



Student Handbook

2024

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Welcome to Train Now

Train Now is the trading name for Skills Training Group Australia. We are a registered training organisation that offers Nationally Recognised Training. Our courses are nationally recognised training packages providing high quality training that meet the Australian Qualification Framework (AQF) standards.

Train Now is dedicated to providing quality training and assessment for students who wish to gain a formal qualification, our training is delivered by passionate people who actually work in Industry.

This Student Handbook provides important information regarding an overview of our key policies and procedures to assist you. These policies and procedures have been developed to guarantee your consistent quality throughout your training and assessment with Train Now.

Code of Practice – Our commitment to you

Train Now values its employees and relationship with our clients. We strive at all times to demonstrate ethical behavior and standards in all our dealings.

Aims and Objectives

- Commitment to providing high quality, empowering training that is relevant to learners, employers and industry.
- Our aim is to make every training participant feel welcome and ensure they receive the maximum benefits from our training services.
- Maintain a friendly and helpful; approach to students / clients.
- Uphold all legislation and comply with all regulatory requirements relevant to the operation of our organisation.
- Provide services that are efficient and consistent through continuous improvement planning incorporating student/client staff feedback.
- Endeavour to ensure that no learner is unfairly disadvantaged. This includes making reasonable adjustments to the training environment, resources, and delivery and assessment strategies to accommodate learner needs.
- Market services accurately and professionally
- Offer skills recognition (RPL) as an assessment option to all of our clients
- Ensure training is appropriate to student/client needs by continual review of scope and delivery
- Take reasonable care to look after the health and safety of others
- Respect the privacy and confidentiality of clients and client information
- Welcome and actively seek client feedback as the basis for continuous improvement of our systems, resources, and the services we provide.
- Provide a fair and equitable process through which clients / candidates can appeal assessment decisions. This is detailed in the Train Now Complaints and Appeals Procedure.

For more information on any of the provisions in our Code of Practice, please contact a Train Now Trainer.

What's in it for me?

By being a participant of our programs, you will receive development that has been customised to your needs, we are committed to working closely with you as a student, your organisation and other employees as appropriate to achieve agreed outcomes. You will be supported throughout the program in developing skills in specific areas. You will benefit from interaction with people from all areas of your organisation.

Selection and Enrolment

Students will be given marketing information that they need to read, If the student wishes to go ahead with an enrolment into one of our courses, students are asked to complete an enrolment form with the support from Train Now's employees.

Be assured that recruitment of learners is conducted in an ethical and responsible manner and processes are fair and comply with equal opportunity legislation.

Students are admitted to Train Now programs by demonstrating a genuine interest in the area and a determination to complete the course.

Class sizes are limited, and students are encouraged to book a place as early as possible.

Entry Criteria

Participants of the program need to be able to read, comprehend and discuss in plain English and write simple statements.

Students enrolling into the unit of competency MSMPER300 – Issue Work Permits must hold the unit of competency MSMWHS201 – Conduct Hazard Analysis prior to enrolling into the unit of competency.

Study options

We deliver our training in your workplace.

Course Information

All students enrolled in a Train Now, training program shall prior to commencement of the training program receive information about the training program which includes but is not limited to:

- The time and place of the delivery of the training program;
- Training Program content;
- The details of the relevant unit/s of competence related to the training program;
- Details of the assessment requirements, including RPL and recognition of qualifications issued by other training organisations.

What do I need to have to completed the qualification

Train Now will provide all training material and resources for you to successfully complete your qualification, this may include but not limited to:

- Pens
- Notepad
- Learning material
- Assessment material
- Safety Boots
- Appropriate full length pants

Campus Locations

Training is delivered in your workplace.

Legislation

Train Now is bound by a wide range of regulatory requirements including but not limited to;

- AQF Essential Conditions and Standards for Continuing Registration
- State Occupation Health and Safety legislation
- Environmental protection legislation
- Workplace Relations Act 1996
- Privacy Act 1988
- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

Confidentiality and Privacy Issues

As a Registered Training Organisation, Train Now is obliged to maintain effective administrative and records management systems. This involves the retention of client records. All staff must be scrupulous in using client information only for the purposes for which it was gathered.

Train Now protects the privacy and confidentiality of students by ensuring that all records and information about individual students are kept in a secure place and are only accessed by or disclosed to those people who need the information to fulfil the Train Now's responsibility to the student.

Train Now will not disclose any information that we gather about you to any third party without your consent. We use the information collected only for the services we provide. No client information is shared with another organisation.

Student Access to Records

Students may access their own personal records at any time. This can be arranged through contact with Train Now staff. Students must provide verifiable forms of identity when seeking to access their own record.

Equal Opportunity Policy

Equal opportunity acts around Australia are developed to provide the right to fair treatment as established by law. The Acts are created in order to eliminate sexual and racial harassment in the workplace, education and accommodation. The Acts also aims to promote equal; opportunity and eliminate discrimination. At Train Now, we support this act and ensure a training environment that supports the following:

- all training and assessment policies and procedures incorporate access and equity principles;
- all learners have equitable access to the benefits of training and assessment irrespective of their gender, age, race, religion, culture, linguistic background, marital status, geographic location, socio-economic background, disability, sexual preference, family responsibility or political conviction;
- all nominations and enrolments into training courses and programs will always be conducted in an ethical and responsible manner, ensuring fairness and compliance with Equal Opportunity legislation; and
- all learners/students have equitable access to training resources, facilities, equipment, support services, information, training and assessment personnel, materials, assessment opportunities, training opportunities.

Protection from Harassment

Train Now has implemented management practices that maintain high professional standards and safeguard the interest and welfare of learners in situations that might result in their harassment.

Bullying and harassment in any form, including sexual harassment, will not be tolerated under any circumstances. All students of Train Now programs have a right to participate in training in an environment free from intimidation and harassment.

Train Now acknowledges workplace harassment is against the law in any workplace context, including conferences, work- or business-related functions and training groups, and expects its workplace and training environment at all times to reflect the principles of law for the benefits of its employees, students and visitors.

Disciplinary Procedure

Train Now has a duty of care to its clients and staff to ensure the safe and effective operation of the training and assessment service and fair treatment of all. A breach of policy, procedure or statutory regulation by staff and/or student will be sufficient grounds for disciplinary action ranging from verbal notification, formal counselling or immediate dismissal or cancellation of your course. Students are expected to abide by the responsibilities set out in this Handbook. All disciplinary matters will be handled by the CEO

Workplace Health and Safety

With regard to Workplace Health and Safety, Train Now is obliged to:

- Ensure the health and safety of each of their workers, students, visitors and guests.
- Ensure that people can come to work or a training venue with a minimum of risk of injury or illness.
- Ensure that any equipment used by staff or students is safe when properly used.

Students are obligated to:

- Obey instructions regarding their health and safety and the health and safety of others.
- Not deliberately interfere with or misuse anything that has been provided for workplace health and safety.
- Not deliberately endanger the workplace health and safety of others, or deliberately injure themselves.

Guidance Services for Learners

Train Now's trainers and assessors are there to provide support to students in meeting their learning needs and in achieving the required competencies.

Students are encouraged to discuss any aspect of their enrolment, learning or assessment with the Train Now, Trainers between the hours of 9am to 5pm Monday to Friday.

Who regulates us? (ASQA)

The Australian Skills Quality Authority (ASQA) is the national regulator for vocational education and training (VET) in Australia, established on 1 July 2011. The agency was established as part of a commitment of the Council of Australian Governments to improve the quality and consistency of VET training in Australia.

The core functions of the agency are to regulate courses and training providers to ensure national quality standards, as outlined in the National Vocational Education and Training Regulator Act 2011, are met. This is achieved through registering and accrediting courses by assessing the performance of providers against the standards.

For more information visit <https://www.asqa.gov.au/>

The Australian Quality Framework (AQF)

The AQF is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework. The Components of the AQF include:

- AQF Essential Conditions and Standards for Initial Registration
- AQF Essential Conditions and Standards for Continuing Registration
- AQF Standard for State and Territory Course Accrediting Bodies.
- For more information visit <http://www.aqf.edu.au/>

The VET Quality Framework

The Vocational Education and Training (VET) Quality Framework comprises of the following:

[Standards for Registered Training Organisations \(RTOs\) 2015](#)

[Australian Qualifications Framework](#)

[Fit and Proper Person Requirements](#) (which, as of 2015, are part of the Standards)

[Financial Viability Risk Assessment Requirements](#), and

[Data Provision Requirements](#).

The VET Quality Framework aims to achieve greater consistency in:

- the registration and monitoring of RTOs, and
- the enforcement of standards in the VET sector.

To become a registered training organisation (RTO), organisations must comply with every component of the framework.

What is a training package?

A training package is a set of nationally endorsed standards and qualifications for recognising and assessing people's skills in a specific industry, industry sector or enterprise.

Training packages are a key feature of Australia's national vocational education and training (VET) system. They are used as the basis for most of the programs delivered in the VET system, including Australian Apprenticeships, training courses offered by TAFE and private training organisation, VET in schools programs, recognition of existing skills, and occupational licensing.

Training packages are designed to enable diverse and relevant vocational learning outcomes, and to regulate training outcomes through nationally recognised qualifications.

Despite the name, training packages do not describe how people should be trained. Rather, they provide the nationally endorsed industry standards against which training can be developed and flexibly delivered to meet particular local, individual, industry and enterprise requirements.

Training packages are developed with industry and are not owned by an individual training provider.

The aims of training packages are:

- To help the VET system achieve a better match between skills demand and supply
- To encourage flexible and relevant workforce development and learning
- To provide for the national recognition of the vocational outcomes of learning
- To guide and support individuals in their choice of training and career.

Access and Equity

Train Now is committed to the principles of Access and Equity through the provision of timely and appropriate information and learning support services, which will assist learners to achieve their qualifications.

To enable Train Now to provide a service to meet your needs, you need to advise of any learning disability so reasonable adjustment may be made. Train Now will work with you to make a plan to assist you to complete the qualification of units of competence. For each of the disabilities nominated a discussion of the disability, its effect, and suggested workplace modifications to minimise the disability's impact in the workplace and in the assessment of workplace skills will take place. Having access to this information will assist the assessor in considering assessment adjustments.

If you are employed, Train Now will work with your employer to develop these reasonable adjustments.

Language, Literacy and Numeracy

Each Training Package sets a minimum requirement in language, literacy and numeracy skills of learners, with which Train Now must abide.

Train Now makes appropriate concessions for language, literacy and numeracy issues of clients where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

Where a student is deemed, either prior to enrolment or throughout the training program, to possess a lower level of language, literacy or numeracy than is the minimum requirement for the requirements of the Training Package, Train Now will provide appropriate advice and support to the student regarding further learning options. At times, further language or literacy development or remedial assistance may be required to be completed prior to the continuation or completion of the Client's course of study.

Candidate Support, Welfare and Guidance

We will assist all candidates in their efforts to complete our training programs.

In the event that you are experiencing any difficulties with your studies we would recommend that you see your trainer, or another member of Train Now's staff.

We will ensure that the full resources of our Train Now are made available to ensure that you achieve the required level of competency in all nationally recognised qualifications.

Should you be experiencing any personal difficulties you should make contact directly with Train Now's Manager who will assist you to the full extent of our capacity.

If your needs exceed the Train Now's support capacity, we will refer you onto a specialist from the following providers:

- Centrelink 13 10 21
- Reading and writing hotline 1300 655 506
- AMES 13 26 37
- Beyond Blue 1300 22 4636

To read the FAQ put out by Centrelink and you can possibly receive assistance click on this link: http://www.centrelink.gov.au/internet/internet.nsf/services/literacy_numeracy.htm

Marketing

Train Now markets its programs with integrity, accuracy and professionalism. In the provision of information, no false or misleading comparisons are drawn with any other provider or course. A learner's written permission will be gained before Train Now Learning and Development uses information about that learner in any marketing materials.

Delivery and Assessment

Train Now adopts policies and management practices which maintain high professional standards in the delivery of learning and development services, and which safeguard the interests and welfare of learners.

Any candidate found to be in breach of the Train Now assessment policy will be given a fair and reasonable opportunity to explain any anomalies including plagiarism.

Train Now will take into consideration any learning difficulties or disabilities experienced by the candidate. Train Now may suspend a candidate's enrolment until all issues are resolved. Train Now may cancel a candidate's enrolment.

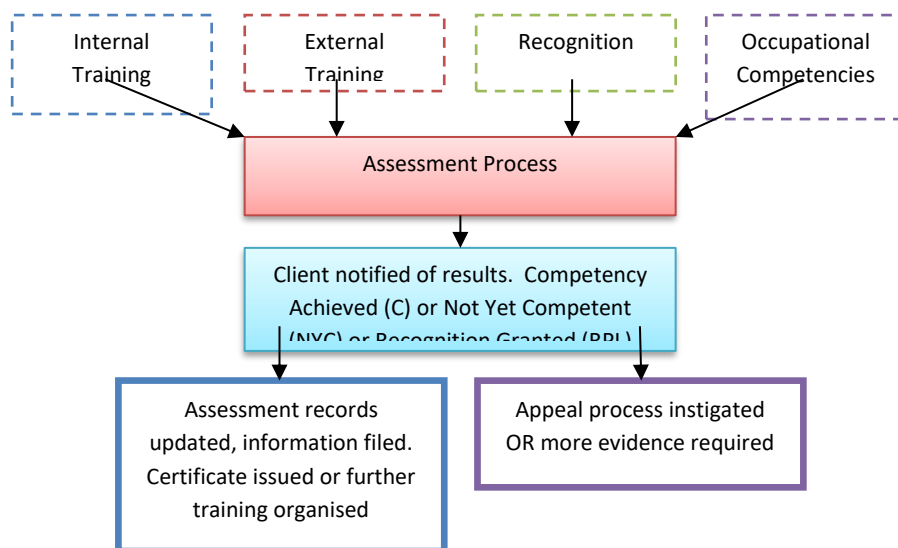
The candidate has the right to appeal any decision made by Train Now as described in this Handbook.

Flexible Learning and Assessment procedures

Assessment tools have been developed to encompass the learning styles of all students. When planning your assessment with a Workplace supervisor/buddy, you will be given the opportunity to request certain assessment tools to suit any special needs you may have. This is to be negotiated with the assessor.

Assessment

The Assessment Model



Assessment context

Train Now recognises the importance of establishing the right context for students during their assessment. Assessment context refers to the physical and non-physical environment in which skills and knowledge are assessed. This may be a workplace such as an office setting. The non-physical environment refers to things such as workplace policy and procedure, workplace tempo and culture.

It is our responsibility to ensure that students are provided with the right context to undertake their assessment activities. To achieve this, we will apply the following strategies:

- Incorporation of the student's own workplace policies and procedures into the assessment scenario or activity.
- Conduct of the assessment by using the student's workplace project and tasks.
- Integration of relevant industry codes of practice and other industry information into the assessment activity.
- Incorporation of industry job descriptions for students to align with during realistic simulated workplace scenarios and case studies.
- Incorporation of certification from professional bodies which applies to some qualifications.
- Tailoring the program outcomes to meet the organisational training needs of the enterprise without compromising the Training Package requirements.
- Creating assessment activities which require the student to conduct specific research relating to industry situations and occurrences.
- Provide a realistic simulated workplace when necessary.

Evidence gathering methods commonly used by Train Now may include, but are not limited to:

- Knowledge based questions – Questioning, Written tests,
- Scenarios/case studies – Projects, Written Assignments, Documentation,
- Practical – Documentation, Demonstration, Role play, Simulation, Oral presentations
- Workplace assessment – Observations Workplace assignments, Workplace performance, Documentation, Demonstration,
- Supplementary evidence to make an informed judgement - Third party reports, reflective journal/log book

Assessment is carried out in accordance with the requirements of the relevant Training Package, on a consistent and timely basis to ensure that learning has taken place and that clients have acquired the knowledge and skills required to demonstrate competency.

All assessments will be recorded in accordance with Train Now Records Management Policy and procedures using appropriate documentation and Student Management System (SMS).

Assessment outcomes will be recorded and securely maintained in both electronic and manual systems.

Feedback is provided to clients and includes the assessment outcome and guidance for further learning and assessment (as appropriate);

Assessment Policy including Re-assessment and Appeal

It is inevitable that some students will not meet the requirements of the assessment evidence and will be judged as not-yet-competent. At Train Now, our approach to these situations is to work with the student in order to address deficiencies and to build their skill and knowledge in preparation for additional three assessments. This will be undertaken within the scheduled training plan or may be completed under alternative arrangements agreed between the student and the assessor.

In some rare circumstances, students may find it difficult to develop the necessary skills and knowledge within the constraints of the scheduled training plan. When this occurs, arrangements may be agreed to that allow the student to undertake additional learning in their own time and return for additional assessment at a time suitable for Train Now. This may be during a period of reduced training activity or at a time when planned assessments are occurring and it is convenient to facilitate the additional assessment of the student. As a general guide, assessors are to make alternative arrangements to provide opportunities for assessment within the constraints of available time and resources. In all circumstances, the assessment is to be a planned activity that is conducted in accordance with the assessment procedures in the following section.

In some cases, after alternative arrangements have been exhausted, it will be suitable to find a student as not-yet-competent and record this result with their statement of attainment.

The student is given 3 attempts free of charge. The student can request to be reassessed after the 3 attempts at a cost of \$200 per unit and any attempt thereafter.

Recognition of Prior Learning (RPL)

The objective of the Recognition of Prior Learning is to ensure that an individual's prior learning achieved through formal and informal training, work experience or other life experiences is appropriately recognised. All RPL assessments are to comply with the requirements detailed in the curriculum documentation or training product documentation. RPL Applications are available from Train Now.

The general principle to be observed is that "As the level of risk increases, there should be a corresponding increase in the rigor of the RPL processes".

Train Now RPL Policy is based on National Assessment Principles:

"Train Now assessment process shall provide for the recognition of prior learning regardless of where this has been acquired".

RPL Assessment Processes

The assessment process will cover the following:

- Assessment processes should cover the broad range of skills and knowledge needed to demonstrate competency.
- Assessment of competency should be a process that integrates knowledge and skills with their practical application.
- During assessment, judgments to determine an individual's competency, wherever practicable, are based on evidence gathered on a number of occasions and in a variety of contexts or situations, including the validation of evidence.
- Assessment processes should be monitored and reviewed to ensure that there is consistency in the interpretation of evidence.
- Assessment should cover both on and off the job components of training.
- Assessment processes should provide for the recognition of competencies no matter how, where or when they have been acquired.
- Assessment processes should be made accessible to individuals so that they can proceed readily from one competency standard to another.
- Assessment practices must be equitable to all groups or individuals.
- Assessment procedures and the criteria for judging performance must be made clear to all individuals seeking assessment.
- The assessment approach should be participatory – the process of assessment should be jointly developed / agreed between the assessor and the candidate.
- A referee check will be conducted if required to confirm the authenticity of evidence.

The fees for RPL are as follows:

- Recognition for qualifications up to and including Certificate III will incur a cost of \$200 per unit +GST
- Recognition for Certificate IV will incur a cost of \$250 per unit +GST
- Recognition for Diploma and Higher will incur a cost of \$350 per unit +GST

Certificates or Statements of Attainment will not be issued until all fees are paid.

Fees and Refunds

Fees and Refunds Policy

In accordance with the applicable legislation Train Now is entitled to charge fees for services provided to students undertaking a course of study. These charges are generally for items such as course materials or textbooks, student services and training and assessment services.

The course fees for the individual units of competency are provided in a separate document.

Participants who have difficulties in paying by the due date are encouraged to contact Train Now accounting to arrange an alternative payment option.

Fees Overview

The Chief Executive officer is responsible for approving the Train Now Fees and Charges. As a minimum the Fees and charges is to include:

- the total amount of all fees including course fees
- administration fees
- material fees
- and any other charges for enrolling in a training program
- payment terms, including the timing and amount of fees to be paid
- the fees and charges for additional services
- replacement qualification parchment or statement of results
- re-assessment fees

Fee Collection / payment plans

Payment of no more than \$1,500 must not be collected from each individual student prior to the commencement of the course.

Regarding payment plans - Monies for an individual student will not exceed \$1500 at any given time.

Flexible payment arrangements/ options will accommodate individual circumstances.

Fees must be paid in full before certification will be issued

If payment instalment / arrangements is in place, and a payment becomes overdue and remains unpaid for a period in excess of 14 days, Train Now reserves the right to suspend the students learning or assessment (or both) until all fee payments are up to date.

Flexible payment arrangements, such as instalments, credit card, and direct debit, cheque and EFT remittance are acceptable to accommodate the diverse financial situations of students.

Replacement of text and training workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. Where a student has purchased a text or training workbooks and subsequently cancels his or her enrolment, Train Now will not refund monies for the text unless a written request for a refund is received and we are satisfied that the text is in as-new condition. For a full list of replacement charges please refer to the Train Now Schedule of Fees and Charges.

Giving notice of enrolment cancellation

A student who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. Train Now staff who are approached with initial notice of cancellation are to ensure the student understands their rights with regards to the refunding of fees. The student is also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program.

Students who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a "Refund Request Form". Students who may not be eligible but are requesting a refund should also be provided with the request form so the request can be properly considered by the Chief Executive Officer.

Refunds

The following refund policy will apply:

Train Now will provide a refund to the student within 14 days of receipt of Application for Refund form.

The refundable amount will be the total tuition fee paid less 75%, if application form is received 28 days or less prior to the commencement of the program.

In the event that Train Now terminate the arrangement or fails to provide the agreed services a full refund will be made.

No Refund

Train Now will make no refund of any fees if "Application for refund form" is received after the commencement of training.

Discretion may be exercised by the Chief Executive Officer in all situations if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. The Chief Executive Officer may also authorise a refund of tuition fees if in her/his opinion the circumstances require it.

Where refunds are approved the refund payment must be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment.

Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

Note. If for any reason Train Now is unable to fulfil its service agreement with a student, Train Now must refund the student's proportion of fees paid for services not delivered.

Protecting fees being paid in advance

Train Now acknowledges that it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities Train Now will only accept payment of up to \$1,500 from each individual student prior to the commencement of the course.

Following the course commencement Train Now may require payment of additional fees in scheduled payments in advance from the student but only such that, at any given time, the total amount required to be paid does not exceed \$1,500.

The basis for determining the amount for scheduled payment must be the costs of the student's training and assessment which is yet to be delivered to the student.

Student complaints about fees or refunds

Students who are unhappy with Train Now arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with Train Now complaints policy and procedure under Administration section.

Changes to agreed services

Train Now will advise the student as soon as practical of any changes to the agreement this may include; involvement of any new third party arrangements or a change in ownership or changes to existing third party arrangements.

Additional Fees

RPL	Recognition for qualifications up to and including Certificate III will incur a cost of \$200per unit +GST Recognition for Certificate IV will incur a cost of \$250 per unit +GST Recognition for Diploma and Higher will incur a cost of \$350 per unit +GST
Replacement of text or learning material	At cost
Replacement of Certificate or SOA	\$35
Re-assessment After third attempt	\$200

Plagiarism policy

Train Now delivers programs which are nationally recognised. Train Now issues qualifications which have credibility in the marketplace within the regions we deliver in. Employers and those undertaking the training have faith in the expertise and knowledge Train Now trained individuals bring with them. The desire to do better is an admirable pursuit in prospective or new employees but this may on occasions drive a student to act fraudulently when writing and submitting assessments. This is often done through plagiarism.

Plagiarism can arise from failing to understand research methodology and referencing systems, dishonest attempts to use and obtain recognition for another person(s) work and / or poorly referenced work.

To plagiarise is to take and use the thoughts, ideas, inventions, music etc. of another person(s) and present it/these as one's own.

All Students are required to:

- be aware of their responsibility in regard to Plagiarism as per the Student Handbook
- Reference all assignments for submission appropriately
- Seek advice and support from Train Now Trainers & Assessors.

Complaints & Appeals

All students of Train Now have the right to raise any complaints or grievances without fear of retribution or threat to continuation of service.

All students will be provided with assistance in reporting complaints or grievances. All complaints or grievances will be treated seriously and will be responded to quickly and confidentially in writing.

All complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable

A secure record will be kept of all complaints, grievances or appeals and maintained and a copy placed into the individual staff or student's file.

Train Now recognises the right of all staff & students to seek the assistance of an external organisation to resolve the complaint, grievance or appeal.

All complaints and grievances will be treated as opportunities for improvement and actioned as part of Train Now Continuous Improvement.

Train Now will process and finalise all complaints and appeals within 60 calendar days and will inform the complainant or appellant in writing and provide regular updates to the complainant or appellant on the progress of the matter within this time.

Train Now will provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

Upon request, staff will:

- Explain to students the steps involved in submitting a complaint or grievance.
- Provide the contact details for the Complaints Office
- Provide a Complaints Lodgment Form

Local Level Resolution

- Train Now encourages open communication and an environment of trust. Any person with a complaint or grievance is encouraged to raise the matter directly with the other party concerned.
- If the matter has resulted from a classroom or training incident, the participant should attempt to resolve the issue through discussion with the trainer at the end of the session.

Resolution by Management

- Should the matter remain unresolved, the student is encouraged to submit a Complaints Lodgment Form.
- Complaints will be handled by an appropriately designated person depending upon the nature of the complaint, staff availability and the staff member/s referred to in the complaint.

You may also choose to lodge a complaint with the RTO registering body, ASQA by calling 1300 722 603 or with the relevant state Training Ombudsman.

A copy of the Train Now Complaint Policy will be supplied on request or is available from our website.

Issuing Qualifications

Loss of Certificate or Statement of Attainment

In the event of loss of your Certificate or Statement of Attainment please contact Train Now. Your Certificate, transcript or Statement of Attainment can be reissued please refer to the below regarding details of costs. To have either your Certificate or Statement of Attainment reissued you will need to provide a Statutory Declaration stating details of the loss. The Statutory Declaration must be signed by a Justice of the Peace.

Re Issuing Certificates

If your certificate of Statement of Attainment is lost or stolen and you wish Train Now to issue another Certificate, there will be a cost involved.

Feedback

Train Now is continuously striving to improve the quality of training & assessment it is extremely useful to receive feedback from our clients and students. Reviews will be undertaken during your training and an Evaluation Form will be provided to you on completion of your course.

If you have any further questions pertaining to your enrolment, course or learning please do not hesitate to contact any one of the dedicated friendly training team. You may also receive an NCVET survey and/or an invitation to participate in an Industry endorsed project/ or be contacted by the commission for audit purposes.