

Student Information Handbook



Training, Innovation & Management & Enterprise P/L

Making Good People Great



Training, Innovation, Management & Enterprise Pty Ltd

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Dear Student

Welcome to Training, Innovation – Management & Enterprise P/L (trading as T.I.M.E. P/L). During your time with us we will endeavour to make your learning a rewarding and exciting experience and, of course, - we expect you to do your utmost to achieve the results and goals you are aiming for.

This information booklet will enable you to familiarise yourself with the requirements associated with the program you are about to undertake and to become aware of all associated requirements. Please read the following very carefully.

ENTRY REQUIREMENTS

In some circumstances entry into a study course requires pre-requisite skills and underpinning knowledge. Should this be the case you will be informed of such at a pre-entry interview where you will have the opportunity to confirm your skills and knowledge for entry into the study course.

PROGRAM STATUS

The program you are about to undertake is listed on our website www.time.net.au and you should take the time to access the website and become familiar with the program structure and status.

CHANGE OF ADDRESS/EMPLOYER

While attending your program, should you change your employer or your residential address you must inform us at the earliest opportunity. T.I.M.E P/L, in providing this program to you, must comply with industry rules and regulations, which include accurate records of student information. Please ensure that you keep us informed of your employer name and address, work and home telephone numbers and residential address.

SPECIAL NEEDS

Should you have any special needs that will assist you in participating in this study program please identify these, at the earliest opportunity to the:

- facilitator where such need relates to your attendance, study time, access to materials to assist in your learning; and/or
- program coordinator where such need relates to mobility support or dietary requirements.

We will endeavour to provide support for your needs or where specialist support is required we will seek the assistance of appropriate agencies that have the resources available to support you in your study program.

TELEPHONE

Mobile telephones must be switched off when you are participating in your study program. If for any reason you are expecting an urgent telephone call, please switch the telephone to silent signal advice and answer any call away from the participating group.

STUDENT RESOURCES

Throughout the program you will be provided with a range of resources or references. The materials that are provided to you are for your learning purposes. Learner guides/work books are for your use aimed to assist you in your learning and for future reference. The intellectual material contained within all materials provided to you remains the property of T.I.M.E P/L and is subject to copyright. Any use thereof for purposes other than for which they were given to you requires our approval in writing.

PAYMENT OF FEES

It is our policy that payment of fees is payable in advance of course commencement.

ACCESS TO ACADEMIC RECORDS

At any time a student is able to access their academic records and have a printed copy available to them. Should extra copies be required a fee of \$2 per page will be charged.

ASSESSMENTS

You will be advised of the conditions and methods of assessment structured throughout your study program at commencement. The specifics of the assessment will be provided to you in the form of an assessment booklet as you undertake each unit.

In the event that you undertake an assessment and are found to be 'not yet competent' you will be counselled on additional requirements and provided with further opportunity to practice and apply for re-assessment.

PROGRAM COMPLETION

You must satisfactorily complete all relevant components of learning, together with associated assessments in order to successfully complete this program.

Each unit of work is designed for completion within a certain time frame. Should you find yourself in a position where you are not ready to undertake a scheduled assessment, you must inform your Facilitator. Every opportunity will be given for you to complete assessment requirements.

PROGRAM WITHDRAWAL

In the event that you decide not to complete the program, you will be invited to participate in a counseling session with the Program Coordinator. The purpose of the counseling session is to identify any issues with which we may assist you to complete the program.

If you do not complete the course within 60 days of enrolment you have withdrawn from the course and a re-enrolment fee of \$70 will be charged.

ARTICULATION TO OTHER TRAINING

Some of your study program may articulate to other Industry Training Packages and Qualifications. For example, those associated with Communication generally articulate across all industries and their associated training programs.

Should you require any information regarding articulation to other training or qualifications you should speak with the Program Coordinator.

NATIONAL RECOGNITION

As a Registered Training Organisation T.I.M.E. P/L recognises the qualifications and statements of attainment issued by other registered training organisations for nationally recognised qualifications as well as individual units.

What this means to you is that any nationally recognised qualifications and/or units of competency you have completed that has common content with the program you are about to undertake, if nationally recognised, will be recognised towards your achievement on this program. For example, if customer service is a unit within this program and you completed that unit in another program for which you can produce an academic transcript, then you will not have to repeat this unit to achieve this program.

RECOGNITION OF PRIOR LEARNING

T.I.M.E. P/L offers skills recognition to those students who believe they have the required skills and underpinning knowledge in the units delivered within the program that inclusively or partly articulate towards any nationally recognised training. The skills recognition policy provides for recognition of your skill(s) and underpinning knowledge attained through other programs of study, your previous work experience or life experience.

If you feel that you may qualify for skills recognition, please speak with your Facilitator. The process will be explained to you and you will receive an application form that will enable you to apply for skills recognition. The application fully explains the process.

COMPLAINTS AND APPEALS

If at any time throughout your program you are not satisfied with the level of tuition, the materials provided or the provision of opportunities to develop the required skill and underpinning knowledge; you have the right to address your complaint/appeal.

We have a procedure in place to listen to and deal with complaints/appeals as follows:

- You should speak with your Facilitator about your concerns. The Facilitator will document your complaint/appeal and try to deal with the issue to mutual satisfaction.
- If you are not satisfied with the outcome of discussions with your Facilitator, you should approach the Program Coordinator to review the matters discussed with the Facilitator and the recommended outcome with a view to resolving your issues.
- Should you still not be satisfied with the way in which your complaint/appeal was managed, and your program:
 - Is not a nationally recognised program facilitated under the standards of the Australian Qualification Training Framework 2010, you have the right to lodge your complaint/appeal with an industrial relations agency, where an independent review of your complaint/appeal will be undertaken;
 - Is a nationally recognised program facilitated under the standards of the Australian Qualification Training Framework 2010, you have the right to lodge your complaint/appeal with the Training Advocate who will investigate your complaint/appeal;

The Office of the Training Advocate is located at:

Ground Floor
55 Currie Street
Adelaide SA 5000
Post: GPO Box 320 Adelaide SA 5001

Contact Details:

Office hours: Monday to Friday 8.30am – 5.30pm
Phone (toll free) 1800 006 488

The 1800 006 488 phone service is monitored after hours in urgent circumstances – in urgent circumstances please leave a message so an officer can contact you as soon as possible

Email trainingadvocate@saugov.sa.gov.au

YOUR RIGHTS

You have the right to:

- Quality instruction.
- Have complaints/appeals dealt with in confidence - fairly and promptly.
- Be assessed under a framework that is fair, reliable, flexible and valid.
- Be treated with consideration and courtesy by all staff and fellow students.
- Access your assessment results and materials.
- Be free from any form of harassment or unfair treatment.
- Be free from discrimination on grounds of ethnicity, marital status, age, gender or disability.
- Be provided with a learning environment that protects your safety, health and well-being.

YOUR RESPONSIBILITIES:

Your responsibilities are to:

- Behave in a courteous, sensitive and non-discriminatory manner when dealing with staff and other students.
- Comply with all policies as advised.
- Attend all sessions regularly and punctually or to notify the Facilitator of absence.
- Pay all required tuition and assessment fees.
- Comply with Health and Safety, and Equal Opportunity policies.
- Behave in a manner that ensures reasonable freedom of others to pursue their studies.

TRAINING PROVIDER RIGHTS & RESPONSIBILITIES

We have the right to:

- Ask for, expect and receive compliance with all legislation including Health and Safety and Equal Opportunity policies and procedures.
- Access student information for purposes associated with assessment and recording of results and attendance, ensuring confidentiality is maintained.
- Provide quality instruction.
- Provide fair assessment.
- Provide support services.
- Provide a safe, and non-discriminatory study environment that complies with Occupational Health and Safety and Equal Opportunity legislation.
- Provide prompt and equitable resolution of complaints/appeals.

REFUND POLICY

A request for refund must be in writing by way of email, facsimile or letter explaining the reason for requesting a refund.

As a general policy where a student cancels 14 days prior to course commencement a full refund will be provided. Where a cancellation within 14 days of course commencement is received an administrative fee of \$250 will be charged to cover resources, printing and administrative costs. The balance of fees paid will be refunded

Where a student requests a refund after course commencement, the amount of refund will be calculated against units attended with course unit composition together with an administrative fee of \$250. The balance of fees paid will be refunded.

CODE OF PRACTICE

Please read the attached Code of Practice of TIME P/L, which is a document, required to be given to you under our registration as a training provider and as required by the Training and Skill Development Act 2008 in the delivery/assessment of nationally recognised qualifications.

Although the requirements of the Training and Skills Development Act 2008 only relates to the delivery of nationally recognised qualifications, or parts thereof, TIME P/L has adopted the same protocols across its entire offering of programs.

OUR COMMITMENT TO YOU

In selecting T.I.M.E. P/L as your training provider we commit to the delivery of a quality and relevant study program which will provide you with every opportunity to develop your skills and underpinning knowledge.

Should you find yourself in a position where you are not able to keep up with study requirements, program attendance and/or achievement of required assessments, please talk to us. We will endeavour to explore every opportunity that will assist and support you in achieving your goals. Support that is available to you is:

- Study assistance away from the program.
- Telephone support to answer your questions or to explain concepts, ideas and strategies delivered throughout the program.
- Access to additional study materials that will assist you to understand the concepts and processes delivered within the program.
- Referral to other support services to address any specific needs you may have.

ACCESS EQUITY AND CLIENT SERVICES

All participants to our study programs deserve the best of tuition and support irrespective of their personal circumstance. We have processes in place to support each individual whereby access to programs is guaranteed and equity in the delivery/assessment of your study program will provide you with every opportunity for success.

Should you at any time require additional support to complete your study program in the form of individual tuition, reasonable adjustment for assessments, speak with your facilitator and we will endeavour to facilitate your needs.

Everyone has access to the same resources and information in order to undertake their studies. Everyone will be treated equitably in all aspects, and treat others with courtesy and respect

All staff at TIME are responsible to ensure the working and learning environment is free from discrimination and harassment.

HARRASSMENT AND BULLYING

TIME has no tolerance to harassment and bullying of any kind. If you believe that you are being harassed there are a number of important steps you should take:

- Tell the person that their behaviour is unacceptable, and that it must stop. It is important to say these things to the harasser.
- Make a written note of the nature of the harassment including the identity of the person harassing.
- If the harassment continues, report the behaviour or incident to your facilitator or program coordinator.

TIME has a legal responsibility to take reasonable steps to prevent harassment from happening. This involves educating employees and facilitators about harassment, implementing complaints procedures and ensuring compliance by all within the learning environment.

OCCUPATIONAL HEALTH AND SAFETY

TIME has a responsibility under the Occupational Health, Safety and Welfare Act 1986, its regulations, codes of practice and guidance materials to create and maintain a safe and healthy environment for all.

For the health and comfort of all participants and staff, you are asked to maintain an acceptable standard of personal hygiene and use all facilities provided appropriately.

- All rubbish should be placed in bins
- Facilities should be left in a clean and orderly state
- If you smoke, please ensure you are smoking in a designated area and you dispose of your cigarette butts in the appropriate container.

While engaged in TIME activities, you must not be adversely affected by alcohol and other drugs and should observe local, state and federal laws in relation to using, possessing and giving or selling alcohol. Under no circumstances are you to offer or administer prescription drugs to any other person.

You are expected to ensure your own safety and the safety of others at all times, and should refrain from any conduct, including alcohol and other drug use, that could affect your own performance or the safety and wellbeing of others.

PRIVACY STATEMENT

Your privacy is important to TIME and we will always act in the best interest to protect your personal information. We are careful about how and when your information is collected, used and shared.

The prime reason we collect your personal information is to facilitate your learning. We are required to collect certain personal information enabling us to create your personal file and any special needs that you may have. Where you undertake nationally accredited training we are required to provide your details on a National Reporting System.

Additionally, we also like to deliver to you the services and product information that you require for the future. We wish to enhance your training experience with us.

TIME is not permitted to sell or offer your personal information to any other party under privacy legislation.

You have the right to view any information we have about you as related to your study program – all you have to do is ask.

Where any other person, with the exception of an authority approved under statutory legislation, asks for access to your personal information or to peruse your file, your written approval will be sought prior to allowing such access.

Welcome to your program, we trust you enjoy your learning experience.



Director
T.I.M.E. P/L

T.I.M.E. P/L CODE OF PRACTICE

In the delivery/assessment of qualifications, or part(s) thereof under the Australian Quality Training Framework.

1 INTRODUCTION

This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services by T.I.M.E. P/L, a Registered Training Organisation, number SA 40058, registered in South Australia under the Training and Skills Development Act 2008.

For the purposes of this Code “**trainee**” refers to any person, participating in education or training delivered by this organisation. A “**client**” is a person or organisation who may enter into a contract with the registered training organisation for the delivery of education and training services.

2 PROVISION OF TRAINING AND ASSESSMENT SERVICES

- 2.1 Our organisation has policies and management practices which maintain high professional standards in the delivery of **training and assessment services**, and which safeguard the interests and welfare of trainees and/or clients.
- 2.2 Our organisation maintains a learning environment that is conducive to the success of trainees.
- 2.3 Our organisation has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of trainees.
- 2.4 Our organisation monitors and assesses the performance and progress of its trainees.
- 2.5 Our organisation ensures that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of trainees, and it provides training for our staff as required.
- 2.6 Our organisation ensures that assessments are conducted in a manner which meets the endorsed components of the relevant Training Package(s) and/or accredited courses.
- 2.7 Our organisation is committed to access and equity principles and processes in the delivery of its services.

3 ISSUANCE OF QUALIFICATIONS

- 3.1 Our organisation issues qualifications and statements of attainment to trainees who meet the required outcomes of a qualification or unit of competency, in accordance with all appropriate National Guidelines and acknowledging that qualifications are nationally recognised.

4 MARKETING OF TRAINING AND ASSESSMENT SERVICES

- 4.1 Our organisation markets and advertises its products and services in an ethical manner.
- 4.2 Our organisation gains written permission from a trainee or client before using information about that individual or organisation in any marketing materials.
- 4.3 Our organisation accurately represents recognised training products and services to prospective trainees and clients.
- 4.4 Our organisation ensures trainees and clients are provided with full details of conditions in any contract arrangements with the organisation.
- 4.5 No false or misleading comparisons are drawn with any other training organisation or qualification.

5 FINANCIAL STANDARDS

- 5.1 Our organisation has measures to ensure that trainees and clients receive a refund of fees for services not provided, including services not provided as a result of the financial failure of the organisation.
- 5.2 Our organisation has a refund policy that is fair and equitable and this policy is made available to all trainees and clients.
- 5.3 Our organisation ensures that the contractual and financial relationship between the trainee/client and the organisation is fully and properly documented, and that copies of the documentation are made available to the trainee/client.
- 5.4 Documentation includes: the rights and responsibilities of trainees, costs of training and assessment services and issuance of qualifications, payment arrangements, refund conditions and any other matters that place obligations on trainees or clients.

6 CONSULTATION WITH INDUSTRY AND STAKEHOLDERS

- 6.1 Our organisation engages in active consultation with industry and stakeholders in order to ensure that your program reflects current industry standards and related practices.
- 6.2 The learning materials and assessment requirements are reviewed immediately prior to your program commencement to ensure currency of industry practice. Assessments related to your study program have been researched and where appropriate contextualised to your work environment.

7 SELECTION OF PROGRAM PARTICIPANTS

- 7.1 Our organisation conducts selection of program participants at all times in an ethical and responsible manner. Offers of program placement are based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.
- 7.2 Our organisation ensures that the educational background of intending trainees is assessed by suitably qualified staff and/or agents, and provides for the training of such staff and agents, as appropriate.

8 SUPPORT SERVICES

- 8.1 Our organisation provides adequate protection for the health, safety and welfare of trainees and, without limiting the ordinary meaning of such expression, this includes adequate and appropriate support services in terms of academic and personal counselling.

9 COMPLAINTS/APEAL MECHANISM

- 9.1 Our organisation ensures that trainees and clients have access to a fair and equitable process for dealing with complaints and provides an avenue for trainees to appeal against decisions which affect the trainees' progress. Every effort is made by our organisation to resolve trainees'/clients' complaints/appeals.
- 9.2 For this purpose, our organisation has a complaints/appeals policy where a member of staff is identified to trainees and clients as the reference person for such matters. In addition, the complaints/ appeals mechanism as a whole is made known to trainees at the time of enrolment.
- 9.3 Where a complaint/appeal cannot be resolved internally, our organisation advises trainees and clients of the appropriate legal body where they could seek further assistance.

10 RECORD KEEPING

- 10.1 Our organisation keeps complete and accurate records of the attendance and progress of trainees, as well as financial records that reflect all payments and charges and the balance due, and provides copies of these records to trainees on request.

11 QUALITY CONTROL

- 11.1 Our organisation seeks feedback from our trainees and clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations.



Director

T.I.M.E. P/L

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