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# Participant Information Handbook



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## **1. Welcome**

Training Beyond 2000 Pty Ltd is a Registered Training Organisation registered with the Australian Skills Quality Authority (ASQA); RTO Provider No: 90323.

We offer services to meet a participant's training needs in the areas of Community Services and Health and Work Health Safety.

Training Beyond 2000 Pty Ltd differentiates itself by:

- engaging quality staff with extensive aged care industry experience and qualifications at university graduate and post graduate level;
- our reputation for delivering high quality, flexible training, tailored to meet both service provider and participant needs, as evidenced by feedback from service providers and participants;
- our ability to sustain strong long term relationships with service providers due to the continuous provision of quality customer service from initial engagement to completion of training programs;
- continually improving the quality of our services through ongoing consultation with industry, professional bodies, our staff and training participants;
- high completion rates due to our:
  - emphasis on interactive delivery via Zoom technology complemented by workbooks and text books that are comprehensive and easy to follow;
  - adult based learning styles involving engagement, fun, group interaction and discussion;
  - on the job training and assessment methods which enable participants to demonstrate the transfer of their learning into the workplace; and
  - strong level of support and assistance to participants with special needs, including participants from Culturally and Linguistically Diverse backgrounds.



## 2. Contact Details

Carla Unicomb is the Managing Director of Training Beyond 2000 Pty Ltd. Carla has extensive experience in vocational education and training, nursing, work health safety, first aid training and has been involved in education for more than 30 years.

For any queries, please do not hesitate to contact:

Carla Unicomb  
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Training Beyond 2000 Pty Ltd Pty Limited  
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## 3. Qualifications Offered

Training Beyond 2000 Pty Ltd offers a range of qualifications focused on the Community Services and Health industry. Courses are conducted throughout metropolitan Sydney and country NSW including Upper and Lower North Shore, Northern Suburbs, Northern Beaches, Sutherland Shire, Inner West, Southern Highlands, Hunter Region, Mid North Coast, North Coast, Murrumbidgee and Central West regions. Courses can be conducted on site at a location to suit.

Training Beyond 2000 Pty Ltd is approved to provide training in the following qualifications:

Code	Title	Offered	Smart and Skilled
BSB50420	Diploma of Leadership and Management	✓	✓
<a href="#">CHC33021</a>	Certificate III in Individual Support	✓	✓
CHC43015	Certificate IV in Ageing Support	✓	✓
CHC43415	Certificate IV in Leisure and Health	✓	✓
<a href="#">HLT43021</a>	Certificate IV in Allied Health Assistance	✓	✓

Training Beyond 2000 Pty Ltd is also approved to provide training in the following skill sets:

Code	Title	Offered
CHCSS00067	Administer and Monitor Medication Skill Set	✓
CHCSS00070	Assist Clients with Medication Skill Set	✓
CHCSS00123	Dementia Support	✓
CHCSS00137	Palliative Approach	✓
	Allied Health Assistance*	✓

\* Units from the Allied Health Assistance course can be delivered as a cluster of units.

For more information about specific qualifications available, please visit our website at <https://www.trainingbeyond2000.com.au/>.

#### 4. Structure of Courses

A participant may elect to enrol in a full qualification or an individual unit of competence. Courses are developed with industry consultation and will be recognised by industry. We are flexible in the mode of delivery of training. Qualifications can be undertaken by interactive delivery via Zoom technology as well as on the job practical training and assessment. Upon completion of training, the participant will be issued with a Certificate or Statement of Attainment that is recognised anywhere in Australia.

#### 5. Competency Based Training

Competency based training is a key component of the National Vocational Education and Training (VET) system.

The Standards for Registered Training Organisations 2015, defines 'competency' as:

*The consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.*

Competency standards act as a benchmark for training, assessment and quality control.

Competency-based training places emphasis on the skills a participant can demonstrate in the workplace rather than just testing their theoretical knowledge.

In each training package, each qualification, for example Certificate III in Individual Support, is made up of a number of units of competency, for example, *HLTHPS006 Assist clients with medication*. Each unit of competency explains the standard of skills and knowledge a participant needs to be able to demonstrate to be deemed competent, as well as information about the assessment requirements. Completion of individual units of competence will ultimately lead to achieving a full qualification.

Some participants may not need to complete a full qualification, for example they may be engaged in a new specialised role that may only require completion of some units of competency to acquire the necessary skills and knowledge. Once a participant has been assessed as successfully completing a unit of competency, they can be issued with a Statement of Attainment.

Competency includes the capacity to:

- perform individual tasks;
- manage a range of different tasks;
- respond to contingencies, emergencies or breakdowns; and
- deal with responsibilities at the workplace.

In competency based training, the focus is on:

- identifying what participants need to do their job, including how to do it (skills);
- identifying what participants need to know to do their job, including why it needs to be done and why in a particular way (knowledge);
- indicating clearly the standard of performance required in the job by industry; and
- indicating how, when, where and by whom assessment will occur.

Competency-based training recognises that people learn new information and skills at different rates and they can acquire knowledge and skills in different ways. Participants achieve competencies by a combination of classroom and work-based training and assessment.

Competency based assessment:

- allows participants to move at their own pace;
- requires participants to be assessed against standard criteria;
- is evidence based over time;

- enables both the participant and the assessor to interact; and
- takes prior experience into account.

Competency based assessments do not require the participant to sit for an exam. It provides the opportunity for the participant to demonstrate their new skills and knowledge to the standards required by industry and in line with workplace practices.

Assessments are completed by gathering evidence, such as:

- observation of work skills;
- questions and answers;
- role plays and/or simulations;
- demonstration of a practical task; and
- supervisor/third party written reports.

Participants will be given additional time for re-training and re-assessment for any areas of assessment where they do not meet the standards set by industry.

## **6. Unique Student Identifier (USI)**

From January 2015, all participants undertaking nationally recognised training delivered by a Registered Training Organisation will need to have a Unique Student Identifier number.

A USI is a 10 digit reference number that will allow participants to access all their training results from all training providers including all completed training units and qualifications.

We cannot issue a Certificate or Statement of Attainment to a participant without a verified USI.

Participants will be provided with information on how to obtain their USI before commencing training.

## **7. Participant Selection, Enrolment and Induction Procedures**

Training Beyond 2000 Pty Ltd offers qualifications to all potential participants regardless of their race, gender, age, marital status, physical or intellectual impairment, or sexual orientation. Training Beyond 2000 Pty Ltd complies with relevant anti-discrimination legislation and treats every participant fairly and without discrimination in the training environment and workplace.

Every participant is required to complete a Participant Details Form for each qualification for which they intend to enrol. An individual must provide evidence to support their application for enrolment, including:

- proof of identity in the form of a government issued photo identification;
- valid USI;
- proof of Australian citizenship or permanent residency (for government funded training);
- proof of current employment in NSW (for some government funded training);
- proof of any previous qualifications;
- registration as a trainee, if relevant;
- proof of eligibility for a concession or a fee exemption if claimed; and
- if a participant is not already employed in the community services industry, they will need to undertake a criminal record check prior to undertaking employment or work experience. They will have to pay the cost of obtaining a criminal record check.

At the time of enrolment, each participant will need to advise the trainer whether they intend to seek recognition of prior learning or credit transfer for units of competence previously completed.

## **8. Recognition of Prior Learning (RPL) and Credit Transfer**

The Standards for Registered Training Organisations (RTOs) 2015 defines Recognition of Prior Learning (RPL) as:

*“an assessment process that assesses the competency of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in a training package or VET accredited courses.”*

RPL is the process of acknowledging an individual’s skills and knowledge acquired through learning achieved outside the formal education and training system. Such knowledge and skills can be acquired through:

- formal training;
- informal training/study;
- work experience;



- employment experience; and
- life experiences.

RPL focuses on the learning outcomes of these experiences, not how, when or where the learning occurred.

RPL recognises any prior knowledge and skills and measures it against the outcomes of the relevant unit of competence from the qualification in which the participant intends to enroll in or is already enrolled in. They may not need to complete all of a training qualification if they already possess all or some of the knowledge and skills included in the qualification.

Training Beyond 2000 Pty Ltd has in place an RPL process and details of the process can be obtained on application. There is a fee for this process.

**Credit Transfer** means a training participant is exempt from the need to undertake training and assessment in the required unit of competency or module due to the participant previously completing an equivalent unit of competency/module. For example, they may have completed *HLTAID003 Provide first aid* with another training provider. Provided HLTAID003 has been completed within the past 3 years, they will not be required to undertake training for this unit of competence again.

Training Beyond 2000 Pty Ltd will recognise the statement of attainment or qualification issued by another ASQA Registered Training Organisation and allow for credit transfer of the relevant unit(s) of competence. Transfer of credits will require verification of the authenticity of the qualification. This can be achieved by production of the original certificate or verification of a photocopy by a Justice of the Peace or a representative of Training Beyond 2000 Pty Ltd once they have sighted the original.

## 9. Legislation Relating to Training

People who work in the community services sector must comply with a range of legislation and regulations. A comprehensive list of legislation including links can be found on our website under the **Admin/HR** tab.

## 10. Access and Equity

Training Beyond 2000 Pty Ltd ensures access and equity for all participants in accordance with Training Beyond 2000 Pty Ltd's Code of Practice. This ensures that all participants are treated fairly and have equal access to participation in training. Selection of participants into courses is based on participants meeting course pre-requisites and entry requirements, course fee payment and on a first in first served basis.

## **11. Participant Fees and Refund Policy**

### *NSW Department of Education Subsidised Training*

Training Beyond 2000 Pty Ltd offers qualifications which can be government subsidised under the Smart and Skilled Program.

#### *What is Smart and Skilled?*

Smart and Skilled is a reform of the NSW vocational education and training system which provides people with the chance to gain the skills they need to obtain a job and advance their careers.

Smart and Skilled qualifications are subsidised by the NSW Department of Education.

To be eligible to be enrolled in the Smart and Skilled Program, the participant must:

- be an Australian citizen, a permanent Australian resident, a humanitarian visa holder or a New Zealand citizen; and
- be aged 15 years or older; and
- live or work in NSW; and
- no longer be at school or equivalent.

Each government subsidised qualification has a fixed qualification price, a government subsidy amount and an Administration Fee payable by the participant. A participant contributes towards the cost of training through the payment of a fee to the training provider. The NSW Skills List identifies which qualifications receive a government subsidy.

Smart and Skilled eligible students undertaking one of the priority courses will not be required to pay an Administration Fee.

#### *Fee Concessions and Exemptions*

Participants may be eligible for a concession or fee exemption in certain circumstances.

A participant who receives a specified Commonwealth benefit or allowance is eligible for a concession fee for a qualification up to and including Certificate IV. A concession fee is also available to a participant who is a dependent of a person receiving a specified Commonwealth benefit or allowance.

Participants who may qualify for a fee exemption include: Australian Aboriginal and Torres Strait Islander people as well as people with a disability (including the disabled person's dependent child, spouse or partner).

There are also **fee free scholarships** for people living in social housing in NSW or on the waiting list.

### *Smart and Skilled Subsidised Training*

Training Beyond 2000 Pty Ltd conducts subsidised training for qualifications offered under the Smart and Skilled Program, for participants falling into two categories, being:

- **traineeships** where the participant is a new entrant trainee and has been employed for not more than 3 months full time or 12 months part time or casual or any combination of the above for a continuous period not exceeding 12 months; or
- **non traineeships** where the participant is an existing worker and meets the requirements to enrol in the Smart and Skilled Program, however, they do not meet the traineeship employment requirements referred to in the previous bullet point.

### *Traineeships*

Traineeships combine work-based training with an employer and formal training from a training provider. They are established under training contracts between the employer and the trainee and are regulated by government.

Where funded qualifications are offered as traineeships, most new entrant trainees are eligible for a Smart and Skilled subsidy.

A new entrant trainee is eligible for a government subsidy for their traineeship qualification, even if they already have a certificate IV or higher qualification.

The cost of training for NSW new entrant trainees is currently 'Fee Free'. Under this arrangement, the NSW government will pay the full qualification price which includes the Administration Fee.

Further information about the qualification and how to calculate the course fee can be found on the Smart and Skilled website at [www.smartandskilled.nsw.gov.au/](http://www.smartandskilled.nsw.gov.au/).

### *Non-Traineeships*

Those participants who do not meet the traineeship employment requirements may still be eligible to government subsidised training under the Smart and Skilled Program, provided they meet the eligibility criteria referred to above.

Training Beyond 2000 Pty Ltd has approval to conduct training for approved qualifications for non-traineeship participants which fall into two broad programs:

- Entitlement Traineeship Program – which covers qualifications at Certificate III level and above as listed on the NSW Skills List; and
- Targeted Priorities Full Qualification Program – which covers qualifications at Certificate IV level and above as listed on the NSW Skills List.

Further information about the qualification and how to calculate the course fee can be found on the Smart and Skilled website at [www.smartandskilled.nsw.gov.au/](http://www.smartandskilled.nsw.gov.au/).

### *Training provided on a 'Fee for Service' Basis*

Participants who are unable to meet the criteria to enrol in government funded qualifications are able to enrol on a 'fee for service' basis.

The cost of completing a qualification on a fee for service basis will be set out in the relevant Qualification Information Sheets available on our website.

### *Costs covered by the Training Provider*

The cost of obtaining a qualification will cover the total cost incurred by the training provider to deliver the training, including assessment. This will include the following:

- tuition;
- textbooks;
- workbooks;
- handouts; and
- practical assessment material such as wound dressing packs.

Training Beyond 2000 Pty Ltd will never request more than \$1,500 prior to enrolment. Participants are able to make application to Training Beyond 2000 Pty Ltd to pay off their course costs by instalments. As Training Beyond 2000 Pty Limited does not receive any funds prior to enrolment in qualifications under the Smart and Skilled Program, the scenario where funds are paid prior to enrolment only applies to fee for service participants only.

The issuing of qualifications will only be made once all fees have been paid.

### *Refund Policy*

Refunds will be paid to participants if:

- they have overpaid their fees;
- they have enrolled in a qualification and the training is cancelled;
- they have advised Training Beyond 2000 Pty Ltd they are withdrawing from a qualification before the course commences. This must be received in writing **at least 7 days** prior to course commencement in order to receive full refund of fees paid in advance; and
- a refund is requested **less than 7 days** before course commencement. However, the amount refunded will be the total fees paid by the participant to date less a processing fee of no more than \$200 and the cost of any materials provided to the participant.

Once training has commenced in the qualification or unit of competency, no refund is available to participants who leave before finalising the course unless the participant can provide a medical certificate confirming an extended period of illness or show extreme personal hardship. The participant will be issued with a Statement of Attainment for competencies completed.

### *Deferring Participants*

If a participant indicates they wish to defer training in an approved qualification, we will make all reasonable efforts to assist participants defer their training.

We will only permit a deferral of no more than 12 months from the date of receipt of notice from the participant that they wish to defer their training.

The participant will be advised of any fee implications arising from the deferral of training in accordance with the Fee Administration Policy.

Access to the Smart and Skilled Fee Administration Policy 2016 is available on our website under the **Admin/HR** tab.

### *Discontinuing Participants*

If a participant discontinues their training, they need to advise Training Beyond 2000 immediately. They will be issued with a Statement of Attainment and associated transcript for completed units of competency within 21 days of notification of the discontinuance.

## 12. Consumer Protection

Training Beyond 2000 Pty Ltd provides consumer protection as part of its provision and delivery of quality training and assessment. Our *Consumer Protection Policy* is available on our website under the **Admin/HR** tab.

Complaints arise when a stakeholder is dissatisfied with an aspect of Training Beyond 2000's services and requires action to be taken to resolve the matter.

Appeals arise when a stakeholder is not satisfied with a decision that Training Beyond 2000 has made. Appeals can relate to assessment decisions but can also relate to other decisions. Stakeholders with either a complaint or an appeal have access to the complaints and appeals procedures.

Participants who are not satisfied with an assessment outcome should, in the first instance, raise this with their trainer, with a view to achieving a resolution.

Participants who are not satisfied with any other aspect of Training Beyond 2000's services should, in the first instance, raise their complaint with their trainer, with a view to achieving a resolution.

Should the matter not be resolved to the participant's satisfaction, the participant can make a formal written complaint or appeal, as relevant, to Carla Unicomb, the Director of Training Beyond 2000.

On receipt of a formal complaint or appeal, the Director, Training Beyond 2000 or where this is not appropriate, the Operations Manager, shall hear the complaint or appeal.

The complainant shall be given an opportunity to present their case to the Director or Operations Manager. The relevant staff member shall also be given the opportunity to present their case. This process must commence within 7 days of the Director or Operations Manager receiving written notice about the complainant's dissatisfaction with the response initially received to the complaint or the assessment outcome, as applicable.

After hearing the case from both parties, the Director or Operations Manager will make a decision regarding the complaint or appeal. The participant will be advised of the complaint or appeal outcome within 14 days of the consideration of the matter.

In the case of an appeal about an assessment outcome, participants must submit the appeal in writing within 6 months of receiving notification of the outcome of a specific assessment.

External Mechanisms - if the complainant is not satisfied with the decision, the Director will convene an independent panel to hear the complaint or appeal.

If the process is taking longer than 60 days from the complaint or appeal being received, the complainant will be notified in writing of the reason for the delay and kept informed about the progress.

If the complainant is not happy with the external mediation, they may take their complaint to the Australian Skills Quality Authority (ASQA), refer to the website at [www.asqa.gov.au](http://www.asqa.gov.au).

For training programs funded under Smart and Skilled, participants should refer to the website at [www.smartandskilled.nsw.gov.au](http://www.smartandskilled.nsw.gov.au).

### **13. Access to Records**

Participants are entitled to access any records maintained by Training Beyond 2000 Pty Ltd that relate to them. Confidentiality is ensured at all times and requests must be in writing and addressed to the Director.

### **14. Course Changes**

Course dates, times and timetables are occasionally subject to change. Should this occur, Training Beyond 2000 Pty Ltd will make every effort to inform course participants prior to commencing the course.

Where nationally recognised, qualifications are changed in line with changes to competency standards and a transition phase is provided to allow existing participants to complete their course.

### **15. Qualification Outcomes**

Participants successfully completing their qualification will be issued with a nationally recognised qualification. Any participant who does not complete the qualification will be issued with a nationally recognised statement of attainment for those units of competence satisfactorily completed.



## 16. Volume of Training and Mode of Delivery

Specific details regarding the delivery and duration of courses is provided in the Qualification Information Sheet for each particular course.

The mode of delivery for each course has been adopted after consultation with industry. The volume of training for each qualification has been determined after having regard to the requirements and complexity of the qualification, the likely profile of the typical participants and the mode of delivery. After consideration of these factors, the volume of training is determined on the basis it is sufficient to enable a participant to satisfy the requirements of the qualification and gain the specified requisite skills and knowledge.

Participants are provided with a timetable prior to course commencement. Please note that most qualifications require the participant to have completed relevant work experience of at least **120 hours** in the workplace.

## 17. Course Materials

Participants will be provided with learning materials required for their course. The learning materials consist of workbooks and/or textbooks. This is included in the cost.

## 18. Assessment

Training Beyond 2000 Pty Ltd ensures the amount of training provided is sufficient to enable a participant to meet the requirements of each training product and gain the skills and knowledge specified in the relevant training product.

We ensure training and assessments are conducted in accordance with the Principles of Assessment and the Rules of Evidence. The trainer/assessor will determine competence by examining evidence gathered from a range of sources, using a variety of assessment methods. Some assessments will take place in the workplace.

According to the **Principles of Assessment**, the assessment process must be:

**Valid** – ensures that evidence is collected from activities and tasks that clearly relate to the unit of competency, evidence demonstrates that the performance criteria have been met, evidence is sufficient.

**Reliable** – ensures the same outcome would be reached if another assessor were to make judgement on competence or the same assessor were to complete the assessment on another occasion or in another setting.



**Fair** – means that no applicant should be disadvantaged. Applicants must be given the opportunity to appeal assessment if necessary and the assessment methods must be equitable to all groups of applicants.

**Flexible** – flexible assessments remain valid, reliable and fair but deal with the way the competency was developed or acquired through a formal training course or through on the job experience. It also deals with any disability the applicant may have e.g. hearing impairment.

Once completed assessment tasks have been collected, the **Rules of Evidence** must be applied to each piece of assessment, namely to ensure it is:

**Valid** - assuring the participant has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.

**Sufficient** - assuring the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a participant's competency.

**Authentic** - assuring the evidence presented for assessment is the participant's own work.

**Current** – assuring the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Assessment requirements will be provided to participants. Participants will be encouraged to assist collecting evidence of their own competence.

## 19. Assessment Strategy

All the assessment strategies are in the workbooks provided. There are various activities throughout the book which will need to be completed as part of the assessment process. The trainer/assessor will also assess a participant's contribution to class/group work. Other methods of assessment which may be adopted by the trainer/assessor are questioning, scenarios, role plays and practical assessments both in the classroom and in the workplace.

The written assessments must be completed by the participant in the final assessment section in the workbook. The trainer/assessor may modify these assessments from time to time to ensure they are relevant to the industry that the participant is working in. Most units of competence will have a workplace observation component where the assessor will attend the workplace to observe a participant's performance in undertaking specific tasks as outlined in the final assessment workbook. On the basis of their performance, the assessor will determine whether or not a participant have been assessed as competent.

A participant will be required to submit a supervisor/third party report from their workplace for each unit of competency, which is in the final assessment section of the workbook.

A participant will be given timeframes in which to complete the assessment strategies and if they are not able to meet these timeframes, it is up to them to write to the trainer/assessor to request more time to complete the assessment work. This will only be granted if they have a sound reason for making the request. All work must be completed within one month of completion of the course. If a participant is having difficulty completing assessment tasks, they must notify their trainer/assessor in writing outlining the reasons and request an extension.

Once the trainer/assessor is satisfied they have demonstrated competence, the participant will be awarded their qualification. If more work is needed to demonstrate competence, the trainer/assessor will write some notes and speak with the participant about what they can do in order to achieve competence.

## **20. Appeals**

Participants can appeal against assessment outcomes. Participants must submit an appeal in writing within **6 months** of receiving notification of the outcome of a specific assessment. All appeals are independently reviewed either by another assessor from Training Beyond 2000 Pty Ltd or by an assessor from another Registered Training Organisation. The participant will be advised of the appeal outcome within **14 days** of the consideration of the matter.

## **21. Educational and Support Services including Reasonable Adjustment**

Participant support will be offered to those participants identified as requiring additional assistance. Assistance includes options in learning, tutoring, telephone support, email support and complaints and grievance handling.

We are able to provide assistance with literacy problems. Participants are asked to let the trainer/assessor know if they have literacy or numeracy problems or any other problems where they might require assistance e.g. hearing impairment. Participants will be required to undertake a Language, Literacy and Numeracy (LLN) skills assessment at the time of enrolment.

Should a participant indicate they have a disability, we will liaise with the participant and a relevant disability support agency to address the delivery and assessment requirements of the qualification through customisation of the program.

Participants who are experiencing difficulties will have an opportunity to meet with the trainer to work out how best we can provide support.

We will provide the participant with every opportunity to prove their competency. Reasonable adjustment will be made for individuals who are experiencing difficulty with the method of assessment due to their personal circumstances. Educational and support services available to assist individuals with learning and assessment include: verbal questioning, workplace practical demonstrations, learning materials in alternative formats eg: large print

or sent via email, access to one of our staff who has specialist training in Language Literacy and Numeracy (LLN), flexible scheduling and delivery of training and assessment and learning and assessment programs contextualised in the workplace.

## **22. Qualified Trainers/Assessors**

Training Beyond 2000 Pty Ltd Pty Ltd requires that all staff delivering training qualifications:

- possess the necessary training and assessment competencies including TAE40116 Certificate IV in Training and Assessment with the LLN unit of competence;
- have the relevant vocational competencies at least to the level being delivered or assessed;
- can demonstrate current industry skills directly relevant to the training/assessment being undertaken; and
- continue developing their vocational education and training knowledge and skills as well as their industry currency and trainer/assessor competence.

## **23. Participant's Responsibility**

Participants are required to:

- treat staff and each other with respect and courtesy;
- abide by all WHS requirements;
- satisfy any requirements Training Beyond 2000 Pty Ltd requires the participant to meet in order to enrol, including obtaining a Unique Student Identifier (USI) and successfully complete their qualification, including submitting all assessments in a timely manner;
- pay any fees required; and
- update personal details including any change of address.

## 24. Training Environment

Participants are required to conduct themselves appropriately when undertaking training. Particular requirements to be followed include:

<b>Smoking</b>	smoking is not allowed in any lecture room
<b>Dress</b>	participants are expected to wear acceptable clothing at all times. For on the job assessments they will be required to wear their uniform and closed in shoes.
<b>Punctuality</b>	participants must attend class on time.
<b>Behaviour</b>	participants are expected to behave in an appropriate manner. They should respect both other participants and the trainer. Unacceptable behaviour includes: <ul style="list-style-type: none"><li>• harassment/abuse</li><li>• swearing</li><li>• verbal/physical threats</li><li>• discrimination and behaving in an insensitive way in relation to a person's race, sex, religion and marital status</li><li>• constant disruptive behaviour.</li></ul>
<b>Alcohol and Drugs</b>	any person under the influence of any substance will be asked to leave the class immediately and may be subject to disciplinary action.
<b>Mobile Phones</b>	mobile phones are to be switched off at all times unless authorised by the trainer, for example, where a participant may need to be contacted because of a sick child/spouse.

## 25. Participant's Rights

Training Beyond 2000 Pty Ltd is responsible for:

- quality training and assessment services;
- accurate information about their services and fees;
- ensuring participants are treated fairly and equitably and with respect;
- providing information to consumers about their rights and responsibilities;
- a complaints and appeals procedure and information about how to access this;

- protecting participants' personal information including its use;
- issuing a certificate and transcript upon completion of a qualification within 28 days providing all fees have been paid.

## 26. Privacy

Training Beyond 2000 Pty Ltd is committed to protecting participant privacy and confidentiality in line with State and Commonwealth privacy legislation.

The Privacy Act 1988 (Cth) regulates the requirement for agencies to manage personal information. The Australian Privacy Principles are the baseline privacy standards which Training Beyond 2000 Pty Ltd observes in the management of personal information. These principles cover how and when personal information can be collected, how it should be used and disclosed, and storage and security. They also allow individuals to access that information and have it corrected if it is wrong.

Training Beyond 2000 Pty Ltd is required to collect personal information from participants in order to process enrolments and obtain the information required to provide suitable training and assessment services. A participant's information will need to be passed onto various government agencies including: ASQA, NSW Department of Industry, Skills and Regional Development and the Commonwealth Department of Health. Where applicable, information may also be required to comply with AVETMISS Standards as specified by ASQA.

We use personal information provided by participants for the purposes of meeting VET requirements for the awarding of national qualifications.

Training Beyond 2000 Pty Ltd will use the information collected only for the services that are provided in meeting government reporting requirements and contractual obligations including to the employer. We will not disclose any information gathered about participants to any third party without the written consent from the relevant affected party.

Information collected includes general personal details, Unique Student Identifier (USI), schooling and previous courses undertaken and may include details of any disability or health issue that may affect the participant's ability to undertake training and/or assessment activities.

Training Beyond 2000 Pty Ltd collects all personal information in writing, from an enrolment form directly from the person whom the information is about.

We endeavor to ensure that the personal information we hold is accurate, complete and up to date. A participant may seek to update their personal information at any time by notifying the Director of Training Beyond 2000 Pty Ltd in writing.

Personal information is stored at Training Beyond 2000 Pty Ltd in electronic format. We take all reasonable steps to protect a participant's personal information from misuse, loss and unauthorised access or disclosure including through the use of password access rights to computer records.

## **27. Location**

All training is conducted via interactive delivery via Zoom technology and on the job training and assessment at a facility organised by Training Beyond 2000 Pty Ltd.

## **28. Plagiarism**

It is considered appropriate for participants to discuss homework amongst themselves and they are encouraged to do so. Although discussion is encouraged, it is unacceptable for a participant to copy another participant's work and present that as their own work. Plagiarism is the use of another person's ideas or work without appropriate acknowledgement.

## **29. First Aid**

If a participant should have an accident, it should be immediately reported to their trainer/assessor. The trainer/assessor will record the details on an accident/incident form. This form should be signed by the participant and trainer and returned immediately to the Director of Training Beyond 2000 Pty Ltd.

## **30. Work Health Safety (WHS)**

The premises where training is conducted meets work, health and safety requirements and has amenities including tea and coffee available for participants. All participants and staff of Training Beyond 2000 Pty Ltd must adhere to the Work Health Safety Act and Regulation. One of the main objectives of the WHS Act is hazard identification. Risk assessment is everyone's responsibility. Training Beyond 2000 Pty Ltd requests that if a participant identifies any risks to ask for a hazard log and put it in writing.



**Versions of the document**

Version	Date	Approved by	Comments/Modifications
1.1	9/04/2021	Managing Director	Update of qualifications to reflect Training Package changes  Removal of Request for Qualification Reprint Section following implementation of QR codes and electronic issue of certificates
1.0		Managing Director	Initial version

