints and Appeals Register. An application to appeal a decision must be submitted in writing using the Complaints and Appeals form.

1.1 The appellant should provide full details regarding their appeal including;

- Full name, address and contact details (email/phone)
- Summary of reasons and any evidence to support the appeal. If the appeal relates to an assessment decision please include the qualification and unit code, title and the assessor it relates to.
- Desired outcomes of appeal

Step 2. The Compliance Manager will acknowledge receipt of the appeal within two (2) working days in writing to the appellant. This includes a copy of the completed Complaints and Appeals form and a copy of the appeals policy and procedure. The appeal application will be forwarded to the Managing Director within five (5) working days of receipt.

Step 3. The Managing Director will commence the review of an appeal within seven (7) working days from the date the appeal being submitted.

3.1 The Managing Director will categorise the appeal into one of the following categories:

- Assessment Appeals
- General/External Appeals

3.2 The Managing Director will inform all involved in the appeal and provide each opportunity to present their side of the matter.

Step 4.

Assessment Appeals

- 4.1 Where appropriate the assessor may decide to re-assess the learner to ensure a fair and equitable decision is made. The assessor will be required to complete a written report regarding the reassessment outlining the reasons why assessment was or was not granted.
- 4.2 If the learner is still not satisfied with the result the Compliance Manager shall seek details from the assessor involved and any other parties. A decision shall be made regarding the appeal either indicating that the assessment decision stands or details of a possible reassessment by a third party. The third party will be appointed by TPSC. The re-assessment will be conducted by an individual who has the required qualifications and experience as outlined in the Standards for Registered Training Organisations (RTOs) 2015.
- 4.3 The learner will be notified by writing within twenty-one (21) calendar days from the initial lodgement of their appeal. If at any stage the process exceeds the timelines stated or requires more than sixty (60) calendar days to finalise, the Compliance Manager will inform the appellant in writing and provide the reasons for the delay. The appellant will be updated regularly in writing of the progress of their appeal until an outcome has been finalised.
- 4.4 The learner will also be advised of the option of activating the general/external appeals process if they are not satisfied with the outcome.

General / External Appeals

- 4.5 Appellants who are not satisfied with the outcome TPSC has reached through either the complaints process or assessment appeals process are entitled to refer the matter to an independent third party.
- 4.6 The Compliance Manager is to arrange for the appeal to be considered by an appropriate independent third-party. The independent third-party is required to respond with their recommendations within twenty-one (21) calendar days of their review being requested.

A suitable third party will be contacted relevant to the nature of the appeal.

The details of a third party TPSC will refer appeals to include, but is not limited to: Newbery Consulting

If at any stage, the process exceeds the timelines stated or requires more than sixty (60) calendar days to finalise the appeal, the Compliance Manager will inform the appellant in writing of the delay and the reasons.

The appellant will be updated regularly in writing of the progress of their appeal until an outcome has been finalised.

Step 5. The Managing Director is to communicate outcomes of appeal to the appellant personally either during a meeting or via the telephone. The outcome will also be formalised via letter to the appellant. Appeal

responses are not to be provided to the appellant via any third-party or via electronic communication such as e-mail.

Step 6. Opportunities for improvement that were identified as a result of the appeal are to be recorded in a Continuous Improvement Report and submitted for the next Management Team meeting. The Managing Director may, at their discretion, follow-up with the appellant after consideration by the Management Team to inform the appellant of the improvement actions identified.

Recognition of your existing skills & knowledge

In accordance with the requirements of the Standards for Registered Training Organisations (RTOs) 2015, TPSC provides the opportunity for learners to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

What is Recognition of Prior Learning (RPL)?

RPL involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. RPL assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, RPL encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that RPL is just another form of assessment.

RPL guidelines

The following guidelines are to be followed when an application for RPL is received:

- Any learner is entitled to apply for RPL in a course or qualification in which they are currently enrolled.
- Learners may not apply for recognition for units of competence or a qualification which are not included in TPSC scope of registration.
- Whilst learners may apply for RPL at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the learner down a more efficient path to competence.
- Learners who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via RPL is to apply the principles of assessment and the rules of evidence.
- RPL may only be awarded for whole units of competence.

The RPL process includes:

Step 1. Informing the learner about the opportunity for RPL

Step 2. Undertake a self-assessment

Step 3. Participate in a RPL assessment planning interview with your assessor

Step 4. Prepare and submit RPL evidence. Evidence may include:

- | | |
|--|--|
| • Evidence of competence | • Written presentation |
| • Performance, demonstration or skills test | • Interview |
| • Portfolio, logbook, task book, projects or assignments | • Testimonials |
| | • Third party reports (statutory declarations) |

Step 5. An assessor will review your evidence and provide feedback.

- If there is sufficient evidence in the application and supporting documentation, no further assessment may be necessary.
- If further assessment is required, it may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility. The form of assessment may be negotiated with the learner and may consist of an interview, written assignment, or other method. Assessment will be conducted by a qualified assessor.

Step 6. An appeal may be lodged if you are not satisfied with the assessment decision

Step 7. A written confirmation of the assessment outcome will be provided

What is Credit Transfer (CT)?

Credit transfer is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations (RTOs) 2015, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. CT allows a learner to be awarded a unit of competency based on successful completion of the unit which has been previously awarded.

Evidence requirements

If you are seeking credit transfer, you are required to present your original or certified statement of attainment or qualification for examination to TPSC representative. These documents will provide the detail of what units of competency you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework.

Credit Transfer guidelines

The following guidelines are to be followed in relation to credit transfer:

- Any learner is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Learners may not apply for credit transfer for units of competence or qualification which are not included in TPSC scope of registration.
- Whilst learners may apply for national recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the learner down a more efficient path to competence.
- The learner does not incur any fees for national recognition and TPSC does not receive any funding when national recognition is granted.
- National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for national recognition and applicants will be advised to seek recognition.

Issuance of Certificates and Statement of Attainments

We recognise our responsibility to comply with issuing of certificates and statements of attainment within the Standards for Registered Training Organisations (RTOs) 2015. Specifically, TPSC will only issue a qualification or statement of attainment (as appropriate) to a person it has assessed as competent in accordance with the requirements of the Training Package or accredited course. The format of certificates and statement of attainments will follow requirements outlined in Schedule 5 of the Standards for Registered Training Organisations (RTOs) 2015. See link [Standards for Registered Training Organisations \(RTOs\) 2015, Schedule 5](#). This includes watermarked paper with an embossed TPSC logo to ensure we prevent fraudulent use and photocopying.

TPSC will issue qualifications or statements of attainment to those learners who have achieved the required outcomes within thirty (30) calendar days of the final assessment being completed. In addition to achieving the required outcomes, employers must have paid all fees owed to TPSC to be eligible to receive their certificate. No third party will be delegated responsibility of the issuance of certificates or statements of attainment to learners.

If you require a replacement of your Certificate or Statement of Attainment, you must contact TPSC Compliance Manager and follow procedures to verify your identity. Once this has been completed you will be given a replica of the original document. The only detail which will be changed is the 'issued on' date, which will be the date of re-issue and specified as 're-issued'. Please refer to the Schedule of Fees and Charges within this handbook or on TPSC website for the cost of replacing your Certificate or Statement of Attainment.

Continuous improvement

TPSC is committed to the continuous improvement of our training and assessment services, learner services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

Suggesting improvements

The primary method of reporting opportunities for improvement by learners is via formal or informal feedback to your Supervisor or Trainer and Assessor. This will trigger TPSC to raise a Continuous Improvement for consideration by our Management. You are also welcomed to provide feedback by calling or emailing us. Employers and learners are encouraged to provide feedback to TPSC so we can improve our services in the future.

Welfare and Guidance Service

TPSC does not specifically provide direct access to welfare services, however learners are encouraged to access the following websites if they are experiencing difficulties including;

- Lifeline 13 11 14
- Beyond Blue 03 9810 6100 / Deaf community assistance 1800 555 677 and ask for 1300 22 4636
- Salvation Army Family Welfare Centres
- WorkSafe Victoria <http://www.worksafe.vic.gov.au>
- Safe Work Australia <http://www.safeworkaustralia.gov.au>
- Fairwork Australia <http://www.fairwork.gov.au>

We will consider cases where learners experience special hardship. In these instances, the organisation may, at its sole discretion, offer reduced fees for course training and learning materials where it considers this is warranted.

In relation to guidance services, TPSC will consider any reasonable request for guidance, and will always ensure that learners are given access to all information required to assess and comprehend course options, learning materials and assessment criteria.

Legislative and Regulatory Responsibilities

TPSC is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that TPSC has recognised it has compliance responsibilities to. They also represent obligations to you as a learner whilst training with TPSC.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation are provided in the links next to State or Commonwealth.

Commonwealth legislation - www.comlaw.gov.au

- *National Vocational Education and Training Regulator Act 2011*
- *Student Identifiers Act 2014*
- *Work Health and Safety Act. 2011*
- *Age Discrimination Act 2004 (Cwth)*
- *Disability Discrimination Act 1992*
- *Disability Standards for Education 2005*
- *Racial Discrimination Act 1975*
- *Sex Discrimination Act 1984*
- *Privacy Act 1988 and Australian Privacy Principles (2014)*
- *Fair Work Act 2009*
- *Copyright Act 1968*

Victoria legislation - http://www.austlii.edu.au/au/legis/vic/consol_act/

- *Education and Training Reform Act 2006*
- *Occupational Health and Safety Act 2004*
- *WIRC Act 2013 (Workplace Injury Rehabilitation and Compensation Act)*
- *Disability Act 2006*
- *Australian Consumer Law and Fair trading Act 2012*
- *Working With Children Act 2005*

NSW legislation - http://www.austlii.edu.au/au/legis/nsw/consol_act/

- *Work Health and Safety Act 2011*
- *Workplace Injury Management and Workers Compensation Act 1998*
- *Children and Young Persons (Care and Protection) Act 1998*
- *Disability Inclusion Act 2014*
- *Privacy and Personal Information Protection Act 1998*
- *Fair Trading Act 1987*

Western Australia legislation - http://www.austlii.edu.au/au/legis/wa/consol_act/

- *Vocational Education and Training Act 1996*
- *Education Service Providers (Full Fee Overseas Learners) Registration Act 1991*
- *Equal Opportunity Act 1984*
- *Fair Trading Act 2010*
- *Work Health and Safety Act 2020*
- *Working With Children (Criminal Record Checking) Act 2004*

South Australia legislation - http://www5.austlii.edu.au/au/legis/sa/consol_act/

- *Training and Skills Development Act 2008*
- *Work Health and Safety Act 2012*
- *Workers Rehabilitation and Compensation Act 1986*
- *Fair Trading Act 1987*

Queensland - http://www.austlii.edu.au/au/legis/qld/consol_act/

- *Vocational Education and Training (Commonwealth Powers) Act 2012*
- *Work Health and Safety Act 2011*
- *Workers' Compensation and Rehabilitation Act 2003*
- *Child Employment Act 2006*
- *Child Protection Act 1999*
- *Fair Trading Act 1989*

Australian Capital Territory - http://www.austlii.edu.au/au/legis/act/consol_act/

- *Training and Tertiary Education Act 2003*
- *Work Health and Safety Act 2011*
- *Workers Compensation Act 1951*
- *Discrimination Act 1991*
- *Fair Trading Act 1992*

Tasmania - http://www.austlii.edu.au/au/legis/tas/consol_act/

- *Work Health and Safety Act 2012*
- *Industrial Relations Act 1984*
- *Industrial Relations (Commonwealth Powers) Act 2009*
- *Workers Rehabilitation and Compensation Act 1988*
- *Fair Trading Act 1990*

Northern Territory - http://www.austlii.edu.au/au/legis/nt/num_act/

- *Work Health and Safety (National Uniform Legislation) Act 2011*
- *Child Protection (Offender Reporting and Registration) Act 2010*

- *Consumer Affairs and Fair Trading Act 2006, 2014 & 2017*