



RTO 32413

# *Participant Handbook*

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1300 000 TAE



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## WELCOME

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Welcome to TAE Academy, part of the IVET Group (IVET). We are excited that you have decided to study with us and that we can support you with your learning journey.

The IVET Group consists of three registered training organisation (RTO's):

IVET Institute Pty Ltd – RTO ID 40548

TAE Academy Pty Ltd – RTO ID 32413

Library Training Services Pty Ltd – RTO ID 32275.

TAE Academy has been authorised to deliver the TAE40116 Certificate IV in Training and Assessment since 2017.

Our courses are designed by highly qualified staff with extensive industry and teaching experience to enable participants every opportunity for success in their course.

We believe in supporting participants toward higher levels of personal achievement in their learning and improving levels of participant satisfaction with all aspects of their learning experience.

We draw on our established relationships with business; industry and government stakeholders to ensure our study programs; resources, structures and facilities are appropriate to the demands of our participants and consistently meet their expectations.

Quality is maintained in compliance with the Standards for Registered Training Organisation's (RTOs) 2015 and improved via our continuous improvement system.

We continually strive to improve our reputation as a premium quality provider of Vocational Education and Training at competitive prices and we achieve this through the careful planning and implementation of specific marketing strategies and ensuring the consistent quality delivery of all services to stakeholders.

We wish you all the best with your studies and if you need anything, please don't hesitate to get in touch.

Regards,

**Tony Lander**  
IVET Group CEO

## TAE ACADEMY VALUES

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### Quality

TAE Academy believes in quality training, delivery, resources and assessment. It is vital to our organisation and our ongoing success as an organisation to ensure that our participants are achieving the best possible outcomes through ensuring continuous improvement of all facets of our organisation.

TAE Academy is also committed to assisting the industry to set benchmarks for a skilled, knowledgeable and exciting workforce, through regular industry consultation and feedback.

### Connectedness

TAE Academy believes in positive relationships and the importance of developing connections with our trainers and participants.

### Integrity

TAE Academy believes in honesty and having the best interests of our participants at the forefront of our organisation.

### Learning

TAE Academy is committed to assisting participants to achieve their educational best through a range of support services, innovative and engaging course materials and training delivery.

## TAE ACADEMY STAFF

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All of the staff at TAE Academy are qualified and experienced Trainers and VET practitioners, who understand the needs of today's learners and the importance of delivering training that is engaging, realistic and relevant to the learner and their future pathway.

TAE Academy understands the demands that many participants experience, and our trainers and staff are available to assist participants over the duration of the course. For any queries, questions or assistance that you may have during your training our staff are always accessible by contacting our office.

### Office Contact Details

Address: Suite 211, 189 South Centre Road, Tullamarine VIC 3043

Phone: 1300 000 823

Email: [admin@taetrainingacademy.com.au](mailto:admin@taetrainingacademy.com.au)

### Hours of Operation

Our office is open from 09:00AM to 05:00PM AEST Monday to Friday

## PRE-ENROLMENT

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Prior to applying to undertake a course, you're encouraged to think about your individual learning needs. You should then consider all the information provided in this Handbook and decide whether the course, training and assessment methods and support mechanisms are appropriate for addressing your individual learning needs. Learning needs can mean different things to different people. Some examples of individual learning needs may relate to / be the result of:

- Intellectual, psychological, physical or medical conditions or have vision or hearing impairments.
- Family, work or personal commitments that impact study
- Poor experiences encountered when undertaking previous studies
- Why you want to undertake the intended course e.g. to access further study or employment opportunities
- The amount of time you have available to study per week or the duration of time you have to complete a course e.g. 1 year.
- Preferred learning styles. Some people learn best through reading, listening or watching, some through working independently as opposed to in groups with others. Some people learn best when completing practical activities and / or learning on the job. Some people learn best when undertaking a variety of learning methods identified above.
- Existing knowledge, skills and experience relevant to their intended course of study

Prior to submitting an enrolment application, you should read this Handbook in full. Particular attention should be paid to the sections that outline how TAE Academy and the specific course in which you are interested could address your learning needs. e.g. read the section on the type of academic support that is available to support participants who have problems understanding the terminology in assessment.

### Course information

The Course information pages on our website provide the details of course aims, course duration and course demands per week, the types of learning and assessment methodologies, entry requirements, further study and employment opportunities on successful course completion.

Note that course delivery and assessment methodologies, duration and many other aspects of a course can be amended (where feasible) to address individual learning needs.

Please consider whether the support mechanisms outlined in this handbook are appropriate for supporting your individual learning needs. e.g. access to modified training materials or being provided extra time to complete a task.

During enrolment, you will be asked to identify any individual learning needs that require support during your course. It is recommended that you provide TAE Academy full details that will enable us to identify whether we can appropriately address your individual needs and if so, how this can be achieved.

TAE Academy would like to encourage you to contact us and discuss any specific learning needs you may have and how these can be supported during your studies.

### Recognition of Prior Learning (RPL)

All participants can apply to have their prior learning and experience assessed and gain recognition for this (Recognition of Prior Learning). This prior experience may have been gained from employment, previous formal training undertaken or life experiences. The RPL process requires mapping a participants'

experience and evidence to the requirements of a full unit of competency for assessment to see if recognition can be granted.

You may apply for RPL by submitting valid evidence of your competency against each selected unit of competency/s that covers all required performance criteria, performance evidence and knowledge evidence. An initial discussion is first recommended with our Training team or the Administration team, followed by a self-assessment to determine if an RPL assessment is suitable.

### **Credit Transfer (CT)**

TAE Academy recognises qualifications and statements of attainment issued by other Registered Training Organisations. Participants who have successfully completed equivalent, whole units of competency with another RTO can apply for Credit Transfer.

You can apply for Credit Transfer during the enrolment process by submitting your certified certificate/statement of attainment. Alternatively, you can also present the original documentation to one of TAE Academy's Assessors for sighting and copying.

Both processes, RPL and CT, can allow participants to reduce the time, study load and cost associated with achieving a qualification.

### **Pre-Training Review**

To ensure you are placed in a course with an appropriate training and assessment strategy, and to ensure you meet the entry requirements, we will review your existing knowledge, skills, experience and qualifications relevant to the course for which you are applying. You will be taken through these Pre-training review questions during the application process to provide us with the relevant details.

If you have an existing higher qualification as may be the case for a Teacher completing a Certificate IV in Training and Assessment TAE40116, you will complete the pre-training review that will encompass a background check on your skills/experience.

### **Language, Literacy and Numeracy**

In accordance with regulatory guidelines, as part of the pre training review your Language, Literacy and Numeracy ability (LLN) is also assessed.

The results of the LLN assessment are used to determine if you possess the required LLN skills, knowledge and experience to address course requirements and confirm whether the course is suitable for addressing any specific learning needs.

TAE Academy provides advice, support and help for any participant requiring language, literacy and numeracy assistance. There are also external agencies available to assist participants who have LLN needs that cannot be accommodated by our staff and where appropriate, we will work with external support systems to assist you in this area.

We are aware and understand that this can be a delicate matter. Our delivery and assessment methods can be adjusted to accommodate participants with LLN needs where possible.

We welcome participants with differing needs and encourage potential or current participants to contact TAE Academy for further information.

All delivery, assessment and instructions are carried out in English unless otherwise stated.

## Unique Student Identifier (USI)

Introduced in 2015, the USI is a reference number made up of ten numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, from all training providers you undertake recognised training with
- will give you access to your training records and transcripts
- can be accessed online, anytime and anywhere
- is free and easy to create and
- stays with you for life

You must provide your USI to TAE Academy in order for your certificate to be issued. You can view or create a new USI by following this link: <https://www.usi.gov.au/>

If you are an international student studying offshore and do not intend on coming to Australia to do your study, you do not need a USI. However, if you are an Australian expat or resident student studying offshore with an Australian training organisation, you will need a USI.

If you are an International student who will be studying in Australia you will require a USI. All international students in Australia will have been issued with an Australian Visa. Once you have arrived in Australia your visa will be activated, and you will be able to apply for a USI.

## ACCESS and EQUITY

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TAE Academy is committed to integrating access and equity principles within all the services we provide to our participants. All staff treat all participants fairly, equally and without discrimination. Our Code of Conduct guides all staff activities and practice. TAE Academy provides access and equity to participants with differing learning needs.

We encourage positive outcomes for participants of the Vocational Education and Training system by giving them skills to participate successfully in Vocational Education and Training services and programs. TAE Academy trainers and Assessors take specific needs into consideration from the planning stage onwards and adopt particular training and assessment methods as appropriate.

Regardless of cultural background, gender, sexuality, disability or age all participants have the right to learn in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner. TAE Academy has developed quality support services that enhance participant's chances to achieve positive outcomes

Participants' right to access Australian Consumer Protection Law and other legal remedies is not affected by TAE Academy terms and conditions of enrolment.

## Training and Assessment

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### Training Guarantee

TAE Academy will take all reasonable steps to ensure we provide a course to you once it has been confirmed. In the unlikely event of TAE Academy being unable to fulfil its commitment to provide a course at the agreed date it will offer you a full refund or re-schedule the course. TAE Academy will take a collaborative approach with you and will provide support to facilitate the successful completion of the course within agreed timeframes.

### Transition Arrangements

TAE Academy implements an effective policy and procedure to ensure that it delivers current AQF training package qualifications and accredited courses. This policy and procedure is to ensure new training



packages and accredited courses are implemented within 12 months of their introduction and that you are fully informed of the process and subsequent arrangements.

If for any reason TAE Academy has to make any changes to the services that we agreed to provide you pre-enrolment, we will notify you as soon as possible in writing. The nature of the change/s along with reason/s will be provided. You will be notified of the changes and impact on you as soon as practically possible.

TAE Academy is responsible for complying with the requirements of the VET Quality Framework when delivering Australian Qualification Framework (AQF) courses. When delivering Australian Qualification Framework courses, TAE Academy will implement decisions and actions to ensure that it complies with the requirements of the VET Quality Framework.

## Training

Training is based on competency standards that outline the skills and knowledge to be applied in the workplace. Training is about assessing existing competence, developing the required competence and preparing people for assessment against specified competency standards.

All our nationally-recognised courses are designed in compliance with the guidelines of the relevant TAE training package. The course content and delivery methodologies accurately reflect the specifications outlined in the relevant TAE training package and in each unit of competency.

Delivery and learning methodologies are tailored for each particular course to develop your knowledge and skills, so you are able to confidently perform associated tasks in the workplace on completion of your course.

Delivery and learning methodologies may include presentations, individual and group work activities, case studies, individual coaching and practical demonstrations. For face to face programs, delivery will involve a combination of classroom-based workshops and online learning activities, this is often referred to as 'blended learning'.

## Commencing courses

Once you have finalised your registration and payment options you will be sent an email providing you with your Portal login details. The first step when logging in is to complete the enrolment process. Once completed, this will enable you to access your online dashboard that contains all of your course resources, interactive guided learning material and activities, your assessments, as well as other links for contacting TAE Academy and chatting with other participants in your class. If you're enrolled in a face-to-face class, these features will also be previewed in class.

Access to your assessments is progressive - Meaning not all assessments are opened at the start of your course. We activate single unit or clustered unit assessments in the recommended order of completion. Further units will be activated as you progress through the course. This staggered approach is to allow you to focus on one unit or cluster of units at a time, completing assessments before moving on to the next unit or cluster. If you require additional units to be activated ahead of time, please contact TAE Academy.

Learning activities found in the Guided ELearning resources, are not assessable. They can be used to check your learning as you progress through the material and to begin practice putting the knowledge into your own words in preparation for assessment.

## Class information

Unless otherwise specified, face to face classes commence at 9.00am sharp. You should plan to arrive before 9am to familiarise yourself with the class environment, set up your laptop and meet the Trainer. Classes normally finish by 4.30pm. If you expect to arrive late, or need to leave early, please inform the Administration team or your Trainer so you don't hold up starting or finishing times for the rest of the group. For corporate groups these hours are negotiable by making alternate arrangements with the Administration team or the Trainer direct and in agreement by all the class participants.

During class, some activities and assessment tasks will require internet access. For all public courses, this will be arranged for you. For classes arranged by your employer and in your place of employment, this will need to be made available by the workplace.

Please ensure your laptop is fully charged at the commencement of class as sometimes, power is difficult to access for everyone at the same time.

Courses of more than two days duration are scheduled apart to allow you to work on and complete assessments between classes. At the end of each day's class, your Trainer will advise you which assessments to complete and will provide some instruction on the assessment requirements and the associated templates to use. Your Portal also contains written instructions, so please take the time to read these.

### Course progress

TAE Academy will monitor your course progress and may provide additional assistance if you are experiencing difficulties and not progressing through your program as per the course schedule.

Access to appropriate support services is provided to assist you to successfully complete your course within the scheduled duration. If you are experiencing challenges beyond its control, TAE Academy may refer you to an external organisation more appropriately equipped to assist you.

TAE Academy takes all reasonable and feasible steps to assist you to successfully complete your work within the course schedule.

### Assessment

Your performance is assessed in accordance with the guidelines outlined in the relevant AQF training package unit of competence. This may be in the form of answering questions in writing or verbally, completion of documentation and through practical demonstrations of knowledge and skills developed.

All assessments are found in the 'complete my assessments' function. All assessments include instruction on what to complete and in what format.

As TAE Academy securely stores all completed assessments electronically, your assessments must be completed/uploaded to the Portal. Each segment of your assessment provides instructions on how to execute your uploads. Please read these carefully to ensure you are uploading your assessments to the right page. This will reduce the amount of re-submissions required.

With the above in mind, TAE Academy appreciates that everyone has varying computer skills and some may need assistance in using our Portal. Please contact your Trainer if you require support in this area.

Each unit of competency will normally involve two or three assessment tasks and after each assessment task your submission will be assessed S – satisfactory or NS – Not-satisfactory.

TAE Academy Assessors will provide feedback to you regarding your Satisfactory or Not Satisfactory result. In the first instance, please read this feedback and ensure you address all points in your next submission. If you require further clarification, you may contact a Trainer via the Portal helpdesk function.

You are afforded 3 attempts (the initial submission and two re-submissions) to demonstrate competency for each unit of competency or cluster of units. If you are still unable to demonstrate competency after three submissions, the result of 'Not Yet Competent (NYC)' will be recorded and a discussion held with your assessor to ascertain how to proceed. Note that if re-enrolment and further training is required, a further fee will likely be incurred.

### Timeframes

Completion of individual assessments is self-paced and therefore each does not have a set due date - however the entire course does have an expected completion time frame. These timeframes are available on our website.

Should you require a course extension, please contact TAE Academy. Extension requests are approved on a case-by-case basis.

If you are on a personal deadline and require your certificate to meet an employment obligation, please allow reasonable time for your work to be assessed, potential re-submissions and certificate issuance (which could take up to thirty days).

Assessment submissions are generally marked and returned to you with feedback within 21 days of submission.

A participant may defer their studies at any time for any courses of greater than 5 units (not including units with credit transfers or Recognition of Prior Learning). An application to defer is to be made in writing.

For withdrawals, please see information and process in the Fees section of this document.

## **Participant Support Services**

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### **Academic Support**

If you are experiencing difficulties with any aspect of your course, you're encouraged to contact your Trainer or a member of TAE Academy team. Our staff are able to provide academic support to facilitate the successful completion of your course. In certain extreme circumstances, they may refer you to external agencies for support.

### **Welfare Support**

We understand that our participants sometimes require extra support to help them cope with their training course. Sometimes there can be personal issues that impact their successful course completion. Your trainer can discuss individual needs with you.

### **Client feedback**

To ensure we continually improve our training services and resources TAE Academy encourages you to give us feedback in an informal and formal way. Please approach any member of staff or your Trainer with informal feedback at any time. At the end of the course you will be asked to complete an Australian Quality Training Framework (AQTF) Quality Indicators survey. Completion of the survey is voluntary, however, TAE Academy encourages all participants to complete the survey.

If you wish to complain about any aspect of your training and assessment with us, please approach a member of staff or your Trainer with informal complaints or formally by accessing the Complaints and Appeals process. Further information on the Complaints and Appeals policy and procedure is contained in this handbook.

## **Certificate Issuance**

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### **Certificates/ Statements of Attainment**

TAE Academy is responsible for complying with the requirements of the Australian Qualification Framework (AQF) to issue eligible participants a Certificate and Record of results or a Statement of Attainment in accordance with its scope of registration.

Upon successful completion of all the units of competency in your course of study, you will be issued a Certificate and Record of Results. Certificates, Record of Results and Statements of Attainment will only be issued once all course-related fees due to TAE Academy have been fully paid, and a valid Unique Student Identifier (USI) has been provided.

If you successfully complete some but not all of the units of competency in your course of study, you can be issued a Statement of Attainment indicating the units successfully completed.

If you successfully complete a qualification with TAE Academy you may be able to access job opportunities. However, you should note that successfully completing a course at TAE Academy does not guarantee that you will gain employment in a job role/ industry.

### Notifying you if things change

TAE Academy will notify you promptly if there are any changes to TAE Academy, the course, or the arrangements for training and assessment. Please make sure you have provided us with your current home address, email address and mobile number on file so we can notify you of any changes if applicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or other form of EDM (electronically distributed message)

If there are any changes to agreed services or in TAE Academy ownership, TAE Academy will advise you as soon as practicable.

## Code of Conduct

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TAE Academy practices are directed by our code of conduct. The code of conduct is a guide to ensure we consistently provide the highest possible quality services to all our stakeholders and ensure we act in a manner that respects their rights.

### Access and Equity

TAE Academy ensures that:

- all participants, Trainers and TAE Academy staff are treated in a fair and equitable manner regardless of age, race, religion, gender, sexuality, disability or origin
- we employ a systematic, fair and equitable approach to enrolling participants
- all TAE Academy staff and Trainers will perform their duties in a fair, equitable and respectful manner
- all training and assessment staff and Trainers employ language that facilitates learning and achievement and does not exclude sections of our participants
- all TAE Academy staff and Trainers are aware of their responsibilities with respect to equity and access
- TAE Academy staff and Trainers activities are evaluated for continuous improvement purposes
- TAE Academy staff and Trainers are culturally aware and sensitive to differing norms, beliefs and values
- systems are employed to receive feedback on its application of this policy
- TAE Academy staff, Trainers and participants are required to comply with access and equity requirements at all times.

### Management

TAE Academy ensures that:

- the provision of high-quality training and assessment is its principal purpose
- all decisions will be informed by appropriate stakeholders to ensure that high quality training and assessment is consistently provided
- we adopt appropriate governance arrangements to guide the implementation of strategic and business plans
- suitably qualified staff and Trainers contribute to informed decision-making in management, academic and support services
- all staff and Trainers are aware of their responsibilities to participants of TAE Academy
- it employs a fair and equitable systematic approach to recruitment, induction and professional development of its staff and Trainers
- a safe learning environment is provided to facilitate participant learning
- it maintains appropriate insurances
- it will inform the regulator of any significant changes to the control, senior management and scope of TAE Academy
- it provides the regulator with the required data in soft and hard copy when requested

- it fully cooperates with the regulator during audits
- courses delivered are current and in accordance with training package requirements
- it will implement new training packages/ accredited courses within 12 months of their introduction
- it communicates all appropriate information relating to academic and support services to participants in a timely manner

### Administration management

TAE Academy ensures that:

- AVETMISS and academic records are stored for a period of 30 years
- personal records are treated as confidential and stored on and off site
- it maintains appropriate systems to record and store participant details relating to attainment, attendance, AVETMISS details and related correspondence
- it adopts an AVETMISS compliant participant management system
- TAE Academy staff, Trainers and participants are to be able to access their own records
- statements of attainment and certificates are awarded to participants who successfully complete courses
- statements of attainment and certificates are provided in a timely manner
- statements of attainment and certificates contain the required information
- it employs unique student identifiers where required

### Training and Assessment

TAE Academy ensures that:

- all learning and assessment materials are their own or permission is obtained from publishers for use
- courses are delivered in accordance with AQF training package requirements or those prescribed for non-accredited courses.
- training and assessment strategies are employed for each course in accordance with regulatory requirements
- suitable learning and support resources are employed to guide staff, Trainers and participants
- the opportunity for Recognition of Prior Learning and Credit Transfer are provided to participants
- all accredited courses provided are in accordance with its scope of registration
- appropriate academic and personal support services are provided to participants
- language, literacy and numeracy needs are assessed and accommodated where appropriate
- all course learning and assessment material is systematically validated internally and externally
- all training and assessment strategies are systematically validated internally and externally
- course and TAE Academy information is provided to participant's pre-enrolment and at orientation
- appropriate learning and assessment facilities are provided to facilitate achievement
- learning and assessment facilities comply with appropriate legislation
- agreements and Training Plans are negotiated and implemented for all participants
- all training delivery is conducted within the agreed timetable

### Staff

TAE Academy ensures that training and assessment staff:

- possess relevant current vocational experience for the course/s they deliver or higher
- hold appropriate vocational qualifications
- possess a Certificate IV in Training and Assessment or equivalent
- possess the Diploma in Vocational Education and Training or equivalent
- engage in professional development activities relevant to their teaching
- follow TAE Academy policies and procedures when training and assessing
- treat all participants in a fair and equitable manner
- treat participants in a non-discriminatory manner
- are fully informed of their roles and responsibilities

## Marketing and enrolment

TAE Academy ensures that it:

- provides appropriate pre-enrolment information to participants to enable them to make an informed choice of course
- does not provide false or misleading information about TAE Academy or its courses
- performs marketing activities with integrity and accuracy
- identifies all AQF accredited and non-accredited courses in all its materials
- identifies TAE Academy name and number on all its materials
- systematically reviews its marketing materials to ensure currency and accuracy
- employs a systematic, fair and equitable approach to enrolling participants

## Participant support services

TAE Academy ensures that all participants will be supplied information pre-enrolment on the following:

- course information
- enrolment process/ requirements
- assessment arrangements
- recognition of prior learning/ credit transfer
- qualifications issued
- academic support
- personal support
- literacy and numeracy requirements
- staff contacts
- facilities and equipment
- complaints and appeals policy and procedure

In addition, participants will be provided access to appropriate academic and personal support services during their course.

All participants will be continually updated via email and via the learning portal throughout their course on their progress in units of competency.

## Participants Code of Conduct

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### All participants have:

- the right to be treated in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin
- the right to learn in an environment free from intimidation and interference from others
- the right to access all services and facilities as identified in pre-enrolment information
- the right to suitably qualified and experienced trainers
- the right to seek academic advice and support from TAE Academy trainers
- the right to learn in a safe and clean environment that facilitates achievement
- the right to access the Complaints and Appeals policy to resolve disputes/ complaints

### All participants are expected to:

- approach learning and assessment activities in an ethical manner
- not engage in cheating or plagiarism
- submit work when required
- meet the terms of enrolment
- pay all tuition and other fees when requested
- attend all classes
- participate in course learning and assessment activities
- follow all TAE Academy instructions during learning and assessment activities
- treat other participants, staff and Trainers in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin.

## General Information

### Support service contacts

Emergency Services	Phone 000 to report any emergencies
Translating and Interpreting Service	Phone 131 450
Life Line <i>24-hour Counselling Services</i>	Phone 13 11 14
Academic support	Phone 1300 000 823 or utilise the services external agencies they have on offer
Access to records	Phone 1300 000 823
Administration	Phone 1300 000 823
Training staff	Speak to your Trainer on 1300 000 823

## Occupational / Work Health and Safety

TAE Academy conducts regular Health and Safety reviews covering all TAE Academy operations to ensure our equipment, materials and practices comply with all OHS / WHS legislation. We also ensure that our facilities comply with both TAE Academy standards as well as OHS / WHS legislation. Our staff and Trainers will deliver training and assessment activities in a manner that removes or controls any hazard/risk.

All participants must act in a manner that safeguards their own health and safety and that of their fellow classmates. When TAE Academy staff and Trainers are providing OHS / WHS information it is important that this is understood, and instructions followed. If you spot a potential hazard, please report this to a member of staff and they will take the appropriate action.

Further information on WHS/OHS can be found at the following websites:

<https://www.australia.gov.au/information-and-services/health/workplace-health-and-safety>

<https://www.safeworkaustralia.gov.au/>

<https://www.worksafe.vic.gov.au/>

<https://www.worksafe.qld.gov.au/>

<https://www.safework.nsw.gov.au>

## Participant Safety

We are committed to providing a safe, secure and supportive environment for our participants. Security and personal safety are important issues for everyone and relies on all of us working together. When you are out and about it is important to be alert and aware of your personal safety.



## Attendance

For face to face or blended programs, participants are required to attend all classes. TAE Academy recognises that sometimes participants may be unable to attend due to unforeseen circumstances. If you are aware that you're going to be absent prior to the day, please inform your Trainer who may give you work or study to complete at home.

TAE Academy will monitor your attendance and provide appropriate support to facilitate successful completion within the scheduled period.

## Privacy

TAE Academy will treat all personal information confidentially and will not disclose any details to a third party without the participant's prior written consent, except where it is required to provide details to the regulatory body or by law.

## Access to Records

You may access your personal records free of charge at any time by contacting the TAE Academy staff on [admin@taetrainingacademy.com.au](mailto:admin@taetrainingacademy.com.au). TAE Academy staff will arrange an appointment within 5 working days to view the records and ask you to bring confirmation of identity.

## Academic Misconduct

Participants are required to adhere to TAE Academy code of conduct. If you are found to have acted in a way that TAE Academy deems to be misconduct, it may impact the successful completion of your course.

As outlined in the Code of Conduct participants are expected to approach learning and assessment activities in an ethical manner. At TAE Academy, our participants almost always conduct themselves with integrity and do not engage in plagiarism or cheating. Plagiarism and cheating can occur over confusion about what the definitions of each actually are. The following information is intended to provide guidance.

## Cheating

Cheating is the use of any means to gain an unfair advantage during the assessment process. Cheating may be (but is not limited to) copying a friends' answers.

Cheating in any form during assessments will result in the participant's assessment submission being invalidated.

## Plagiarism

Plagiarism is the submission of somebody else's work as your own. This may include copying all or part of another person's thoughts or ideas and representing them as your own. If you fail to identify the original source of some or all of the submission this also constitutes plagiarism. If you copy another participant's work and passes this of as your own, then this is also a form of plagiarism and cheating.

During assessment participants will read about ideas and gather information from many sources. When you use these ideas in assessments, you must identify who produced them and in what publications they were found. If you do not do this, you are plagiarising. If you are including other people's work in submissions e.g. passages from books or websites, then reference should be made to the source.

For further information on what constitutes plagiarism please refer to: <http://www.plagiarism.org/> or contact TAE Academy at [admin@taetrainingacademy.com.au](mailto:admin@taetrainingacademy.com.au) for clarification.

Submitting plagiarised work during assessments will result in the participant's assessment submission being invalidated.



## Collusion

Collusion is the presentation by a participant of an assessment, as his or her own which is in fact the result in whole or in part of unauthorised collaboration with another person or persons. Collusion involves the cooperation of two or more participants in plagiarism or other forms of academic misconduct or cheating. Both collusion and plagiarism can occur in group work.

Unauthorised collusion during assessments will result in the participant's assessment submission being invalidated.

Cheating and / or plagiarism and / or collusion during assessments will be treated as a breach of the Code of Conduct and is deemed to be 'Academic Misconduct' and may lead to your removal from the course and if applicable, your visa being cancelled. No refund is available to you in such circumstances.

All participants have access to the Code of Conduct and Academic Misconduct Policy and Procedure. The Code of Conduct is printed in this Participant Handbook and a copy of the Academic Misconduct policy and procedure is available on request by contacting TAE Academy Administration.

If participants have been found to have colluded, cheated or plagiarised, there are penalties and processes that are followed. You may be penalised by any of the following ways as:

- Be reprimanded
- Be required to repeat the assessment or complete a new assessment task
- Fail all or part of the assessment
- Be suspended from studies
- Have their enrolment cancelled

## Complaints and Appeals

If you have an issue with any aspect of your training course, you should bring this to the attention of your trainer or another TAE Academy staff member. TAE Academy staff will attempt to resolve this in an informal manner and to your satisfaction.

If you are not satisfied with the outcome of the informal complaint, you may lodge a formal complaint by completing the formal complaints and appeals form contained in appendix one of this handbook. This will be dealt with in accordance with the complaints and appeals policy, also located in appendix one of this handbook.

You have the right to appeal the outcome of a complaint or the outcome of assessment decisions if you are dissatisfied and feel you have been dealt with unfairly. This can be done by completing the complaints and appeals form located in appendix one of this handbook. The appeal will be dealt with in accordance with the complaints and appeals policy and procedure located in appendix one of this handbook.

If submitting a formal complaint or appeal form, you must provide reasons and supporting evidence justifying your grounds for the complaint or appeal.

If you are still dissatisfied by the outcome of an internal appeal, you have the right to the external complaints or appeals process.

An external party to TAE Academy will review the case to identify if TAE Academy has followed the correct process as stated in the complaints and appeals policy in handling the complaint or appeal. The external party does not review the outcome of the complaint or appeal.

You have the right to seek advice from and be represented by external parties at any time during the complaints and appeals process. The cost of this will be borne by you.

If you require any further support and/or clarifications on the participant handbook or TAE Academy's operations, then you can contact TAE Academy at [admin@taetrainingacademy.com.au](mailto:admin@taetrainingacademy.com.au)

## Workplace arrangements

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Some of the practical assessments require evidence of you carrying out real training and assessing in a workplace environment. You will therefore need access to the following:

- a group of 8 or more participants for some group training sessions
- two workplace learners or colleagues for work-based skill training
- 4 or more vocational learners to be assessed
- 1 RPL applicant that you can assess
- A support person that has either a TAE40116 or some knowledge of the Vocational training and assessing environment

You will also need equipment and resources to deliver the training – the equipment needed will depend on the training that you will deliver, but will include standard items such as a data projector, whiteboard, laptop / desktop computer, printer, stationery, etc.

If you have any queries regarding workplace arrangements, please do not hesitate to contact TAE Academy.

## FEES

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### Cost

The cost of your course varies depending on the pathway you choose. Please see our website for the most up to date course fees.

All course fees include an administration charge which is non-refundable.

### Refunds

All applications for refund should be made in writing via the *TAE Academy Course Withdrawal (inc. Refund Application) Form* and submitted to [admin@taetrainingacademy.com.au](mailto:admin@taetrainingacademy.com.au)

A withdrawal form and refund request form will only be supplied at your request. Only once the fully and correctly completed withdrawal and refund form has been received in writing by TAE Academy, will you be withdrawn from the course and refund processed (if applicable). You will be notified via email of the outcome of your request(s).

### Full Refunds

- Where you withdraw within 7 days from enrolment.
- Where an offer for a place in a course is withdrawn by TAE Academy, a full refund will be made.
- In the event that TAE Academy 'provider defaults' and is unable to deliver the agreed course, a full refund of fees will be made
- In the event that (provable) illness for yourself or close family member (parent, sibling, spouse or child) prevents you from commencing the course a full refund less the administration fee will be made.

Note. Refunds in these circumstances are not automatic, they must be applied for and are at the discretion of TAE Academy.

## Other Refunds

Course Fee Value	Refund Amount	
	less than \$1,000	greater than \$1,000
Within 30 days of enrolment	Refund course fees less \$200 administration charge	30% will be retained as administration charge and 70% refunded
30-90 days	No refund will apply	50% will be retained as administration charge and 50% refunded
90 days from enrolment	No refund will apply	

### Note.

- For enrolments where you have elected instalment payments, refunds are not applicable if all instalments are not paid (including instalments that have not been invoiced).
- Where your enrolment is cancelled by TAE Academy, including but not limited to cancellation caused by gross misconduct, plagiarism or collusion, any illegal or unlawful conduct by the participant, no refund will be made.

### Processing of Refunds

- All refunds will be processed within 4 weeks after approval of the [TAE Academy Course Withdrawal Form](#).
- All approved refunds will be transferred electronically to your nominated bank account (as advised via the form) by EFT.
- This policy, and the availability of complaints and appeals processed, does not remove your right to take action under Australia's Consumer Protection Laws.

### Deferments

You may defer your studies at any time during the duration of their course for courses of greater than 5 units (not including units with credit transfers or Recognition of Prior Learning), under the following conditions:

- Courses can be deferred for a period equal to 6 months
- A course can only be deferred a maximum of two times
- A deferral fee of \$100 is payable in addition to the course fees
- A [TAE Academy Course Deferral Form](#) will only be supplied at your written request
- Only once the correctly completed deferment form has been received, you will be notified by email of the outcome of your request and enrolment deferred if approved.
- All paid fees will be held in line with the deferment – i.e. not refunded
- In the event of a deferment, TAE Academy provides no assurance regarding same days of study and reserves the right to change the location of training for future scheduling.

## Appendix 1 – Complaints and Appeals Form

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### Complaints and Appeals Form

Participants who wish to submit a complaint or appeal can do so by completing this form and submitting to the TAE Academy at [admin@taeacademy.com.au](mailto:admin@taeacademy.com.au).

Outline the reasons for the complaint/ appeal and attach any supporting evidence.

Please indicate whether you are lodging a: **Complaint**  **Appeal**

**Participant name:**

**Date:**

Provide an explanation of the reasons why you are complaining/ appealing (please provide as much detail as possible, including staff/ clients involved, places, timings, assessment / course details and other relevant details (if appropriate).

**Note.** Please attach all supporting evidence and submit this form to the General Manager of Operations TAE Academy, Suite 211, 189 South Centre Road, Tullamarine VIC 3043 or [admin@taetrainingacademy.com.au](mailto:admin@taetrainingacademy.com.au)

**Signed:**