

Student Handbook

Your personal guide to Fraser Coast Training Employment Support Service Inc's policies and procedures.



**Fraser Coast Training
Employment Support
Service Inc.**

“Connecting People with Opportunities”

FRASER COAST TRAINING EMPLOYMENT SUPPORT SERVICE INC.

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Fraser Coast Training Employment Support Service Inc (TESS) - Brief History

Fraser Coast Training Employment Support Service Inc (TESS) is a social-profit community based incorporated organisation, a Registered Training Organisation and a registered private employment agency have been providing service to the unemployed of the region since 1983. In July 2002, our organisation combined with Hervey Bay Employment & Training Centre to form the new Fraser Coast – TESS.

TESS is a member of the national Jobs Australia group. Jobs Australia is the National peak industry association for non-for-profit organisations which assist unemployed people in Australia to gain and retain work. It brings together these providers into a National network of co-operating organisations – all working together for the benefit of unemployed people.

TESS has several sites across the Fraser Coast and Wide Bay Burnett including:

- 9 Oakhurst Drive Woocoo (Management & Administration)
- 60 John Street (Trade Skills Centre & Customer Contact)
- 79 Mungar Road Maryborough West (156 acre Training Farm)
- 87 Torquay Road, Hervey Bay
- 71 George Street Bundaberg
- 9 Lady Mary Terrace Gympie

Current Operations

TESS has as its mission to maintain a high level of involvement in quality services throughout the Fraser Coast Region. We endeavour to do this by offering a wide range of programs and projects to assist those people in the community who may be experiencing some difficulty in accessing employment, training and educational opportunities.

TESS is committed to assisting the disengaged youth in the Fraser Coast Region by providing quality education and training programmes to increase work ready skills or future learning pathways in partnerships with local schools.

Currently we have a number of participants involved in our Literacy Numeracy Programs aged between 15 – 17 yrs. They are participating in courses such as Business, Engineering and Construction as well as other less formal program to develop life skills.

Organisational Purpose

1. To increase positive employment and further education outcomes for unemployed people, and to provide training opportunities to others in the community by:
 - providing quality training in a supportive environment
 - developing innovative and dynamic responses to their needs
 - including flexibility and appropriate courses and activities relevant to the local labour market
2. To assess, undertake and engage in enterprise activities, projects and training programs which offer people of the community the opportunity to improve their employability.
3. To seek the involvement of the community including business, unions, local government bodies, education and training institutions and youth organisations in the organisation and its projects and activities.

Introduction

This handbook sets out the policies and procedures of the Fraser Coast Training Employment Support Service Inc.

All students (and potential students) are advised to read this information carefully to fully understand how TESS operates.

TESS is a Registered Training Organisation with the Australian Skills Quality Authority (ASQA). This means TESS has implemented a Quality Management System that has passed registration requirements and undergoes monitoring audits with ASQA.

TESS welcomes you and looks forward to working with you to create a more experienced and dedicated professional in your chosen field of study.

Our Philosophy

TESS operates as a social profit organisation with the philosophy to provide:

- Practical training designed to meet the needs of industry
- Individual attention to meet your needs
- Flexible learning options where you progress at your own pace
- Quality learning materials and resources
- Free career counselling
- Assistance with study skills
- Modernised curriculum and technology



Vision

“Quality Education through Professional Training“

“Your Choice, Your Career, Your Future”

All of TESS’s qualifications lead our graduates to educate others - from youth to adults. By keeping our core business as 'education of others' we are able to focus on the needs of the student and the industry. All graduates will be 'educators of the future' with the right skills and knowledge to do their job well.

TESS is committed to promoting equal opportunity in employment and education and to ensuring freedom from all forms of discrimination as determined by Legislation. This commitment to equity and justice is consistent with TESS’s mission of achieving and maintaining excellence.

TESS’s principle aim is to provide high quality education with emphasis on meeting the practical requirements of the day to day work of those in education and training. At TESS we take pride in our dedication and personalised attention towards our students and the TESS staff, make an effort to get to know each student personally in order to provide a service which best suits their individual needs.

We believe that the provision of quality learning impacts not only on our students and the industry, but also upon the broader community.

Organisational Chart

The TESS team are here to help you. Your key contact will be your TESS Educator (Trainer and Assessor).

Code of Practice

TESS is dedicated to providing excellence in training and meeting the needs of industry and clients. We adopt the following Code of Practice to demonstrate our commitment to providing quality vocational education and training.

Our Educational Standards

TESS will adopt policies and management practices, which maintain high professional standards in the marketing and delivery of vocational education and training services, and which safeguard the interests and welfare of trainees. Our focus is to meet the needs of industry by providing relevant, well-researched training courses. TESS will maintain a learning environment that is conducive to the success of students/trainees.

We will have the capacity to deliver the nominated course(s), provide adequate facilities and use appropriate methods and materials. Our approach is to provide an experiential learning environment which promotes flexibility to meet the needs of the learners.

Our Guarantee: TESS honours all guarantees outlined in our Code of Practice.

Our Marketing: TESS will market our vocational education and training product with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any provider or course.

Our Sanctions: TESS understands that, if we do not meet the obligations of the Code or support regulatory requirements, where applicable, we may have our registration as a training provider withdrawn.

Operations

Our head office is in Maryborough, Queensland but we also have offices in Hervey Bay, Gympie and Bundaberg. In addition TESS has Educators across Australia and can be accessed globally. This allows TESS students to study anywhere, anytime with a local Educator – even if you decide to move!

Fraser Coast Training Employment Support Service Inc's commitment to quality

To be assured of quality training when choosing TESS, read the Audit results found on the front page of TESS's website.

Qualifications - TESS currently delivers the qualifications listed below.

A current course outline for each of these qualifications is listed on TESS's website and includes:

- The units to be completed (core and electives*)
- Pre-requisite requirements and/or entry requirements
- Modes of study available
- Career pathways

- **AHC20116** Certificate II in Agriculture
- **CPC20211** Certificate II in Construction Pathways
- **MEM20105** Certificate II in Engineering
- **BSB10115** Certificate I in Business
- **BSB20115** Certificate II in Business
- **BSB30115** Certificate III in Business
- **SIT20316** Certificate II in Hospitality
- **SIT30616** Certificate III in Hospitality
- **CHC33015** Individual Support
- **HLT33015** Certificate III in Allied Health Assistant

* In order to decide which elective units TESS chooses to incorporate in their training, TESS has regular communication with key industry bodies and employers to gauge feedback on what industry needs are in line with

relevant regulatory frameworks and State/Territory/National Regulations and Acts.

Recruitment of Students

Recruitment of students will be conducted at all times in an ethical and responsible manner and consistent with the requirements of the courses on offer. TESS will ensure that student selection decisions comply with equal opportunity legislation. Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiencies. Industry experts will at all times guide us.

Working with children checks

Working with children checks are now mandatory in most States and Territories in Australia, and these checks are working to provide a safer environment for children. If you are enrolling in a course which involves working with children under 18 years, you should ensure you are eligible to obtain the relevant card/document.

If you are employed, your employer is responsible for checking that you hold the proper suitability to work with children. If you are a volunteer on a Vocational Placement Agreement, TESS must ensure you hold the correct approval or card before you are allowed to commence your practical placement.

If you are unsure if you meet the requirements for working with children, please contact the relevant state/territory department. You should NOT commence this course unless you are sure you will obtain the required check.

Access and equity

TESS has a sound access and equity policy, which reflects a total diverse philosophy and anti-bias approach. Enrolment is solely based on the ability to complete the course requirements (as included on the Course Outlines on the TESS website), and does not in any way consider students backgrounds, genders, religions, abilities, cultures, sexuality or similar.

If you feel you need assistance to participate in the course, then please phone TESS to discuss your circumstances before enrolling. On most occasions, adjustments can be made to the course structure, and/or additional funding/support provided to allow completion of the course. TESS supports people of all abilities to complete the courses through Competency Based Training and Assessment.



Accidents / First Aid



Any accidents and or injuries (no matter how minor) must be reported to your Educator or other available staff member. First Aid Kits are available throughout our buildings and these will be pointed out to you during orientation. Your Educator or staff member will refer you to a First Aid Officer for assistance and Emergency Services will be contacted if necessary. Please note, that no pain killers will be recommended, made available or administered by any member of staff. In the event of an accident, an *Accident/Injury Report Form* will need to be completed and submitted to our organisational Safety Officer.

Smoking

People who choose to smoke are expected to respect the rights of non-smokers by smoking only in the designated areas, 4 metres from a non-residential building entrance and 10 metres from children's outdoor playground equipment. Smoking should only occur either before or after classes or throughout designated break times eg morning tea, lunch. Any matches, empty lighters and butts, should be placed in the tins provided.

Mobile Phone Protocols

We understand that students may want to bring their phone to training so that they can be reached in the event of an emergency or vice versa, if you need to contact someone urgently. However, out of respect for fellow students and your Educator, phones should be turned off or put on silent mode during class times so that they don't cause distractions. Your break times provide ample time, are regular and not that far apart, so as to allow you to check any message or return calls.

Alcohol / Drugs

Anyone who is either intoxicated or suspected of being under the influence of alcohol and/or drugs, will be required to leave the premises. Possession of illegal drugs or associated implements is unlawful and will be reported to the police. Alcohol or drugs are not to be brought to our premises under any circumstances.

Harassment

Under the *Commonwealth Sex Discrimination Act 1984* and the *Queensland Anti-Discrimination Act 1991*, our organisation is bound by law to ensure students and members of staff are not subjected to any form of harassment. This includes any form of bullying or sexual advances that are either uninvited, unwarranted and most importantly, unwelcomed.

Care of Property

Our organisation will not be held responsible for any personal belongings that you might choose to bring to class. It is your responsibility to take care of and watch over your own personal property. However, if you suspect that any theft or vandalism has occurred to your property, then you should report it to your Educator.

Computer Usage

Whilst we are more than happy to make our technical resources available to you for the purposes of your learning and development, they are not there to be taken advantage of. Any deliberate misuse or abuse of equipment hardware or software, may lead to you being excluded from using these facilities eg using an on-line gambling site or accessing pornographic websites. In this case, you will have to make your own technical arrangements to get your computer classwork done in your personal time and outside of class hours. Additionally, any disks or usb's brought to class, must be scanned for viruses prior to use on any of our computers.



Completing your qualifications

Study and training plans

Upon enrolment, you will be issued with a personalised study plan or training plan which outlines the requirements for completing your course, based on your needs and previous study. Please ensure you understand the requirements of your own plan, follow it carefully, and in order.

Your TESS Educator will update the plan as units are completed. If you have any questions about your study or training plan, please see your TESS Educator.

If you feel your training plan or study plan is wrong, or would like to discuss adjustments, you need to contact the Training Manager or the Chief Executive Officer of TESS. Study/Training Plans cannot be changed without authorisation. This is to ensure all Qualifications are compliant with the requirements of legislation.

Training

Training methods will depend on your study mode. These are outlined under the 'Student' section of TESS website and include:



- Classroom
- External
- Blended Delivery
- E - Learning
- Workplace

Students must complete all learning and/or training for the unit before progressing to Evidence of Competency (assessment). For students who receive a Learning Guide, this involves reading the information and completing the activities/tasks within. If you have questions relating to the information, then follow the instructions found in the Learning Guide in "What if I need help?" under the *Introduction to the Unit*. Classroom students will have the opportunity to ask questions on an ongoing basis during classroom discussion.

If you enrol to complete a unit through Recognition of Prior Learning (RPL), no training will be provided. This is because you believe you have all the knowledge and skills required for the unit by entering into the RPL process. If training is required, please select from the above methods of training.

Competency Based Training and Assessment

Competency Based Training and Assessment (CBTA) is a method of training and assessment where you are rated as Competent or Not Yet Competent only. Therefore, there is no graded assessment beyond these two categories. CBTA reinforces the idea that learning happens at different rates for different students and allows students to focus on their own strengths and ways to learn. Assessment occurs as a natural finalisation of the student's learning journey.

You will have three (3) attempts to be deemed as Competent on each assessment item. Where competency isn't achieved, you will be advised what is required of you and provided with training to allow competency to be achieved. Time is then given to you to practice tasks before reassessment takes place. If you are unsuccessful after 3 attempts, re-enrolment in the unit will be required.

Evidence of Competence (Assessment)

Each unit and RPL will outline the requirements for Evidence of Competence. This is usually a four phase assessment process to be followed in order.

1. Completing the theoretical component of the assessment to ensure there is a satisfactory understanding

of the skills/knowledge related to the unit. This could include submission of answers to questions, case studies and/or workplace evidence.

2. A supervisor verifies the skills and knowledge required for the unit are in place in the approved work placement service, by completing the Third Party Report.
3. The TESS Educator completes the On the Job assessment in an Approved Service at a time convenient to both the student and the service. Where completion of hours is required for the unit, then assessment must be conducted within the last 4 hours of the time frame, or after the time frame has lapsed.
4. When both on the job and off the job assessment is satisfactory, then competency in the unit can be achieved.

Where the student completes RPL, steps 1 to 3 can be completed in any order.

Theory Assessment

After you complete all the learning for the unit, you should commence the theory assessment by reading this carefully. We recommend you read the whole assessment task/s before commencing to ensure you know all the assessment requirements. If you are unsure of what a question means, contact your TESS Educator or our head office.

Before you submit an assessment, you must ensure:

- Your assessment items clearly state your NAME and the UNIT you are completing.
- Every part of the theory assessment is complete. If you submit an incomplete assessment it will be considered Not Yet Competent.
- Ensure you have completed the declaration on the 'Evidence of Competence Marking Guide and Feedback Sheet' found in each unit. If you have submitted the assessment via the Student Portal, you will be accepting this declaration electronically.
- Ensure you are only submitting your own work (please see copyright and plagiarism for consequences).
- Ensure you have kept *copies* of everything you submit, and you **MUST** keep this until you graduate from the course.
- Submit the assessment in the timeframe you have agreed with your TESS Educator. You will experience further delays if your assessment item is late.
- You will also need to ensure assessments are to be written neatly in permanent ink or typed in size 11 or 12 Arial or Calibri font with single spacing. Assessments not meeting this requirement will be returned.

On the job assessment

Almost every unit of competency needs to be completed at a workplace which allows the student to demonstrate the skills/knowledge required. This is as follows:

- Training and assessment qualifications: a registered business
- Education Qualifications (Aged Care, Disability, Hospitality, Engineering etc.)
- An appropriate workplace
- Education Support qualifications: a registered school
- There is a supervisor with a qualification equal to or higher than the qualification the student is enrolled in, who is willing to provide support and verify competency.

As a normal course of action, the supervisor will verify the skills of the student in the workplace on the *Third Party Report*. Once this has been achieved, the student will be assessed by the TESS Educator on the *Observation Checklist*.

Cancellation of Appointments

TESS does understand that sometimes you are unable to make your scheduled training appointment; however, the visits from your TESS Educator make up a very important component of the course.

Please value the time that your TESS Educator spends with you. If you need to cancel a training appointment, please give your TESS Educator at least 24 hours' notice.

If you are unable to contact your TESS Educator, please contact the TESS head office on (07) 4123 4102 or email us at cindyg@tess.org.au so that we can notify your TESS Educator.

If you cancel your training and you are under a funded contract, we have an obligation to inform the agency who issued the contract. If you are an apprentice or trainee, your employer MUST provide off-the-job contact time with TESS for training and assessment according to the requirements of the Training Plan. See also *Inactive Enrolments* below.

Code of conduct for students in workplaces

1. Be Punctual: Punctuality shows that you are committed and displays a mutual regard for the other professionals you work and study with.

2. Familiarise yourself: with TESS requirements and service routines quickly. This shows that you are willing to be responsible for yourself and others and that you acknowledge those around you as being leaders in their field.

3. Follow safety requirements: As a student and worker you have a duty of care to behave in a safe manner at all times. By doing this, you are not only fulfilling your duty of care, but also showing a willingness to take responsibility for yourself and others.

4. Follow all reasonable and lawful directions: of TESS and service staff. An ability to follow directions engenders mutual trust and professional regard. If you feel the direction is unreasonable or unlawful, contact your TESS Training Manager.

5. Familiarise yourself with resources available to you: at TESS and the service. This includes access and maintenance of resources. And remember if you have used it, you are responsible for its return.

6. Become part of the service team: By participating in available activities, you are demonstrating a willingness to work with others, and an interest in what could be learnt from each situation.

7. Be aware of appropriate standards of dress at ALL times. You are a representative of not only TESS, but of the profession you have entered into. The way you dress and present yourself always contributes to how those around you respond.

8. Understand that you are bound by professional and ethical standards of confidentiality: Confidentiality is one of the most important responsibilities you will be given. Confidentiality is the state of being secret or of keeping secrets. Confidentiality also refers to the protection of personal information ie to be kept in strict privacy or under concealment. It dictates not sharing information about people to others without their knowledge and/or explicit agreement, and ensuring that written and electronic information cannot be accessed or read by people who have no reason or business to see it.

9. Learn as much about the staff as you can: This includes their names, their skills, their needs and the special things about them that make them unique.

10. At all times, maintain your sense of humour: Sometimes the ability to laugh at yourself or the situation is the best way to deal with things, take the pressure off and alleviate stress.

Satisfactory progress requirements

To be considered **actively enrolled** in your course, for ASQA requirements, you must meet the following:

New enrolment:

- Provided a completed enrolment form
- Provided required documentation as listed on the enrolment form
- Paid the enrolment fee
- Purchased the first unit of competency

Ongoing active enrolment:

- Met all the requirements for a new enrolment as above;
- Completed a unit of competency (both in theory and practice) within the last 3 months;
- Be currently enrolled in a unit.

Where students meet the requirements to be actively enrolled, they may request a letter of enrolment at any time by phoning or emailing our admin team at cindyg@tess.org.au

Inactive enrolments:

Where you have not met the ongoing active enrolment requirements above, you are not considered to be actively studying. If a request is made to provide evidence of active progress, this will be denied until a time you have met

the ongoing active enrolment conditions above. This may also include notifying the funding contract administrator and/or your employer where it is known that your active enrolment is conditional for contract or employment purposes.

The following also applies:

Where your enrolment lapses past three months and there is no valid explanation for this occurring, then your file will be deemed inactive and returned to TESS Head Office for archiving. If no contact can be made with you at any stage of the course e.g. your TESS Educator contacts you, and the message is not returned on more than 3 consecutive occasions, then your file will be returned to head office for archiving.

To reactivate the enrolment, the student will need to re-enrol in the course. To avoid this, ensure your TESS Educator is aware of changes that may affect your course progress, and has your up to date contact information. You can change your contact information on the TESS website.

Meeting timeframes

If you are studying under a funded contract e.g. Traineeship/Apprenticeship, you are bound to the progress requirements and timeframes listed within that contract. TESS Educators will provide support to you to meet the contract requirements and timeframes; however it is your responsibility to abide by them as a result of agreeing to the contract.

If you are claiming an entitlement/benefit from Centrelink, you are reminded to abide by the agreements you made. Centrelink regularly obtains progress information from TESS and may make determination of previous or current payments or contracts should you not meet your obligations (including that you are required to pay back money). TESS Educators will provide support to you to meet your agreement with Centrelink; however it is ultimately your responsibility to meet any conditions you agreed to e.g. finish the course in 26 weeks.

Students are also reminded they are bound by any Legislative requirements for holding their employment positions. TESS does not regulate this nor is responsible for students meeting these timelines. However, Educators will support the student's progress to meet these or their own timeframes within reasonable limits.

If you feel your TESS Educator is not allowing you to meet timeframes, then please contact the Training Manager. Please remember that all students are important to TESS and will be treated equitably. Therefore, a TESS Educator often cannot move appointments or mark your assessment out of order, just to meet your unexpected or last minute deadline or requirement.

Please plan all assessment items and completions in advance, and ensure you have arranged the on the job

assessments to meet both yours and your TESS Educator's availability. In addition, always leave a month between submitting your final assessment items and meeting your contract/employment deadline. Fast tracking of marking or the processing of qualifications to meet a student's deadline is not usually available.

Mentoring and Support Services

Ongoing mentoring and support is provided by the TESS for students who have training included in their mode of delivery (all apart from RPL). TESS Educators arrange to meet all students on a regular basis in the workplace to support the development of skills, assessment and to support progress.



Where the student has not begun practical placement, arrangements to meet in a public place such as a café or library can occur. Please note that TESS Educators will not visit your home at any time.

Ongoing mentoring and support services are at no additional cost to students and usually occurs:

- for every second unit completed if you are an external student
- every 4-5 units for students completing RPL
- in the middle and at the end of the course if you are studying through classroom delivery.

If you need to see us before your next scheduled visit, please ring or email your TESS Educator or our Admin Support Centre on (07) 4123 4102 or email to cindyg@tess.org.au

If you are having difficulties in meeting the course requirements at any stage, it is important to talk with your TESS Educator. We can help you overcome difficulties early before the problem escalates.

If you need additional assistance to complete your course, we can also help you access support services from other agencies on a fee for service basis. These services include interpreting services, tutoring, adaptive technology and counselling.

Copyright and plagiarism

TESS abides by *Copyright Act 1968* and *Copyright Regulations 1969*. TESS follows guidelines outlined by the *Australian Copyright Council* (www.copyright.org.au). TESS refers to this website for accurate and current copyright information.

TESS takes copyright matters seriously. When you submit an assignment, you will be asked to sign that it is your own work and your TESS Educator will not mark any part of the assessment without this signed verification.

If evidence of plagiarism is found, you will be contacted for further information. If plagiarism is confirmed, the student's enrolment in that unit will be cancelled and re-enrolment (at the associated cost) will be required. Your employer is also notified if your enrolment is bound by a contract such as an apprenticeship, employer based contract or the employer has a vested interest in your enrolment. Where the student is on a funded program, the organisation/person responsible for the funding will be notified.

To avoid this, when using another person's work or ideas, please ensure appropriate referencing is used and abide by copyright legislation.

TESS supports the use of the Harvard referencing system.

Deferring your studies

If students wish to defer their studies they may do so within the first six months of their study. The permission to defer a course cannot be granted for more than 12 months and is granted at the discretion of the Training Manager (or delegated nominee).

Appealing results

If you disagree with the assessment result, you have 14 days from the date of assessment to lodge an appeal in writing to the Training Manager. The appeal must clearly outline how you feel competency has been met.

The Training Manager will complete a reassessment, or appoint a member of the team to complete this. You will be notified of the outcome of the re-assessment and a course of action will be negotiated.

If you disagree with the Training Manager's decision, you are required to follow the normal Complaints process outlined later in this Handbook.

Resources



Some additional resources will be required as you study units. These are all accessible free of charge and listed on the Resources section of the TESS website. Alternatively, these may be available through the services where students are completing their On the Job Assessment.

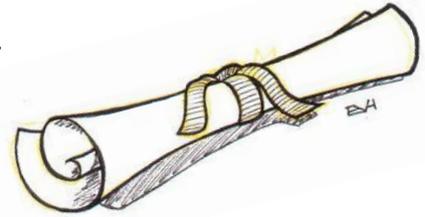
TESS's Learning Guides have been written in a way that they provide students with the information they need apart from the Legislated documents above.

Issuing of Testamurs

All of TESS's courses are Nationally Recognised Qualifications and regulated by various Government Departments. The issue of Testamurs (Qualifications and Statement of Attainments) is also regulated and a thorough checking process will be undertaken prior to the issue your testamur to meet all Legislative requirements.

In order to be eligible for:

- A Qualification – you must complete all qualification requirements.
- A Statement of Attainment – you must be assessed as competent in one or more units of competency within a qualification.



To avoid delays in receiving your Testamur, please ensure...

- Any documents requested by your TESS Educator or our Administration team have been provided. This may be certified copies of previous qualifications or statements, a certified/current First Aid/CPR certificate or similar. Where these documents are not provided, your Testamur cannot be processed until these are received.
- Your course costs paid in full. Where an account is not paid in full, a Letter of Completion may be issued if special circumstances apply. The Qualification will be issued but held by TESS until a time when payment of fees has been finalised.
- Your personal details (address, telephone number etc.) are correct. If these have changed since you enrolled, please phone TESS to advise them of your details.
- If you are a Trainee or Apprentice and you complete the qualification, the employer and the trainee/apprentice need to complete a Completion Agreement form. These forms are sent to TESS administration within 10 working days. An *Issue of Qualification* is also forwarded to DET as well a confirmation is faxed to the Employer. DET (Department of Employment & Training) may issue a final certificate of your Traineeship/Apprenticeship and send a letter of completion to the Employer which they attach to their final incentive form which will have been issued by their AAC (Australian Apprenticeship Centre).

Completed qualifications will be issued automatically within 21 days of receipt of a completed file. Statement of Attainments will be issued within 21 days when the student withdraws from the course, or upon application.

Graduation ceremonies

TESS holds graduation ceremonies on a regular basis to congratulate students and their achievements. Invitations to these are posted to students approximately 6-8 weeks before the ceremony takes place (therefore please notify us of a change of address if you have completed your qualification). Students are welcome to bring family and friends to these events to help celebrate your achievements. If you missed a graduation ceremony and would like to attend the next one, please let us know.

Record Management Procedures

Under the *Standards of the National VET Regulator 2011*, TESS retains student results for a period of 30yrs.

TESS ensures that, except as required under the *Standards of the National VET Regulator 2011* or any other relevant Legislation or by law, information about a client is not disclosed to a third party without the written consent of the client.

Money Matters



Fees

All prices and fee structures are outlined on the current course information brochure and also on the current enrolment form. These are subject to change without notification.

Fees payable:

- Enrolment fee: Each student will be required to pay an enrolment fee at the time of application.
- Re-enrolment fee: To reinstate enrolment after a period of inactivity or where the student has not met the course requirements (see Satisfactory Progress Requirement).
- Course fees: Each unit needs to be enrolled in individually with applicable fee as per the course information brochure. Where students are under a contract, fee information will be provided and agreed to prior to commencement of the course.
- Initial issue of Testamur: No fee payable.
- Reissue of Testamur: \$50.00. See the 'Request for Reissue of Testamur' form for more details.
- Cancellation fees: as per Refund Policy below.
- Additional TESS Educator visit: TESS Educator visits are included within the course fee structure. However, where a TESS Educator arrives at the workplace to find the student absent or the agreed work not completed, an additional visit will be required at the student's expense to replace the missed visit. The charge for each additional visit is \$50.00.
- Please also read 'Refund Policy' below.

Payment Methods:

- Cash
- Money Order
- Cheque
- Credit Card
- Direct Debit

Refund Policy

1. If you submit an *Application for Refund/Remission of Debt/Withdrawal under Circumstances Form* to TESS with at least two weeks' written notice prior to the commencement of your course, TESS will provide you with a full refund of tuition fees for that course, less the \$40.00 enrolment fee.
2. If you submit an *Application for Refund/Remission of Debt/Withdrawal under Circumstances Form* to TESS with less than two weeks' written notice prior to the commencement of your course, TESS will provide you with a full refund of tuition fees for the course, less the \$40.00 enrolment fee and \$200.00 cancellation fee.
3. After course commencement (after the first unit has been issued) you are liable to pay for the entire course.
4. The enrolment fee is non-refundable except for the circumstance where hardship is demonstrated.
5. In circumstances other than where TESS ceases to provide the course, no refund is payable for any of your course after your course has commenced.
6. In the unlikely event of provider default resulting in TESS being unable to deliver the course in which you have enrolled, you will be entitled to a refund of the prepaid course fees pro rata.
7. You may be considered for a refund less the enrolment fee and cancellation fee under extenuating circumstances. Documented evidence must be submitted along with an application. It is at the discretion of TESS for this to be granted on a case by case basis.
8. TESS reserves the right to suspend or cancel your enrolment because of:
 - a) Your failure to pay an amount you were liable to pay to TESS in order to undertake a course;
 - b) Behaviour unacceptable to TESS including but not limited to behaviour as described in the TESS Code of Conduct. If your enrolment is suspended or cancelled by TESS in accordance with these Conditions of Enrolment, no refund of tuition fees is payable.
9. If you are unhappy with the decision relating to your application for a refund, you can appeal the decision. Please refer to *Policy and Procedure: Student complaints and appeals*.

General Matters

Complaints Procedures

TESS has a fair and equitable process for dealing with student complaints. For information about Academic Appeals, please go to *Appealing Results* in the *Completing your Qualifications* section.

Student Complaint

If a student has a complaint or concern, they should talk to their TESS Educator. The TESS Educator will work with the student to resolve the problem.

If the issue is not resolved to the students' satisfaction, the student should contact the Training Manager. The Training Manager will again work with the student to resolve the problem and they may involve other staff members where required and appropriate.

The issue should be recorded on TESS *Complaints Adjudication Report*. The Training Manager will advise the student of the outcomes.

If the student is still not satisfied with the outcome of their complaint, they have the option of appealing the decision within 10 business days of receiving the notification of the outcome. The appeal should be made in writing to the Chief Executive Officer. The CEO (or delegated nominee) will assess the appeal and respond to the complainant within 10 business days. The student will be notified of any likely delays.

If the student is not satisfied with the outcome of their appeal, they may make a complaint to an external body. Students are strongly encouraged to exhaust all complaints and appeals processes internally, before contacting an external body.

Details of external bodies:

Queensland Anti-Discrimination Commission www.adcq.qld.gov.au

Queensland Office of Fair Trading www.fairtrading.qld.gov.au/make-a-complaint.htm

Australian Skills Quality Authority www.asqa.gov.au

Student Complaint Flowchart

- The Educator
- Workplace Supervisor
- Training Manager
- Operations Manager
- Chief Executive Officer
- Australian Skills Quality Authority



Strategies for Managing Disciplinary Issues

Students who are studying with TESS are treated as adults who are learning in a caring and motivational environment. Educators approach the learning on an individual basis, recognising that not all participants will learn in the same manner.

Every effort is taken to make sure that the Educators and administration team at TESS are responsive to the needs of our clients. All of our clients are treated with respect and professionalism. In return, we expect our team members to be treated with respect and professionalism as well.

These are the strategies which we use to manage disciplinary issues if they arise. If the student is under 18 years, the parent or guardian should be involved:

- ***Student is not making adequate progress in line with the training/study plan:***
 - Discuss with trainee/student/employer, set shorter timelines
 - See if smaller tasks can be completed
 - Monitor on a weekly basis
- ***Student still fails to submit successful assessments***
 - Counsel the trainee/student
 - Discuss the deficiencies with the assessment activity.
 - Consult with the employer and get their feedback.
 - Suggest alternative strategies for assessment and gathering of evidence
 - Set a time frame for the assessment to be submitted, at which time a Not Yet Competent will be issued if the candidate has not successfully completed the unit.
 - If the trainee continues to make no progress through the course, DET regional office will need to be notified.
- ***Student not attending Vocational Placement.***
 - This is a contractual obligation and students should be reminded of such
 - All avenues will be explored to resolve situation.
 - If a student completes all theory components, they must complete their Vocational Placement during the period of their enrolment.
- ***Student repeatedly cancels training/progress visits with Educator***
 - Discuss the issue with student and/or school (if applicable)
 - If situation is not resolved TESS Educator visits will cease
 - If no work is submitted after three months (and no reason given), a letter may be sent and student may be asked to re-enrol.

- ***Student/Trainee acting in a very inappropriate manner (eg theft, fraud, drugs/alcohol):***
 - Trainees issue will be raised with the trainee and the employer and the parent/guardian if necessary. TESS will notify DET regional office for assistance.
 - Student issues will be raised with student and school (if applicable) and parent/guardian if necessary. If issues remain unresolved student may be asked to withdraw from the course.

Student Immunisation – Education students

TESS aims to ensure our students are well cared for both on and off the job. Where a student is employed in a service or school (including apprentices and trainees), it is the service's responsibility to check the student's immunisation status and recommends that 'at-risk' staff, students and others be immunised according to the National Health and Medical Research Council's (NHMRC) Recommended Immunisation Schedules.

Where the student is placed in a service or school under a vocational placement agreement, TESS has a responsibility to ensure that students are not exposed to risks to their health and safety as a result of exposure to vaccine-preventable diseases under the *Work Health and Safety Act*. For these students, TESS is required to ensure each student completes a Student Immunisation Record.

It is important for TESS and service to be aware of your status so you are protected from infectious illnesses. Students who cannot confirm or refuse to confirm their immunity will be regarded as non-immune and will be excluded from the service or school environment during the outbreak of a vaccine-preventable disease. This is to prevent the spread of infection and to protect the student. It is the student's responsibility to confirm the existence of an outbreak of a vaccine preventable disease with the Training Manager.

Please refer to the National Health and Medical Research Council's (NHMRC) Recommended Immunisation Schedules: www.nhmrc.gov.au

For people working with children (including preschool, primary and secondary school settings) the following occupational requirements have been identified, but is not limited to Measles, Mumps and Rubella (MMR); Pertussis (Whooping Cough); Chickenpox (Varicella) and Hepatitis A.

Change of Details

If your personal details change from what is included on your enrolment form, please notify TESS by phone or via the online form.

Pregnant students

If you are completing a Vocational Placement and are pregnant, TESS will require a letter from your General Practitioner stating it is safe for you to continue with the Vocational Placement.

Privacy Principles

In order to comply with Privacy principles, TESS will not provide information about your enrolment, progress and/or completion to any other persons except to yourself, ASQA, Centrelink (providing you're receiving Government payments) and your employer if your employment is dependent on completion of study.

As a part of these privacy principles, TESS provides you access to your own personal file kept by our office. If you require access to your file, please contact TESS office on (07) 4123 4102. 28 days' notice is required to access your information.

References / Testimonials

Please note it is the policy of TESS not to provide students with references, testimonials or similar tributes of endorsement. This also includes our Educators providing verbal and/or written references pertaining to student performance.

Letters of enrolment

Children's services and/or relevant Government Departments often request that students obtain a letter to confirm proof of enrolment. If you require a letter, please telephone TESS to organise one. TESS is happy to provide letters when the student is considered *actively enrolled* as per the definition outlined in *satisfactory progress requirements*.

Testamur validation

TESS provides a qualification validation service to prevent the forgery of Testamurs. Under this scheme, if a person provides the details of an already issued TESS qualification (including the name on the qualification, the person listed on the qualification, the date it was issued and unique identifier number), TESS will provide a 'yes' or 'no' answer to confirm the validity of the qualification. No further information about the qualification will be provided beyond a 'yes' or 'no' answer.

TESS website

TESS website (www.tess.org.au) is designed to be the most current and up to date information about TESS, its operation and services. Students are advised to consult this when looking for information. Furthermore, TESS's Facebook page advises students of additional information. <https://www.facebook.com/>

Contact Details

Training Centres:

MARYBOROUGH	
Address:	60 John Street
Telephone:	(07) 4122 4444
Fax:	(07) 4122 4632

MARYBOROUGH	
Address:	385 Kent Street
Telephone:	0488 488 467
Fax:	(07) 4122 4632

GYMPIE	
Address:	8 Lady Mary Terrace
Telephone:	(07) 5482 9413
Fax:	

HERVEY BAY	
Address:	87 Torquay Road
Telephone:	(07) 4194 2515
Fax:	

BUNDABERG	
Address:	71 George Street
Telephone:	(07) 4154 3412
Fax:	(07) 4154 4323

TOWNSVILLE & CHARTERS TOWERS	
Address:	40 Charles Street
Mobile:	0488 200 040
Fax:	

- **Outside of Maryborough:** 1800 224 442 (Cost of Local Call)
- **Training Manager:** Gail Endres
- **E-mail:** cindyg@tess.org.au
- **Website:** www.tess.org.au
- **Postal Address:** PO Box 655, Maryborough Qld 4650

If you feel like you are under stress or you cannot cope with a situation, ring your TESS Educator or the Training Manager and talk about the situation. Sometimes, it is not as bad as it seems at the time and a problem shared, is a problem halved. ***There is always a solution to every problem. "IF YOU DO NOT KNOW - ASK"***



Thank you for taking the time to read through this Manual. If you have any questions, please do not hesitate to discuss it with our staff.