



ascent training solutions

STUDENT HANDBOOK



1300 445 446

www.ascenttrainingsolutions.com.au

ascent

Information for Participants

Our commitment

To ensure that we provide training and assessment services that meet the needs of clients and industry, we employ sufficient suitably qualified and experienced Trainers, secure suitable facilities, ensure sufficient opportunities for learning in appropriate environments, with suitable resource and assessment that is fair and flexible.

Prior to commencement—should Ascent Training Solutions cancel training before it commences, you will be offered alternate dates (if the training is being rescheduled). If the training is not rescheduled or the dates offered do not suit you, all fees paid you will be refunded in full within 10 days of the training being cancelled.

For training that has commenced—In the unlikely event that Ascent Training Solutions is unable to deliver the training, you will be offered the option to enroll with another RTO and Ascent Training Solutions will assist in both finding a suitable RTO and in the transition to the new RTO. Any fees paid in advance held by the RTO and not attributed to training completed will be refunded and a statement of attainment issued for any units successfully completed.

Our service commitment

- Your questions are important to us. Please be aware that our Trainers are working with other Participants as well as yourself. We are committed to returning your calls and emails but we ask that you allow us two (2) working days to respond.
- Assessment feedback will be given within 10 working days of our receiving the assessment in the office (not from the day it is posted).
- Statements of Attainment/Qualifications are issued within thirty (30) calendar days of your completion.

Unique Student Identifier

Every participant, new or continuing are required to supply Ascent Training Solutions with their Unique Student Identifier (USI) as of 1st January 2015. The USI is required at the time of enrolment. We are unable accept enrolments without this number or notification of an exemption.

The purpose of the USI is to enable the collection and storage of your records of participation in vocational education and training on a central database. Allowing you easy access to your records.

In the event that you are unable or unwilling to get a USI please visit the following website for further information on what to do to be able to participate in training.

For more information and to apply for your USI or an exemption go to: apply for your USI go to: <http://usi.gov.au/Training-Organisations/Pages/how-students-create-usis.aspx>

Access and Equity

Ascent Training Solutions upholds the principle that all applicants seeking to enrol are treated fairly and equitably and ensure that throughout the process of selection and admission, applicants are treated courteously and expeditiously.

Ascent Training Solutions reserves the right to suspend from their training courses participants who are:

- Unable to actively participate in the course activities as a result of injury.
- Disruptive
- Affected by drugs or alcohol

Should this situation arise, immediate and discreet contact will be made with the client to discuss future training options for the individual(s) concerned.

Expectations of Participants

- To avoid any confusion in the future, the following expectations of behaviour are provided. Compliance with these expectations is required by all Participants. Failure to do so may result in cancellation of your enrolment.
- Abide by Copyright and Plagiarism laws and legislation.
- Comply with workplace health and safety regulations at all times.
- Comply with anti-discrimination legislation at all times. This includes but is not limited to equal opportunity, racial vilification and disability discrimination.
- Comply with workplace harassment, victimisation and bullying regulations at all times.
- Ensure that behaviour is of a level acceptable to the workplace at all times.
- Complete training and assessment activities within agreed timeframes.
- Communicate any difficulties with completion of activities or assessment with your Trainer.

- Inform your Trainer immediately should you be unable to attend due to illness or other reasons.
- Inform your Trainer if you have a medical condition that may affect your participation or affect those with whom you may be training.

Participant Support

Ascent Training Solutions is dedicated to providing a high standard of service to Participants. You can contact your Trainer by phone, email or post during office hours. We endeavour to respond to Participants as quickly as possible but you are reminded that our Trainers do have other Participants and classes to attend to. We will provide feedback on Assessments within ten (10) working days and to all queries, telephone calls and emails within two (2) working days.

Should you require further support, Ascent Training Solutions can assist in identifying the appropriate support service as well as organising access to such services. Services referred to may include but are not limited to language, literacy and numeracy, counselling, etc. It should be noted that such services may attract an additional fee to be paid to the service provider. Such fees are the responsibility of the Participant.

Should you or your trainer/assessor identify that you require any additional support, to be provided by Ascent Training Solutions we will work with you to develop an Individual Support plan to ensure that we can provide the required support required.

Training Materials and Equipment

During training, Ascent Training Solutions participants will be given access to safety equipment and other required material and equipment. This equipment and material is to be used in accordance with the instructions given by the trainer/assessor. If a piece of equipment is purposely damaged or treated in a manner not in accordance with the instructions given by the trainer, a fee may be charged.

The copyright and ownership of all training material provided during the training belongs to with Ascent Training Solutions Pty Ltd and cannot be copied or claimed without written consent. All training materials are quality assured and are continuously updated.

Refund Policy:

If a student has been issued material and a course has commenced no refunds will apply. If as student cancels their course prior to training commencing, all fees will be refunded less a \$150 enrolment fee, if the course is greater value than the enrolment fee.

1. All courses require a deposit and/or contribution fees if Government subsidies are used, which will be discussed with the student and paid on enrolment and prior to the first day of training.
2. Fees will be refunded only in the following circumstances:
 - Provider default – a provider defaults when:
 - Prior to commencement—should Ascent Training Solutions cancel a course before it commences, participants will be offered alternate dates (if the training is being rescheduled).
 - For training that has commenced—In the unlikely event that Ascent Training Solutions is unable to deliver the training the participant will be offered the option to enroll with another RTO and Ascent Training Solutions will assist in both finding a suitable RTO and in the transition to the new RTO.
 - The course ceases to be provided at any time after its starts but before it is completed; or

In the case of provider default, refunds will be made within 21 days after the default day and Ascent Training Solutions will give the student a statement that explains how the amount has been worked out.

1. Fees will not be refunded if:
 - The student's personal circumstances change
 - The student/client withdraws from the course after the commencement of the first day of training
 - The student does not start on the agreed date;
 - The student withdraws from the course before completion
 - The student has been issued learning and assessment materials
2. Should a student become seriously ill or suffer exceptional circumstances of a compassionate nature (such as death or severe illness in the immediate family) and can no longer continue their study, Ascent Training Solutions may refund the balance of the

unused fees. This fee refund is wholly at the discretion of Ascent Training Solutions. Appropriate evidence, such as a medical certificate will be required.

3. If there is a refund to be made, Ascent Training Solutions will pay the amount within 21 days after receiving a written claim from the student. This timeframe does not apply to refunds associated with provider default.
4. Refunds will only be given to the person who paid the fees. Therefore, if the employer of the student paid the fees the refund will go to the employer.
5. This agreement does not remove the right to take further action under Australia's consumer protection laws.
6. Ascent Training Solutions dispute resolution processes Student/Client Complaints and Grievance Policy and Procedure do not restrict the students' right to pursue other legal remedies.
7. Any training material that is required to be replaced due to loss or negligence on behalf of the student a \$30.00 replacement fee will be charged. Fee is required prior to training material being re-issued.
8. Students who DO NOT complete the course in the specified timeframe may incur additional charges. Students may purchase the following extensions;
 - Three months - \$200.00
 - Six months - \$400.00

Termination ~ *Ascent Training Solutions reserves the right to expel a student for serious breach of discipline. Fees will not be refunded.*

Competency Based Training and Assessment

Participants enrolled in training which will lead to either a Statement of Attainment or Certificate are required to complete Assessments to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that Participants can perform required skills and knowledge.

Assessments undertaken may include:

- Written/oral Assessments
- Practical demonstrations
- Completion of case studies and similar activities
- Development of a portfolio
- Work samples
- Third party reports

You will be given feedback on all Assessment Activities. Competency based assessment does not use a marking scale rather you are deemed “competent” or “not yet competent”.

Please make sure that you attach an Assessment Coversheet to all Assessments. These are provided by Ascent Training Solutions and must be signed by you. Please always include the question/task you are addressing.

Credit Transfer

You may be eligible for a Credit Transfer if you have previously undertaken training through a Registered Training Organisation. Credit Transfer may be granted for one or more units. Three (3) major factors need to be considered:

1. How current the Qualification/Statement of Attainment is
2. Mapping to the current training and
3. If the training was undertaken with a Registered Training Organisation.

If you think you may be eligible for a Credit Transfer, you will need to provide the following:

- The original Statement of Attainment and/or Certificate for your Trainer to sight
- A copy of the Statement of Attainment and/or Certificate

- Or a certified copy of your signed Statement of Attainment and/or Certificate by a Justice of the Peace (JP)
- There is no charge for Credit Transfer

All applications for Credit Transfer will need to be verified with the issuing RTO to ensure its validity. In order to do this the Student will need to complete a “Release of Information form”. This form will be sent to the issuing RTO to gain confirmation that they issued the qualification/statement of attainment, accompanied by a copy of your qualification or statement of attainment.

Recognition of Prior Learning (RPL)

RPL is the process of formal recognition for skills and knowledge gained through previous learning such as:

- Life experiences
- Previous formal learning
- Employment
- Recreational or personal interests

You may be eligible for RPL for part or all of your intended study, based on your previous experiences and learning. For more information regarding RPL and how to apply, please discuss this with your Trainer.

Complaints and Appeals

Ascent Training Solutions is dedicated to providing a high standard of service. Should you have a complaint or wish to appeal an assessment result, you are encouraged to do so by using the following processes:

Complaints

Complaints are the expression of the dissatisfaction with the quality or any aspect of the business operations and service, including nuisances, discrimination or similar against another person, inclusive of Participants, Staff and Contractors.

The following are examples of issues for which you may lodge a complaint:

- Enrolment
- training delivery
- training and/or assessment, including Recognition of Prior Learning
- any other activities associated with the delivery of training and assessment services

- issues such as discrimination, sexual harassment, participant amenities, etc.

First instance: You are encouraged to speak immediately with your Trainer. If you are not comfortable addressing the issue with the Trainer you are encouraged to contact the Compliance Officer.

Second instance: If the issue is not resolved you are encouraged to either speak to or contact in writing the RTO Manager.

Third instance: If the matter is still not resolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representative(s) e.g. Anti-discrimination board or other relevant personnel.

Outcomes of complaints will be provided to you in writing within fifteen (15) working days of the decision.

In the event that a complaint has been lodged, a Complaint Form must be completed and forwarded to the Compliance Officer immediately, even if the situation has been resolved to the satisfaction of all parties.

Fourth instance: If you are not satisfied with the outcome of this procedure you should be advised of your right to contact the Australian Skills Quality Authority (ASQA) by completing the complaints form at; <http://www.asqa.gov.au/complaints/making-a-complaint.html>

Appeals

Appeals are the expression of the dissatisfaction of an assessment result. This would occur when a Participant has been deemed not yet competent and does not agree with this decision.

There are various grounds for lodging an assessment appeal. These include, but are not limited to:

- not being fully informed of the assessment process
- Participant's needs not taken into consideration
- the assessment process is different to that outlined by the Trainer/Assessor
- assessment process not based on Training Package/Unit of Competence requirements

- an inappropriate method used to assess the Training Package/Unit of Competence
- alleged bias of the Trainer/Assessor
- alleged incompetence of the Trainer/Assessor
- faulty or inappropriate equipment or facilities

Step 1

You must discuss appealing an assessment outcome and/or the assessment process with your Trainer/Assessor involved.

(This step must commence within ten (10) working days of the assessment outcome being advised).

Step 2

If still not satisfied, you must complete the Assessment Appeals Form and forward to the Compliance Officer.

(This should occur within five (5) working days of Step 1)

Step 3

The assessment is to be reviewed by a different Assessor and the results of the review summarised on the Assessment Appeals Form. You are to be advised of the appeals outcome within ten (10) working days.

(This should occur within ten 10 working days of Step 2)

Step 4

If still not satisfied with the outcome of the appeal, your appeal is to be reviewed by the RTO Manager. The RTO Manager will send an acknowledgement letter to you, record the receipt of the Assessment Appeals Form, then review. The RTO Manager if necessary will convene a review panel to thoroughly examine the appeal.

(You are to be advised of the outcome within ten (10) working days).

Step 5

If you are not satisfied with the outcome of this procedure, they should be advised of your right to contact the Australian Skills Quality Authority (ASQA) by completing the complaints form at: <http://www.asqa.gov.au/complaints/making-a-complaint.html>

Access to Participant Records

You may wish to access your records to check on work completed, progress or for other reasons. Please organise with your Trainer a time suitable to view your training records. Other parties will not be permitted to access your files without written consent from you.

Release of Contact Details and Information

To ensure that Registered Training Organisations meet the national standards and offer quality training to Participants, ASQA conducts regular audits. The audit process involves a review of a training organisation's Policies, Procedures, Record keeping and practices. On occasions ASQA may contact past and present training Participants to conduct an interview to confirm that the organisation is complying with its obligations and providing a service which meets the needs of Participants and industry.

Upon request Ascent Training Solutions is required to supply the following information to ASQA:

- Contact details including address, telephone numbers and email address

For audit purposes and in the event of a complaint or appeal, ASQA may request to view your files. The purpose of this is to ensure compliance with regulations and standards.

Privacy Policy

Ascent Training Solutions will collect information, manage, use it and disclose it in a way that complies with the Privacy Act 1988 (Commonwealth), as amended in the Privacy Amendment (Private Sector 2000)

Ascent Training Solutions will:

- Where information is provided by another person, ensure that collection has been authorised by the individual concerned, or by someone who is legally authorised to act on their behalf.
- Only collect information by lawful and fair means and not in an unreasonably intrusive way

- Protect archived personal information from loss or unauthorised access, use, disclosure, or misuse and from inappropriate modification

Change of Personal Details

Should you change any of your personal details please request a Change of Enrolment Information Form from your Trainer. Such details include, address, surname, contact telephone number etc.

Results

You will receive your Assessment feedback and result within ten (10) working days of submission.

On completion of a Qualification or Unit of Competence, Ascent Training Solutions will issue Statements of Attainment/ Certificates within thirty (30) calendar days.

Please note: If you require a Statement of Attainment to be issued during your enrolment, you will need to notify the Ascent Training Solutions office. You will then receive a Tax Invoice for \$20 plus GST. This must be paid prior to receiving your Statement of Attainment and can be paid via Direct Debit, Credit Card or cheque.

What if I need my Certificate or Statement of Attainment to be re-issued?

In the event of a lost or damaged Certificate or Statement of Attainment, please complete the Change of Enrolment Information Form to request re-issuance of a Certificate or Statement of Attainment and return with payment of \$55 inclusive of GST.

Evaluation

Your feedback is particularly important to our commitment to ongoing improvement. Throughout your training you will be asked to provide your thoughts and comments on the training received. Ascent Training Solutions encourages all Participants to make contact should they wish to provide feedback or comments on any aspect of the service received.

Relevant legislation to be complied with;

Work Health and Safety Act 2011

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information, visit:

<http://www.comlaw.gov.au/Series/C2011A00137>

Occupational Health and Safety Act 2004 (Vic)

Occupational Health and Safety Act 2004 provides a framework for managing health and safety risks in the workplace. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information, visit:

http://www.austlii.edu.au/au/legis/vic/consol_act/ohasa2004273/

Occupational Safety and Health Act 1984 (WA)

The Act provides a framework for managing health and safety risks in Western Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information, visit:

http://www.slp.wa.gov.au/legislation/agency.nsf/docep_main_mrtitle_650_homepage.html

Industrial Relations Act 1988

The principal objective of the Industrial Relations Act 1988 is the provision of a framework for industrial relations that supports economic prosperity and social justice. For more information, visit:

http://www.austlii.edu.au/au/legis/cth/num_act/ira1988242/

Privacy Act 1988

The [Privacy Act 1988](#) makes provisions to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not

regulate state or territory agencies (except for the ACT). For information on privacy regulations in other states and territories, visit the <http://www.privacy.gov.au>.

Copyright Act 1968

The Copyright Act 1968 is an Act relating to Copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968, go to www.aph.gov.au/library/pubs/rn/1998-99/99rn26.htm

National Vocational Education and Training Regulator Act 2011

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for Vocational Education and Training, by applying nationally agreed standards. For more information, visit:

<http://www.comlaw.gov.au/Details/C2014C00623>

Equal Opportunity

- New South Wales Anti-Discrimination Act 1977
- Queensland Anti-Discrimination Act 1991
- South Australia Equal Opportunity Act 1984
- Victoria Equal Opportunity Act 2010
- Western Australia Equal Opportunity Act 1984

The objectives of Equal Opportunity legislation are to encourage the identification and elimination of discrimination, sexual harassment and victimisation and their causes, and to promote and facilitate the progressive realisation of equality. For more information, go to: <http://www.equalitylaw.org.au/elrp/resources/>

Australian Consumer Law (ACL) 2011

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services. For more information, visit:

<http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm>

Competition and Consumer Act (CCA) 2010

The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection. For more information, visit:

<http://www.accc.gov.au/content/index.phtml/itemId/815209>

Children, Youth and Families Legislation

- New South Wales Children and Young Persons (Care and Protection) Act 1998
- Queensland Child Protection Act 1999
- South Australia Children’s Protection Act 1993
- Victoria Children, Youth and Families Act 2005
- Western Australia Children and Community Services Act 2004

The objectives of the Children, Youth and Families legislations is:

- to provide for community services to support children and families
- to provide for the protection of children
- to make provision in relation to children who have been charged with, or who have been found guilty of, offences

For more information, visit: <http://www.aifs.gov.au/nch/pubs/sheets/rs14/rs14.html>

Ascent Training Solutions Pty Ltd
Registered Training Organisation **32108**
ABN 14 139 715 567

25 Shannon Place, Virginia QLD 4014
1300 445 446

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