Students Information Pack

Training One Australia:

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Welcome

Thank you for booking into a Training One Australia training courses.

This information pack contains Training One Australia's policies and procedures along with any other additional information you may need to know.

Purpose

To establish and maintain a set of procedures for distribution to the client, staff and other stakeholders when requested:

This will ensure that:

1. Clients are aware of important company policy and procedures that may affect their successful participation in training and/or assessment activities, and other similar interactions with Training One Australia.

2. Trainers/Assessors are aware of company policies and procedures,

3. Clients may access the information from the company website, relevant details may be accessed at will, and

4. Training One Australia is seen operating an open in and transparent system.

Course Information

All of our courses and information are available are on our websites (www.trainingoneaustralia.com.au).

Our training is available at our site and your site. If you require further information on course times, availability and payments please contact our office on (08) 6258 5779.

Fees

Our current course cost will be given at time of inquiry.

Payment for the course must be made prior to the course starting.

This can be done via bank transfer, cash or Credit card. Follow the link with the invoice for all credit card payments. There is a surcharge for all credit cards this will automatically be added.

Places will not be held if payment has not been received the day before the course is due to start unless prior arrangements have been made.

Refund Policy

No refunds will be given for non-attendance or for a cancellation made less than 48hrs.

If a cancellation occurs 2-7 days of the date of the course then only 50% will be refunded Seven (7) days' notice prior to the course starting the student/company is allowed to rebook or receive a full refund.

No refund is given to students who do not achieve competence.

Training One Australia will only allow two reschedules in the 2-7 days' notice. If another cancellation occurs no refund will be given and there will be a new charge.

Training One Australia Cancellation

Training One Australia reserves the rights to cancel any of its courses at any time, notice will be given.

If this occurs a full refund will be given to student/company or reschedule to a later date.

Training One Australia will not be liable for any claims arising from the course cancellation.

Issuing of Certificates and Replacements

Certificates are handed out on completion of the course and full payment has been received.
The cost of the certificate is covered in the course cost.

No certificate will be issue until invoice payment is made in full.

Cards are available at a cost of $20 per card.

If a replacement certificate is required then there will be a cost of $50.00
If a replacement card is required then there will be a cost of $20.00

Complaints and Appeals

Training One Australia Pty Ltd has a policy and process to allow learners to challenge assessment decisions and should inform learners of the grounds for appeal.

Before lodging an appeal, you are encouraged to discuss your results with your lecture.

The appeal shall contain

1. Details of the grounds upon which the compliant/s and/or appeal/s are being made.
2. Any supporting evidence.
3. Any other witness

All complaints/appeals must be lodge in writing with the CEO of Training One Australia no later than 7 days from the official notification of results.

Recognition of Prior Learning/Recognition of Current Competency

Learners who have completed appropriate training or who through prior learning and experience have the required skill/competency stipulated in this module, may be granted credit upon practical substantiation of that claim (e.g. credited training under a different unit code).

RCC recognises what you have already learnt from other courses, other life experiences, from work experience and from any training provided at work and measures it against the course or module you are doing or want to do.

If what you have learnt at work or elsewhere is relevant to the course you may not have to do those parts of the course again.

It is important to apply for RCC if you think you have already gained some experience that might be relevant to your course.

Specific Instructions

Bring proof of identity and age – (Driver's Licence)

Students must wear protective gear to participate in courses. PPE is provided with exception of Safety boots.

USI is required prior to any certificates being issued. Training One Australia can help you apply for your USI on the day.

Mutual Recognition

Where a student seeks advance standing on the basis of a qualification received from another registered Training Organisation, Training One Australia will recognise that qualification under the principles of Mutual Recognition.

Language, Literacy and Numeracy

Training One Australia recognises individual needs of students in relationship to language, literacy and numeracy skills and cultural differences in the learning and assessment program.

If you feel that you may need further assistance please ask your lecture prior to attendance or workshop or assessment.

They can be contacted through Training One Australia for a confidential discussion.

Code of Practice

This Code of Practice adheres to the following ethical principles of:

- Honesty
- Openness
- Compassion
- Integrity
- Fairness
- Equity
- Listening (Communication)

Disclosure

Training One Australia will discloses any communications relating to individual clients to those clients on request, unless the matter is confidential.

Training One Australia will ensures appropriate strategies are employed to ensure that clients are fully informed of their progress in any course.

The Chief Executive Officer will provide client information to training staff of **Training One Australia** and/or partnerships on a need-to-know basis only.

Confidentiality

Training One Australia will not disclose details of any client to any party or other training institution unless:

1. That party is the HR Manager, or similar title, of the client's organisation or the person who paid the fee for the clients and trainees, or
2. **Training One Australia** is required to do so under authority of Australian Law or Regulations, or
   - 2.1 the client authorises, in writing, the release of the information requested, or
   - 2.2 Prior to enrolment the client has approved the release of information, and/or
   - 2.3 The client is an enrolled and financial client of another training organisation.

In all the above cases, **Training One Australia** will provide the minimum information required for the purpose specified.

If there is any further information you may require please don't hesitate to contact us.