



TAE INSTITUTE

Student Handbook



This Student Handbook is designed to provide you with information about the services provided by TAE Institute and our approach to providing you a safe, fair and supported environment to participate in training and assessment.

This booklet does not provide you with specific information about a particular course offered by TAE Institute. This information is contained in the Course Brochure supplied separately.

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About TAE Institute

Welcome to TAE Institute. Thank you for your decision to study with us. We look forward to providing personalised, guided and blended learning to help working professionals achieve their education and career goals.

TAE Institute Pty Ltd trading as TAE Institute is a Registered Training Organisation (RTO Code: 40639) formed in 2013, with training centres in multiple locations throughout Australia. We are delighted to have you join us in one of our training centres.

As an RTO accredited by the Australian Skills Quality Authority (ASQA) and one of the leading training providers in Australia we are devoted to providing high quality training. We will assist you to build your career in the real estate industry by providing current industry knowledges and practical skills.

Trainers and assessors at TAE Institute have many years of collective experience training within the Vocational Educations Training sector. They have an outstanding reputation for the delivery of quality training programs based on national standards.

With our highly qualified trainers and well-structured training programs, we aim to empower our students and equip them with the practical skills and knowledge to stay competitive in the employment market.

Good luck with your study journey! We hope you enjoy your time with us!

About Student Handbook

All TAE Institute students will have access to a copy of this handbook. This handbook can be accessed on our website www.taeinstitute.com.au. In it are guidelines on what is expected in the way of behaviour whilst undertaking training and assessment with TAE Institute. It also includes valuable information about your rights and obligations. Students will be expected to abide by its direction and intent.

You may need to refer to this handbook throughout your training. If you have any questions related to your training program or any of our policies and procedures, you are encouraged to contact your allocated trainer or the administration staff for more information.

Disclaimer

TAE Institute attempts to ensure all information distributed to students are up to date, but sections maybe amended without notice. Any person acting on information contained in the student handbook should first check with TAE Institute to ascertain whether the relevant information has been updated. TAE Institute and staff will not be liable for any damage or loss caused directly or indirectly from the possession, publication, or use of the information contained. It is provided in good faith without express or implied warranty.

Contact Information

Office business hours:

Monday to Friday 9:00am – 5:00pm
Saturday to Sunday: By appointment

Phone: 1300 678 288

Email: info@taetraining.com.au

Website: <https://www.taetraining.com.au>

Organisational Policies and Procedures

TAE Institute is obliged under the Australian Skills Quality Authority's (ASQA) User's Guide: Standards for Registered Training Organisations 2015 to ensure that all students are familiar and comply with the policies and procedures that inform the quality of a student's experience whilst undertaking training with TAE Institute.

Student Selection and Enrolment Policy

TAE Institute uses an objective, non-discriminatory, transparent and systematic process to select and enrol students.

Selection and enrolment processes are designed to ensure all relevant legislation and regulatory requirements are met.

That the prospective student is well informed and receives a high level of customer service and support throughout the entire enrolment process.

Student Selection

All applications to a training program will be given full and equitable consideration.

If an applicant has a disability or additional needs requirement, they are provided with the same opportunities to enrol in vocational education and training as any other student.

Where there are conditions of enrolment or pre-requisites applied to a training program, these shall be clearly stated to the prospective students at the point of enquiry.

Applicants are notified that by submitting the application they are not guaranteed a position in their program/qualification of choice as entry depend on program eligibility or pre-requisite requirements.

Enrolment

To enrol in any of the TAE Institute courses, students will need to complete an enrolment form, provide the required documentation and read the Student Handbook. There is a \$150 non-refundable enrolment fee that will be credited to full course fee on acceptance.

Throughout the enrolment process TAE Institute provides prospective students with different ways to access the relevant information required to make an informed decision about their course and to fully understand their rights and responsibilities.

Information is accessible via a variety of different formats including but not limited to TAE Institute website, student handbook and by speaking to the administration team.

Criteria applied prior to the acceptance of a student by TAE Institute.

- Provision of a Unique Student Identifier (USI)
- Completion of the required Application and/or Enrolment Form
- Meeting pre-requisite requirements and experiences where required
- Agreement to abide by TAE Institute policies and procedures
- Payment of required fees (if applicable)

Confirmation of outcome of enrolment will be sent by email by the TAE Institute administrative team.

Booking Terms and Conditions Policy

Course booking terms and conditions are specified on TAE Institute website and this student handbook.

Course fees

Course fees will vary depending upon the course. Course fees are determined by the delivery mode and duration of the course.

All course fees must be paid in advance to confirm enrolment.

TAE Institute allows students to pay their course fee by instalments for specified full qualification courses.

Payment of course fees by instalments

Students will be given two (2) weeks' notice of their next instalment due date. Failure to pay the instalment by the due date will result in a letter of suspension being issued to the student.

If students have any difficulties with payments, they should contact the administration office.

Nationally Accredited Courses are GST exempt

TAE Institute complies with Clause 7.3 of the Australian Skills Quality Authority's (ASQA) User's Guide: Standards for Registered Training Organisations (RTOs) 2015 and TAE Institute will not require a prospective or current student to prepay fees in excess of a total of \$1500 at any one time.

Note: TAE Institute reserves the right to withhold issue of qualifications if any fees are unpaid at the end of the course.

Cancellation, Withdrawal or Rescheduling Policy and Procedure

To defer, cancel or withdraw from training, whether it be before or after commencement, students must advise TAE Institute in writing.

Students wishing to cancel their enrolment in a course must give written notice to TAE Institute prior to course commencement. Failure to do so will result in the full cost of the course being charged.

Students who are unable to attend a pre-enrolled date can transfer their enrolment to another date once. After one transfer students are required to re-enrol.

Transfer requests must be made in writing nominating the preferred alternative course date.

If a learner does not notify TAE Institute that they will not be attending the course they are enrolled in, they will forfeit the already paid fees.

If a transfer is made and a cancellation subsequently occurs, an additional cancellation fee will apply and be deducted from any refund where applicable.

In the unlikely event that TAE Institute cancels a course prior to the publicised start date or cancels a commenced course, a full refund will be made within 10 working days of that cancellation.

Students in cancelled courses will not be entitled to compensation over and above fees actually paid to date.

TAE Institute reserves the right to cancel workshop courses at any time if insufficient numbers are enrolled.

Note: Short courses are courses where the outcome is a Statement of Attainment for Units of Competency associated with industry recognised learning or skills sets that do not lead to a full qualification.

Rescheduling Procedure for Accredited courses

| Circumstance | Fee applied |
|----------------------------------------------|-------------------------|
| Rescheduling 10 working days prior to course | No Charge |
| Rescheduling 5 working days prior to course | \$50 administration fee |
| Less than 5 working days prior to course | 50% of course fee |
| Less than 48 hours before the course | Full course fee |

Enrolment Cancellation Policy and Procedure

Enrolment cancellation due to non-payment or inactivity

TAE Institute expects all learners to stay engaged with their course and meet payment obligations as agreed at enrolment. While we aim to support every student through flexible arrangements and ongoing communication, enrolment may be cancelled in cases where there is extended non payment or inactivity.

When cancellation may occur:

Your enrolment may be cancelled if:

- You have not paid a course fee or instalment within **60 days** of the due date, and no arrangement has been made with our administration team; or
- You have not accessed your course materials or participated in any training for **60 consecutive days** and you have not contacted us to request support, an extension or a formal deferral.

What happens before cancellation:

We will always attempt to contact you before taking any action. This process includes:

1. Sending you a **reminder email** and/or SMS to let you know there's an issue with payment or inactivity.
2. If we don't hear from you within 10 business days, we'll issue a **Notice of Intention to Cancel Enrolment**, giving you another 10 business days to respond.
3. If no response is received or if no suitable arrangement is made, your enrolment will be cancelled.

What cancellation means:

If your enrolment is cancelled:

- Your access to the course and learning portal will be closed.
- You will be withdrawn from any active units.
- A **Statement of Attainment** will only be issued for units where competency has already been assessed.
- You may need to re-enrol and pay additional fees if you wish to return in future.

Appeals

If you feel there are exceptional circumstances or believe the cancellation is in error, you may lodge an appeal within 20 working days under our **Complaints and Appeals Policy**.

Assistance

If you are experiencing financial hardship, personal challenges or need more time to complete your course, please contact our team for assistance.

Fee Refund Policy and Procedure

All fee requests must be in writing using the TAE Institute Refund Application Form.

TAE Institute requests that all refund applications must be made in person. Where it is not possible for a student to be present in person to claim a refund, the student must send a scanned copy of their signed forms to the RTO Administration officer by email.

On receipts of email application, the RTO Administration Officer will verify student's signature from records on file and may also telephone the student to verify student's identity.

No refund application made by email will be processed until the student's identity has been verified.

TAE Institute will assess all cases for refund on their own merit and will advise student of the outcome after weighing all relevant information.

In most situations, TAE Institute will refund the amount within four (4) weeks after receipt of the completed and signed Refund Request Form.

Refund payments will be made to students nominated bank account.

For a refund to be paid to any person other than the students, a written authorisation from the student will be required.

Refund procedure – Accredited Courses

| Cancellation by Student | |
|----------------------------------------------------------------------------|----------------------------------------------------------------------|
| Circumstance | Refund applied |
| Cancellation within 10 working days prior to scheduled course commencement | Full refund |
| Cancellation within 5 working days prior to scheduled course commencement | 20% of Full Course Fee or \$50 cancellation fee whichever is greater |
| Cancellation less than 5 working days prior to course Commencement | 50% of Full Course Fee or \$50 cancellation fee whichever is greater |
| Cancellation after course commencement | No Refund |
| Non-Attendance | No Refund |

Refund Procedure – Non-Accredited Courses (Short Courses)

| | |
|-------------------------------------------------------------------------------------------------|-------------------------|
| Cancellation by Student | |
| Online self-paced learning where there are no scheduled classes prior to access to portal | \$50 administration fee |
| Online self-paced learning where there are no scheduled classes after access to portal is given | No refund |
| Short course more than 48 hours before the course commencement | \$50 administration fee |
| Short course less than 48 hours before course commencement | No refund |
| Short course after commencement | No refund |

No refunds will be made in the following circumstances:

- **Withdraw after commencement:** if a student withdraws from a course any time after the commencement date of the course; the balance of any fees still owing will be invoiced.
- **False or misleading information:** No refunds will be given where students provide false or misleading information in their enrolment, withdrawal or refund application
- **Suspension and Cancellation:** where a student has had their enrolment cancelled by TAE Institute and where the appeal process has not been sought by the student or the appeals process has been unsuccessful, no refund will apply, the remainder of the course fees will be invoiced.
- **Early completion:** if a student completes the course early, the full tuition fees must be paid before a certificate will be issued.
- **Course extension:** If a student extends their course, they will be required to pay additional fees before the commencement of the extended course.

Payment Plan Policy and Procedure

TAE Institute is committed to providing flexible payment options to support students in managing their course fees. Eligible students may request a payment plan allowing fees to be paid in manageable instalments.

Eligibility : All enrolled learners at TAE Institute are eligible to request a payment plan for their course fees.

Payment Plan Terms

- Payment plans can be structured in either fortnightly or monthly instalments.
- The maximum duration of the payment plan is six (6) months.
- An administration surcharge of 2.5% of the total fees applies to all payment plans.

Payment Methods

Payments can be made via:

- Credit Card
- Debit Card
- Direct Deposit

Procedure for Establishing a Payment Plan

1. Learners must submit a completed Payment Plan Request Form to the administration office.
2. TAE Institute will review the request and confirm the approved instalment schedule and amounts.
3. Learners must sign a Payment Plan Agreement form acknowledging their commitment to meet scheduled payments.
4. Payments will commence on the date agreed upon in the Payment Plan Agreement.

Missed Payments

- Learners who fail to make scheduled payments must immediately contact the administration office to discuss alternative arrangements.
- Continued failure to make payments may result in cancellation of enrolment or suspension of training activities until payments are up-to-date.

Amendments to Payment Plans

- Learners wishing to amend the frequency or amount of their instalments must submit a request in writing.
- TAE Institute will review and respond to amendment requests within 5 business days.

Privacy Policy and Procedure

Personal information is collected from individuals so that TAE Institute can conduct its business functions. TAE Institute only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.

In collecting personal information, TAE Institute complies with the requirements set out in the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth) which updates the Privacy Act 1988 (Cth) and ensures compliance with the Australian Privacy Principles (APPs) set out in the Privacy Act and regulations of the state in which TAE Institute operates.

This means TAE Institute ensures each individual:

- Knows why their information is being collected, how it will be used and who it will be disclosed to and provided:
 - the mandatory Privacy Statement and Student Declaration as required under the Data Provision Requirements 2012
 - relevant State Government VET Student Enrolment Privacy Notice (NSW Smart and Skilled)
 - USI Privacy Notice
 - NCVER specific information for the collection of statistical data gathered from student surveys
- Is able to access their personal information upon request.
- Does not receive unwanted direct marketing.
- Can ask for personal information that is incorrect to be corrected.

Collection of information

In general, personal information will be collected through course application, Pre- training review, enrolment forms, and training and assessment records.

The types of personal information collected include:

- Personal and contact details
- Proof of identification
- Employment information, where relevant
- Language Literacy and Numeracy proficiency for students, including the name of the test and the score received
- background information collected for statistical purposes about prior education, schooling, place of birth, disabilities
- Training, participation and assessment information
- Fees and payment information, where relevant
- Information required for the issuance of a USI

Storage and Use of Information

TAE Institute will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure.

Personal information will be stored in paper-based files that are kept in a secure location (locked filing cabinets/locked compactor) and electronically in a secure environment to which only authorised staff have access.

The personal information held about students will only be used to enable efficient student administration, provide information about training opportunities, issue statements of attainment and qualifications to eligible students, and to maintain accurate and detailed records of student course participation, progress and outcomes.

TAE Institute may use the personal information provided by a student to market other internal products and services to them.

A student may opt out of being contacted for marketing purposes at any time by contacting the office. Information will not be passed onto any third-party marketing companies without the prior written consent of the student.

Disclosure of Information

The personal information about students enrolled in a Course with TAE Institute may be shared with the Australian Government and designated authorities, such as ASQA (the RTO's registering body) and its auditors, the USI Registrar, DET and the National Centre for Vocational Education Research (NCVER). This includes personal details, contact details, course enrolment information, unit outcomes, AQF certification and statement issuance and information about training participation and progress.

TAE Institute will not disclose an individual's personal information to another person or organisation unless:

- They are aware that information of that kind is usually passed to that person or organisation
- The individual has given written consent
- The RTO believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person
- The disclosure is required or authorised by, or under, law
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue

Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.

Access to Student Records

Student files may only be accessed by the CEO, General Manager, Compliance Manager, student trainer and assessor, and/or an auditor appointed by the regulating authority. Access by administrative staff to Student's files will only be for the purpose of updating files.

All Students have a right to view their own files and may do so upon request to TAE Institute.

Access to a file by a third-party other than as above can only be provided with the written consent of the student.

Access and Equity Policy

TAE Institute is committed to ensuring that training opportunities are available to all people on an equal and fair basis.

All students have equal access to training programs irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carers' responsibilities.

Where there are initially perceived barriers to enrolment or successful course completion, these will be identified by administration staff and every attempt made to provide adjustments that are fair and reasonable where possible

Any issues or questions regarding access and equity can be directed to TAE Institute Management.

Discrimination, Harassment and Bullying Policy

Under Australian law, TAE Institute is required to ensure an environment that is free from all forms of harassment and discrimination (including victimisation and bullying), so that staff and students feel valued, respected and are treated fairly.

TAE Institute management will ensure that all staff and contractors understand their roles and responsibilities in creating such an environment, by a process of training, communication, mentoring and by example. All staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Students should be aware of the following definitions:

'Bullying' – is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

'Confidentiality' – refers to information kept in trust and divulged only to those who need to know.

'Discrimination' – is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

'Harassment' – is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

'Racial Harassment' – occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

'Sexual Harassment' – is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimisation' – includes any unfavourable treatment of a person because of their involvement in an equal opportunity complaint. Unfavourable treatment could include adverse changes to the work environment, denial of access to resources or work.

Specific Principles

All staff and students have a right to work in an environment free of any form of harassment and discrimination

All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated

In dealing with all complaints, the rights of all individuals will be respected and confidentiality maintained

Whenever possible, all complaints will be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to the organisation

Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue.

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, will be victimised

Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers

All staff and students are expected to participate in the complaint resolution process in good faith and not make any frivolous or malicious complaints.

Health and Safety Policy and Procedure

TAE Institute is committed to provide a safe and healthy work environment for its staff, contractors, students and visitors. This Health and Safety Policy and Procedures is designed to protect students from injury and ill health.

Trainers have responsibilities for the safety of all persons in their charge. They will actively take steps to identify hazards, which could cause harm and take prompt action to remove or control them.

Students must take care of their own health and safety and that of their fellow students to the extent of their capabilities. They must follow all safety rules, procedures and instructions of trainers or other staff during training.

General health and safety include but is not limited to:

- Students and staff should avoid whenever possible, or otherwise carry out carefully and correctly, any lifting
- Students should not leave items/cords or obstructions in walkways or passageways
- Students should wear footwear appropriate for the activities that they expect to undertake

Hazard Control and Reporting

TAE Institute requires any person who sees a potential or existing hazard to:

- Assess if they can safely remove or reduce the hazard themselves without undertaking any unnecessary risks
- Act to signal or warn of the hazard to those who may be near
- Report the hazard to your trainer or TAE Institute staff member who will arrange any further control of the hazard required

Accident and Incident Reporting

TAE Institute recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.

A critical incident is defined as ‘a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.’ TAE Institute has in place efficient, sensitive and supportive strategies for dealing with a critical incident and provides support to members of staff, students and others in the community who are involved.

If the incident is on TAE Institute premise, the first action will be to contact the emergency services – fire, ambulance or police – as would be the case with other WHS matters. The Chief Executive Officer is contacted immediately when an incident involves death, severe injury or a threat to life or property.

All accidents and injuries must be reported to TAE Institute administration team. Staff will follow the Procedure for Hazard/Incident Reporting outlined in the Health and Safety Policy and Procedures. The aim of the reporting system is to prevent accidents from recurring by identifying the problem or hazard.

First Aid

In the event of a student requiring First Aid, a trainer or member of staff will administer First Aid. An incident form will be completed. Should medication be required, students will be referred to their own GP or nurse for advice. In the case of an emergency, staff will call an ambulance and stay with the student until it arrives.

Emergencies

In the Event of Fire:

1. Raise the alarm – contact Fire & Rescue (000)
2. Alert other occupants
3. Notify the Chief Warden of the Building and your Trainer
4. Evacuate the immediate area
5. Assemble as directed by the floor wardens and trainers
6. When instructed, evacuate the building.

Evacuation:

1. Move to the Assembly Point as directed by floor wardens and trainers
2. When instructed to evacuate, leave by the Fire Stairs/Exits
3. DO NOT USE LIFTS (if applicable)
4. Move quietly and calmly to the Assembly Area
5. Await instructions.

Building Alarms and Other Emergencies

If the building fire alarm rings or if advised that there is an emergency in the building:

1. Stay calm
2. Follow the directions of floor wardens and trainers
3. Follow the evacuation procedure if required.

Code of Conduct

All students are required to observe and comply with TAE Institute 's policies, procedures, guidelines, and any directives or quality initiatives always during their enrolment with TAE Institute.

Student Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Not be harassed, victimized or discriminated against on any basis.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised.
- Have their personal details and records kept private and secure according to TAE Institute Privacy Policy.
- Access the information TAE Institute holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements.
- Access the support they need to effectively participate in their training program.
- Provide feedback to TAE Institute on the student services, training and assessment and support services they receive.

Student Obligations

TAE Institute expects its students to:

- Inform themselves of TAE Institute policies affecting them and always comply with this Code of Conduct
- Treat all TAE Institute staff, other students and visitors of TAE Institute with courtesy, tolerance and respect
- Treat other students and staff with respect so as not to compromise their health, safety, privacy and welfare
- Comply with workplace harassment, victimisation and bullying regulations at all times
- Adhere to course requirements and any applicable dress code
- Comply with work, health and safety regulations
- Comply with anti-discrimination legislation. This includes but is not limited to equal opportunity, racial vilification and disability discrimination.

Unacceptable Student Behaviour

If behaviour is disruptive or unacceptable, disciplinary actions may be taken. A trainer/assessor can ask students to leave the classroom/real-time connected session or refuse re-entry if behaviour is disruptive or dangerous.

If behaviour threatens the safety of others, interferes with the duties of staff or other students' study or damage or threatens TAE Institute property, the person may be suspended.

Unacceptable student behaviours may include but is not limited to:

- Sexual harassment
- Actions which are unsafe and place them or others at risk
- In appropriate physical contact and/or physical violence
- Bullying and intimidation of any other person
- Being affected by drugs and/or alcohol
- Disruption to the class or other students
- In appropriate isolation of a group member from group activities

- Making racist and sexist comments to any other person
- Demeaning another in any way
- Constantly and inappropriately seeking attention
- Behaving in a disruptive manner such as swearing, yelling, using offensive language
- Inappropriate invasion of another person's space
- Other behaviour deemed trainers or other students as objectionable
- Stealing
- Disobeying any reasonable direction by a staff member
- Viewing or distributing offensive material via internet, email or any other means
- Use of mobile phones in the classroom environment

If students breach the expected responsibilities as outlined above TAE Institute will be required to take disciplinary action to rectify and/or manage the behaviour.

If a trainer is dissatisfied with behaviour, they have the authority to:

- Warn that the behaviour is unsuitable
- Ask the student to leave the class if behaviour persists.

A rebooking fee may be required should an incident occur.

In all situations and circumstances, the student will be given due time and opportunity to respond to any concerns about their conduct or failure to meet the expectations set upon them.

Students have the right to make an appeal of any decision made under TAE Institute Complaints and Appeals Policy and Procedures.

Alcohol and Drugs

Alcohol and drugs use impair performance with training and will not be tolerated at TAE Institute. Students have a duty to take reasonable care for their health and safety and that of others.

Students who attend class under the influence of prohibited drugs will be asked to leave the premises and may face disciplinary action.

Training and Assessment Environment

TAE Institute has policies, procedures and information to help create a working and learning environment that is safe and healthy, culturally diverse, friendly and non-discriminatory.

We encourage students to access the student information section of the website to view all relevant policies and procedures.

Training Programs

TAE Institute offers short courses, partial qualification training programs and full qualification programs in various areas.

All nationally recognised qualifications that TAE Institute are approved to deliver are located at <https://training.gov.au/Organisation/Details/40793>

All course information can be accessed via www.taeinstitute.com.au.

Trainers and Assessors

TAE Institute staff are an integral part of the student's journey towards growth. From the time of application to the time of completion, students will be assisted by staff who provide quality service.

All Trainer/Assessors are highly qualified, dynamic and experienced industry professionals who consistently model best practices and who are committed to optimising students' abilities to meet course requirements.

All Trainer/Assessors are required to provide TAE Institute with recent evidence of industry currency, competency and professional development.

Language, Literacy and Numeracy (LLN)

TAE Institute recognises that not all students are able to read, write and perform calculation to the same standards. TAE Institute will endeavour to help students where possible and accommodate students who have difficulties with language, literacy or numeracy.

If a student has a concern with language, literacy or numeracy, they should inform the office staff at the time of enrolment into the program.

Where a student's need exceeds the expertise of trainers, they will be referred to an external LLN provider.

Students Responsibilities

Students have a general responsibility to safeguard, properly use and care TAE Institute's resources. Fraud or theft by a student may result in dismissal or a legal action.

Students are expected to:

- Use and care for TAE Institute resources, such as buildings, equipment and information, in a lawful and ethical manner, mindful of the need for resources to be shared by all TAE Institute members.
- Not engage in behaviour that is detrimental to TAE Institute's property, including facilities, equipment and course materials.
- Students must use TAE Institute's resources only for purposes related to their studies.
- Actively participate in the learning process
- Attend scheduled course training and submit assessment tasks on time, unless unforeseen or exceptional circumstances arise
- Behave ethically, avoiding any action or behaviour that would unfairly disadvantage or advantage either themselves or any other person

TAE Institute Responsibilities

TAE Institute must provide an academic environment which fosters student participation in active and collaborative learning activities that contribute towards development to knowledge, skills and graduate attributes.

Provide courses and programs of study that are of high standard, satisfy relevant professional requirements, are up-to-date and are based on training packages and industry expectations.

Provide access to appropriately qualified academic staff and academic and learning support services and access to materials, equipment and other resources to enable completion of courses.

TAE Institute will provide timely, complete, clear and accurate information in relation to the content, conditions, cost and assessment tasks of courses. This includes:

- Timely and appropriate feedback on assessment tasks
- Timely and appropriate information in relation to administrative procedures that apply to them

Academic Conduct

Compete Qualifications have an expectation that all students apply professional standards to the attainment of the course outcomes.

Students are expected to:

- Not engage in plagiarism or other academic misconduct
- Comply with the assessment conditions, trainer/assessor instructions, and ensure the proper use of copyright material
- Not behave in a way that disrupts or interferes with any training or academic activity of TAE Institute

Plagiarism and Cheating

TAE Institute has an expectation that all students produce their own independent work and must acknowledge the ideas and material of any author's work.

Plagiarism

Plagiarism occurs when a student submits an assessment which includes the words or ideas of another person without reference to the original author.

Plagiarism and cheating are not acceptable and where plagiarism is detected, TAE Institute will assess the evidence as 'Not Yet Competent.' If the practice continues, TAE Institute will take suitable action to cancel training.

Cheating

Cheating in an assessment includes any action or attempted action where the learner seeks to gain an unfair or dishonest advantage academically.

Competency Based Training and Assessment

Students enrolled in training which leads to either a statement of attainment or qualification are required to complete assessments tasks to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that students can perform required skills and knowledge.

Assessments undertaken may include:

- Written/oral assessments
- Practical demonstrations
- Completion of case studies and similar activities
- Work samples

Competency based assessment does not use a marking scale rather the student is deemed competent or not yet competent.

Competency can be shown in several ways and students are encouraged to discuss any prior learning with their trainer or the management team.

Credit Transfer

Students may be eligible for a credit transfer for previously undertaken training through a Registered Training Organisation. Credit transfer may be granted for one or more units or a full certificate level.

Three major factors are considered:

- How current the qualification is,
- Mapping to the current training and
- If the training was undertaken with a Registered Training Organisation.

To apply for a credit transfer, the following information must be provided:

- The original statement of attainment and/or certificate to be sighted
- A copy of the statement of attainment and/or certificate
- Or a certified copy of your qualification signed by a justice of peace
- All transcripts and certificates will be verified with the issuing training provider

Recognition of Prior Learning

Recognition of Prior Learning (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

Students may be eligible for recognition of prior learning for part or all of their intended study, based on their previous experiences and learning. For more information regarding RPL and how to apply, contact TAE Institute management.

Evidence provided for RPL must meet the rules of evidence under the qualification's framework. There are four Rules of Evidence:

- Validity
- Sufficiency
- Authenticity and
- Currency

The Rules of Evidence are very closely related to the Principles of Assessment and highlight the crucial factors around evidence collection.

Flexible Delivery and Assessment

Training and assessment activities are developed to ensure all students have an equal and fair opportunity to complete the required training and assessment tasks by catering to different learning styles and needs. Adjustments for individual needs can be made, as an example a written assessment can be adjusted so that it is conducted as a verbally.

Each assessment activity has been mapped back to the National Competency Standards for its corresponding Unit of Competency. This ensures reliability and consistency in collecting and interpreting assessment evidence. Once each task has been assessed as satisfactory, the overall unit can be assessed as competent.

Questions can be referred to their trainer or to TAE Institute management.

Access and Equity in Assessment Processes

All reasonable steps will be taken to ensure students are given a fair opportunity to undertake the assessment.

If there are any aspects of the assessment that are unclear and or the student is not certain about, they should speak to the trainer/assessor.

Should a student require reasonable adjustment of the assessment due to a physical impairment they should discuss this with the trainer/assessor immediately.

Reasonable adjustments may include:

- Modifying educational premises. For example, ensuring that classes are in rooms accessible to the person with disability.
- Modifying or providing equipment. For example, lowering benches and enlarging computer screens.
- Changing assessment procedures. For example, allowing for alternative examination methods such as oral exam, or allowing additional time for someone else to write an exam for a person with a disability.
- Changing course delivery. For example, providing study notes or research materials in different formats or providing a sign language interpreter for a deaf person.

Assessment Outcomes

The outcome of competency-based assessment is either Competent or Not Yet Competent.

Feedback will be given by assessor on areas for improvement, this may be done verbally but will also be done in writing. A record of assessment feedback is kept in the student file.

Feedback will be a constructive, if found to be 'Not Yet Competent' the assessor will explain reasons and what needs to be done to gain competency. If the student does not agree with the decision, they have 10 working days from the date of the assessment to lodge an appeal.

Circumstances for Reassessment

Reassessments will need to be booked with TAE Institute administration team and will normally attract a fee. Re-assessment fees must be paid prior to the event and receipts must be presented to the trainer/assessor conducting the reassessment for a student to be admitted.

If a student does not participate in a particular assessment due to a valid reason, they may request an alternative assessment date. If the rescheduling cannot be conducted during normal class time, a rescheduling fee may apply.

Examples of valid reasons include medical problems, emergency situations or illness evidenced by a medical certificate that must state that the student was unable to attend class. TAE Institute reserves the right to request evidence prior to re-scheduling the assessment date. The request must be presented to management in writing one week prior to the requested re-schedule date.

Reassessment for Not Yet Competent Result

If a student is assessed as not competent for a unit of competency for the first attempt, a free re- assessment will be offered. If on a second assessment attempt the student is still as not competent, a re-assessments fee will be applied. If on a third assessment attempt a not competent for a third time, they will be required to pay the rescheduling fee of a 50% of the full unit of competency fee to attend the full course again.

Reassessment of practical tasks involve a dedicated one on one assessor and a prepared simulated environment, in these circumstances a fee will be applied.

| Reassessment | |
|---------------------------------------|--------------------------------|
| Circumstance | Fee applied |
| Theory assessment (second attempt) | \$50 per unit of competency |
| Theory Assessment (third attempt) | 50% course fee |
| Practical Assessment (second attempt) | \$300 per practical assessment |

Copies of Assessment

For record keeping requirements, all work submitted will be kept by TAE Institute for compliance and audit purposes. TAE Institute will not be responsible for any submissions which have been lost, stolen or destroyed. It is recommended that students keep duplicate copies of their work for their own reference.

Student Support

TAE Institute aims to provide all learners with the support they need to successfully gain the qualification for which they are studying.

TAE Institute' trainers and management will ensure that the full resources of TAE Institute are made available to the student and ensure that the student has every opportunity to achieve the required level of competency.

If a student is unsure about something or have questions about their training, they should talk to their trainer or the administration staff as soon as possible.

Where there are difficulties in understanding or accessing assessment requirements or documentation, TAE Institute provides the following help:

- Initial submission marked and returned with feedback to enable resubmission
- Assessment submission extension timeframes
- Telephone help
- Appointments for individual support with an assessor
- Other reasonable strategies at the discretion of the Manager

TAE Institute has a compassionate and understanding approach to the difficulties of students. If a student need exceeds our capacity, TAE Institute will refer the student to an appropriate external agency.

Issuance of Certificate – Statement of Attainment

Full Qualification Courses

TAE Institute will within 28 calendar days of a student's course completion, issue and provide an AQF qualification or a statement of attainment to the individual student or their nominated representative who:

- Has finished the whole qualification and/or at least one unit of competency
- Does not have any outstanding fees
- Has provided TAE Institute their USI to verify

If the student has an outstanding financial account, TAE Institute will not issue a qualification or statement of attainment until the outstanding amount is paid.

Short Courses

Once the training/assessing staff have assessed a student as competent in their unit, TAE Institute will issue a Statement of Attainment.

Note: A Statement of Attainment cannot be issued without a USI.

Replacement Certificate

TAE Institute has obligation to keep electronic record of issued qualifications and statement of attainment for 30 years. In an event that a certificate is lost, stolen or damaged, a student can request can be made for a replacement.

TAE Institute will:

- Provide a replacement certificate to any current or previous student who has their certificate lost, stolen or damaged
- Request applications in writing for a replacement certificates, students need to complete the Replacement Certificate Form
- Charge a fee for replacement certificates

| Reissue Certificate or Statement of Attainment | |
|------------------------------------------------|-----------|
| Circumstance | Fee |
| Certificate issued within 6 months | No charge |
| Certificate issued prior to 6 months | \$30 |

Complaints and Appeals

TAE Institute are dedicated to providing a high standard of service. Should a student have a complaint or wish to appeal an assessment result they are encouraged to do so by using the following process:

Complaints

First instance: Students are encouraged to speak immediately with their Trainer. If the Student is not comfortable addressing the issue with the Trainer, they are encouraged to contact management.

Second instance: If the issued is not resolved the student is encouraged to either speak to or contact in writing the CEO.

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 representatives (e.g. Anti-discrimination board) or other relevant personal.

Outcomes of complaints or appeals will be provided to the candidate in writing within 14 working days.

Appeals

Appeals are the expression of the dissatisfaction of an assessment result.

If an assessment appeal is substantiated, it is TAE Institute' responsibility to follow up on the issues, modify policies and procedures if required and record this action in the continuous improvement system.

Student will be notified of follow up and corrective action.

Process for appeals

1. Resubmission or a second testing.

In the first instance, the trainer will consult with the Office Manager and depending on the circumstances will provide an opportunity to re-sit the exam or resubmit the piece of work.

It will then be re-marked. The request and reasons will be recorded in writing.

2. A second Assessor will be asked to re-mark the work. The trainer should immediately inform the Office Manager if a re-sit or re-submit is not recommended or if the student has a grievance, disagreement or dispute about the results. The appeal issues will be discussed with the student and trainer, recorded in writing, and if appropriate we will make arrangements for re-assessment by another Assessor.

3. A written assessment appeal with an assessment panel

If the student is still not satisfied with the re-submission process and additional marking is required, the student must put their appeal in writing. An appeal panel will be set up by the CEO.

The student has the right to formally present his/her case and may bring a support person to that meeting.

Details of the meeting will be recorded in writing. The student will be given a written statement of the final appeal outcomes, including reasons for the decision by the RTO within 14 days.

4. The student has the right to take an appeal related to a VET qualification to ASQA. When other avenues have failed; students have the right to take further action under Australian Consumer law and the right to pursue other legal remedies.

Administrative Matters

TAE Institute is committed to implementing best practice in its records management practices and systems. TAE Institute will maintain all student records on TAE Institute's capable student records management database.

TAE Institute will provide returns of its client records of attainment of units of competence to the National VET Regulator on a regular basis, or as determined by the National VET Regulator.

TAE Institute will comply with all Commonwealth and state requirements for the handling of all student records.

Change of Personal Details

Students should be aware of the importance keeping their personal details up to date. Any changes to personal information should be sent to TAE Institute as soon as possible (within 7 days) of a change happening e.g. name, address, phone, e-mail.

Student Feedback

TAE Institute encourages student feedback on the training and assessment experience and on client support services.

Feedback forms will be provided on upon completion of the program.

Feedback forms are provided by trainers. Once these forms are completed, they are to be returned directly to the trainer, who will forward them on to TAE Institute office.

Feedback may also be gathered in various other forms including emails, telephone calls and verbal discussions. All feedback received will be analysed by TAE Institute management team and may result in improvements being made to services provided to students.

Assessment Validation

TAE Institute is required to validate the assessor's decision of a student's assessment task.

This may mean that from time to time, student assessment/s may be reviewed as part of this quality control process. The validation selection process includes assessments that have already been deemed competent by the trainer/assessor.

Unique Student Identifier (USI)

From 1 January 2015 persons undertaking nationally recognised training delivered by a registered training organisation will need to have a Unique Student Identifier (USI). This includes studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course.

A USI gives access to an online USI account and a unique student identifier which is made up of ten numbers and letters. It will look something like this:

3AW88YH9U5

A USI account will contain all nationally recognised training records and results from 1 January 2015 onwards

When a person is applying for a job or enrolling in further study, they will often need to provide their training records and results. One of the main benefits of the USI is that persons will have easy access to their training records and results throughout their life.

Access to USI accounts can be done online from a computer, tablet or smart phone anywhere and anytime.

How to get a USI. Steps to create a USI – go to www.usi.gov.au and follow the steps.

The following steps show how to create a USI:

Step 1: Have at least one and preferably two forms of ID ready from the list below:

- Driver's Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian)
- Certificate of Registration by Descent
- Citizenship Certificate
- **Immi Card IMPORTANT:** To make sure we keep all of training records together, the USI will be linked to the name as it appears on the form of ID used to create the USI. The personal details entered when a USI is created must match exactly with those on the form of ID.

Step 2: Have personal contact details ready (e.g. email address, mobile number, or address). Step 3 Visit the USI website at: usi.gov.au.

Step 3: Select the 'Create a USI' link and follow the steps. Step 5 Agree to the Terms and Conditions.

Step 4: Follow the instructions to create a USI – it should only take a few minutes. Upon completion, the USI will be displayed on the screen. It will also be sent to the preferred method of contact.

Step 5: A record of the USI should be kept somewhere handy and safe.

If you have any questions or concerns, please don't hesitate to contact us. We are always ready to assist.

Kayosor Pty Ltd

T/a **TAE Institute**

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