



Student Information Booklet

Useful information for prospective students who are interested in completing Certificates through Training Professionals.

About

Training Professionals Pty Ltd was founded in 2008 and achieved RTO status in early 2009. We strive to give our clients the highest levels of service, reliability, flexibility and Skills transfer to produce quality learning outcomes.

We offer a range of courses and training in a number of different industries. Our specialisations are currently within, Media & Technology, Mining & Construction and Hair & Beauty.

Stephen Harding
Director of Training Professionals

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Privacy Policy (APP)

When transacting business we must collect certain information to conduct our business. You have the right not to disclose your information, however this may limit our ability to offer certain training to you.

Training Professional takes your rights to privacy seriously and will always conduct ourselves within the requirements of the Australian Privacy Principals and take reasonable steps to ensure both paper and electronic records are kept secure.

Training Professionals will not on-sell any information provided however we will share your information in line with legislative government reporting requirements and when you specifically request it. This sharing facility will be made available under your login to our secured Web Site and must be initiated by you. Otherwise this authority may be listed on course enrolment forms.

Students have access to their records by written application to Training Professionals or online via the Username and Password supplied upon booking.

Refund Policy

A 14 day cooling off period applies for all enrolments.

Should someone wish to move training dates or cancel a booking then we reserve the right to charge the following fees:

1. If Training Professionals Re-schedules or cancels a course: Full refund

If you cancel:

2. More than 14 days prior to the booked date
 - a. Cancellation: 10% of the course cost
 - b. Rebooking dates: No Charge

3. Less than 14 but more than 2 days prior to the booked date
 - a. Cancellation: 25% of the course cost
 - b. Rebooking dates: 10% of the course cost
4. Less than 2 days prior to the booked date
 - a. Cancellation: 50% of the course cost
 - b. Rebooking dates: 25% of the course cost
5. On the day of the course
 - a. Cancelling or not turning up: 100% of the course cost
 - b. Rebooking dates: 50%
6. Apprentices & Trainees – Non school based
 - a. Cancellation prior to commencement 100% refund
 - b. Cancellation after commencing unit 50 % refund upon return of all delivery materials in acceptable condition
 - c. 50 % refund if materials returned in an acceptable condition
7. Apprentices & Trainees – School Based
 - a. No Fees Due

Training Professionals recognise there are certain circumstances where cancellation is beyond your control, please do not hesitate to contact us on 1300 872 461 as we will endeavour to waive any possible cancellation fees.

Complaints and Appeals

You can initiate a complaint with us by any of the following 4 avenues

1. Phone on 1300 872 461
2. E-form contained at the bottom of this page
3. Email to steve@trainingprofessionals.com.au
4. By Post to Training Professionals. 145 Government Rd. RICHLANDS. QLD. 4077.

What sorts of reasons should I submit a complaint for?

If you have an issue with any of the following you should submit a complaint:

Conduct of a Trainer

Conduct of any of our staff

Conduct of other students that are under the direction of Training Professionals Staff
Conduct of a Partner Organisation
or if you disagree with or wish to dispute an assessment outcome

How will my issue be addressed?

The Director will confirm receipt of your complaint within 14 days of submission.

The Director will then begin an investigation into your issue including talking to you and all of the other related parties.

If the investigation is going to take more than 30 days the Director will inform you of the reason why, you will then be given a report listing out the findings as well as the suggested course of action.

Should you not be happy with the course of action identified then you should make it known to the director by any of the methods listed above or by calling 040 777 9843.

If you are still unhappy then you should lodge a formal complaint to the following:

Training Contract issues where the Queensland Department of Education are funding the certificate by Phone on 1800 210 210 or email to apprenticeshipsinfo@qld.gov.au

Assessment Decisions or Quality Issues should be submitted to ASQA by phone on 1300 701 801 or go onto their web site @

<http://asqa.gov.au/faqs/speak-to-an-asqa-representative.html>

Please note that Training Professionals will always try our best to help resolve issues.

Please see our website www.tp.edu.au/complaints-and-appeals/ to view this policy online, our dispute resolution procedure is also available on this webpage in PDF format.

Literacy Assessment

It is part of our conditions of registration that all students wanting to enrol in a certificate, that we administer a literacy assessment, this assessment will be given to you pre enrolment. It is important to note that if you find you are struggling with this assessment it doesn't preclude you from enrolling in the course. The assessment is designed to establish your competency to successfully complete the certificate or identify possible barriers so that we may develop a support plan so that you can successfully complete the certificate.

Where a possible issue with literacy is identified we also promote the Reading and Writing Hotline which can be reached on 1300 655 506.

Support

Training Professionals is committed to providing a quality service to all students and clients alike. Part of this commitment is ensuring that support services are offered to all students that may require them. Part of this commitment relies on the student themselves notifying us of any potential barriers prior to attending any training so that we can put an action plan in place to resolve them, ensuring quality outcomes for all involved.

We give you the following undertaking:

If you notify us prior to booking into a course that you may need assistance we will make all reasonable attempts, or give reasonable alternatives to ensure your success.

Enrolment

Once you have decided on your course it is as simple as talking to your point of contact or our admin team directly on 1300 872 461. We will help co-ordinate what is required to proceed depending on which funding method you have decided on. There are different procedures required for the Certificate 3 Guarantee & User Choice funded by the Department of Education and Training certificates than enrolling in a course you will self-fund.

Costs involved

This is dependent on the course you wish to enrol in. A copy of our fees schedule for each course can be found at <https://tp.edu.au/courses-training> under each individual course. A printed copy of the fees for your chosen course has been provided in conjunction with this booklet.

Credit transfer

Credit transfer is the credit awarded for competence achieved by taking part in another training program. If you have already been assessed as competent in any of the units identified, you should request a Credit Transfer Application Form from the BDM to fill in and return to the office with supporting evidence within 30 days.

Recognition of prior learning

If you believe you have met the criteria for competency in some or all of the units in a course, it is your responsibility to notify someone upon enrolment enquiry so that you can be provided with an RPL application. The application must be filled in, evidence provided and assessed by a trainer before RPL can be granted toward any unit.

User Choice Funding

The User Choice 2010-2016 program provides a public funding contribution towards the cost of training and assessment services for eligible Queensland apprentices and trainees. The funding is provided by the Queensland Department of Education and Training.

The program aims to provide funding aligned to the skill needs of industry and respond to changing government priorities.

For more information:

<http://www.training.qld.gov.au/resources/training-organisations/pdf/information-for-students-parents-guardians.pdf>

Cert 3 Guarantee Funding

The Certificate 3 Guarantee supports the Queensland Government's Working Queensland jobs plan. The Certificate 3 Guarantee provides a government subsidy to support eligible individuals to complete their first post-school certificate III qualification. It also supports Queensland's Year 12 graduates to transition to employment by providing fee-free training in high priority qualifications. The funding is provided by the Queensland Department of Education and Training.

For more information:

<http://www.training.qld.gov.au/resources/training-organisations/pdf/c3g-factsheet-student.pdf>

Self-Funded

This allows the opportunity for any person interested in a certificate to enrol if they are ineligible for any of the government funded certificates or not wish to use their funding up at the time if they are eligible. This may also be the only option for certificates that have no funding options.

Delivery Modes

We offer several delivery modes dependant on the course you enrol in.

College Delivery

This delivery mode is offered only for select certificates. Currently our Certificate 3 in Hairdressing is the only college delivered certificate on scope that is offered via this method and utilises paper based and practical assessments.

On Site Delivery

Our onsite delivery is offered by visiting you at your workplace to deliver training. There can be both online and paper based learning and assessments dependent on your course.

Online Delivery

This method allows a self-paced learning style. Online learning materials and assessments are available for certain certificates.

Training Plans, Records & Participation

A training plan will be provided after enrolment of your course to outline the competencies you will be enrolled in and timeframes it should take to complete your certificate. For User Choice funded certificates it is a requirement that the student, employer and RTO representative signs the training plan and copies are retained by each party.

A training record is provided to students involved in the User Choice funded certificates and it will be the students responsibility to ensure this is filled in throughout the duration of your certificate. This record is to track your competency achievements.

A training participation record is a document that will be required to be signed by you when attending any training in relation to your certificate.

Can I fail?

Our policy is to ensure that any student that may not be meeting any of the criteria to be marked competent, will be marked as not yet competent. We will provide feedback and support to discuss the reasons for our decision and how you can work toward competency. You will be given a maximum of three attempts to gain competency.

Gaining your Qualification

There are two processes:

- 1) If you are undertaking a government funded course as a current high school student this will be lodged with the relevant State Training Authority automatically provided we have your LUI number. This will ensure this certificate contributes toward your exit score for higher education. A certificate will be provided by Training Professionals to you within 14 days of your completion.
- 2) For all courses, a Unique Student Identifier (USI) needs to be provided to Training Professionals to ensure that on completion of your training the course will be submitted on your behalf to the National Register, meaning this qualification is accessible independently of Training Professionals. A certificate will be provided by Training Professionals to you within 14 days of your completion.

Replacement Statements or Certificates

Access to your login for Training Professionals remains available for current and non-current students. You are able to print any of your Statements of Attainment or full certificates using this login.

Alternatively you can contact us to re-print and resend any of your items however we reserve the right to charge a \$10 fee for replacement cards or statements of attainment and \$15 for full certificates.



Certificates

Code	Certificate Description	UC	C3G
AHC30610	Certificate III in Production Horticulture		
AHC30710	Certificate III in Horticulture		
AHC30810	Certificate III in Arboriculture		
AHC30910	Certificate III in Landscape Construction	Y	Y
AHC31010	Certificate III in Parks and Gardens		
AHC31310	Certificate III in Sports Turf Management		
AHC32810	Certificate III in Rural Operations		
CPC30313	Certificate III in Concreting	Y	Y
CPC31111	Certificate III in Steel fixing		
CPC40110	Certificate IV in Building and Construction (Building)		
CUF50107	Diploma of Screen and Media		
ICA30111	Certificate III in Information, Digital Media and Technology	Y	
ICT50215	Diploma of Digital and Interactive Games		
RII30113	Certificate III in Surface Extraction Operations	Y	Y
RII30413	Certificate III in Resource Processing		
RII30813	Certificate III in Civil Construction Plant Operations	Y	
RII40513	Certificate IV in Resource Processing		
SIH30111	Certificate III in Hairdressing	Y	
TLI31210	Certificate III in Driving Operations	Y	Y
TLI31610	Certificate III in Warehousing Operations		
HLT47815	Certificate IV in Optical Dispensing		