



Student Handbook/Code of Practice

For Training Services Tasmania Trainees

RTO#60082



Training Services Tasmania
PO Box 249, Brighton, TAS, 7030
(03)62632248
www.tst.com.au

Welcome

Thank you for choosing Training Services Tasmania for your learning experience.

Training Services Tasmania offers a range of flexible, tailored and practical learning and development strategies to assist you to complete your accredited training. We want clients and colleagues to enjoy their dealings with us. We place emphasis on ensuring that all our dealings with clients and colleagues reflect the highest standards of:

- Professionalism
- Quality service
- Client satisfaction
- Teamwork
- Continuous improvement
- Equity ethics and fairness

Our team is committed to our goals and to the high standards set for client service. We are a small family based operation who is committed to providing the best service possible to our clients.

This handbook is provided to give you information about our training organisation and to assist you throughout your learning experience at Training Services Tasmania.

If you have any questions relating to any part of this handbook or if questions arise during your time with Training Services Tasmania, please contact our office through one of the following channels:

Telephone: 03 6263 2248

Fax: 03 6263 2264

Email: office@tst.com.au

Mail: PO Box 249
Brighton, TAS,
7030

Again, thank you for choosing TST. We are confident you will enjoy your learning experience with us.

Table of Contents

Welcome.....	2
Table of Contents	3
Who are we & what do we do?.....	4
Accredited Training	4
Short Courses (Non-Accredited Training)	4
Client Support Services.....	5
Disabilities and Language & Literacy Needs.....	5
Access to a Practice Environment	5
Your responsibilities as a participant.....	6
Unique Skills Identifier	6
Client/Student Feedback.....	6
Student Policies & Procedures.....	7
Registration for Training or RPL	7
Paying Qualification Fees	7
Face to Face Training	7
Preparing for your RPL Assessment.....	8
Support for you during your RPL	9
Preparing for your TST Training Course	9
Student Assessment Process	10
Recognition of Qualifications Issued by other RTOs.....	10
RTO Policies	10
Issuing Qualifications/Statement of Attainment.....	10
Privacy Policy	10
Complaints Policy.....	12
Policy	12
Process	13
Appeals Policy	14
Appeals Process	14
TST Training & Assessment.....	14
Disciplinary Matters Policy.....	15
Activities That May Lead to Disciplinary Action.....	15
How We Validate Evidence.....	15
Refunds Policy.....	16
Dispute Resolution	16
Access & Equity Policy.....	16
Frequently Asked Questions.....	17
What is an RTO?	17
What is the VET Quality Framework.....	17
What Qualifications are available?.....	17
What are Core or Compulsory Units and Elective Units?.....	17
What is a Statement of Attainment?.....	17
What is RPL?	17
What qualifications or courses are offered by TST?	17
What if I have any other questions?	17
USI Information flyer.....	18

Who are we & what do we do?

Training Services Tasmania is a Tasmanian based registered training organisation (RTO) that offers a range of accredited and non-accredited courses, specialising in Civil Construction.

As a registered training organisation we deliver government approved, nationally recognised training. Our registration enables us to award qualifications under the Australian Qualifications Framework up to Certificate III level to students who successfully meet the requirements.

Accredited Training

Our scope of registration includes full qualifications from the RII Training Packages to Units of Competency from the TLI and FPI Training Packages.

For specific details of the qualifications we have on scope, please visit www.tst.com.au or www.training.gov.au.

Short Courses (Non-Accredited Training)

We also deliver an extensive range of non-accredited courses. Our most popular courses are:

- Safe Slinging and Lifting Techniques
- 4WD and Recovery Operations
- ATV/UTV Operations
- Fatigue Management
- Manual Handling

These are generally delivered to work groups or teams. Please contact us for more information about your particular training needs

Client Support Services

We offer some client support services are available to individual students. If you require additional client support, you should contact your course facilitator in the first instance, or the Training Services Tasmania Operations Manager. Contact can be made by phone on 6263 2248 during normal working hours or by email on ricky@tst.com.au

Support services available include:

- access to subject matter experts for additional discussion of course content (fees may apply);
- extra assistance in assignment preparation (fees may apply);
- referral to suitable external literacy, numeracy and English language support services; and
- provision of accessible format materials, subject to lead times and availability of necessary expert assistance in the commercial market place (services provided at cost).

Disabilities and Language & Literacy Needs

Participants with disabilities or language and literacy needs **must** contact the Training Services Tasmania office **in advance of registering** for a course so that suitable arrangements can be made to provide an effective learning experience.

Our facilitators follow the principles of reasonable adjustment to ensure equity in assessment for clients with disabilities or language and literacy needs. This means that we may make adjustment to the context or process of assessment to accommodate an individual's needs. However, we cannot change competency outcomes required for the achievement of the competency standard. In accordance with relevant legislation, adjustments will be considered reasonable when they do not impose an unjustifiable hardship on the training provider.

The language of instruction for all our courses is English. Participants will require a functional grasp of written and spoken English to a standard acceptable in their workplace and in a vocational educational setting in order to successfully complete the course requirements. If you feel you may struggle with the level of English required, we may be able to assist by providing course material to you before the course starts so that you can have longer to read and understand it.

Access to a Practice Environment

Some of our training courses require access to an appropriate practice environment in order for students to successfully complete the qualification. For most people, this will be your current work place. If you do not have access to a suitable practice environment, we are happy to work with you to design realistic workplace simulated tasks so that you can meet the requirements of the qualification. Many people have successfully completed their qualification on this basis. However, this may not be possible for all qualifications. You will be advised before enrolment if it is essential for you to have access to a practice environment.

Your responsibilities as a participant

As a participant in face to face training or Recognition of Prior Learning (RPL) you have a number of responsibilities. These include:

- complying with the policies and procedures regarding your registration as outlined in this handbook and on our website.
- understanding the requirements of the course you have registered for.
- taking joint responsibility with us for your learning experience.
- conducting honest self-assessment of your participation in the learning experience.
- providing honest feedback regarding your learning experience.
- respecting the rights of other participants in training programs.
- dealing honestly and courteously with Training Services Tasmania staff.
- attending and participating actively in all face-to-face training sessions for the course you have registered for.
- completing assessments in accordance with the agreement made with your facilitator.

Unique Student Identifier

As of January 1st 2015 it will be mandatory for all students wishing to undertake Nationally Recognised Training to hold a USI number.

We are able to apply on your behalf for a USI number however it is Training Services Tasmania's preference if you apply for the USI number prior to attending the course as this means you may not require additional information on the day.

Please see the attached information sheet at the rear of this booklet for more information on USI numbers.

Client/Student Feedback

Training Services Tasmania encourages all clients/students to share their thoughts and opinions about the delivery of training and the conduct of any RPL assessment program. At the end of any training session, RPL assessment interview or workshop, you will be asked to complete an evaluation form. These evaluation forms are used to make improvements to our courses and processes, and we really appreciate your open, constructive feedback. You may choose to provide us with anonymous feedback if you wish to.

If you have feedback that cannot wait, please pass it to your Assessor so that we can promptly deal with it.

Some participants may also be asked to complete an additional evaluation form which is a regulatory requirement of our National Regulator. The data collected from these surveys is collated to provide information regarding training quality, work readiness, training conditions and learner engagement. This information is anonymous and does not identify any individual participant. If you are asked to complete one of these forms, we value your assistance and input. Additionally this form is made available on our website (www.tst.com.au).

Feel free to contact our office at any time if you have any other feedback you would like to offer.

Student Policies & Procedures

Registration for Training or RPL

To register for a training course or apply for an RPL assessment, you must complete a registration form, which will be supplied to you by our administrative team.

This registration form requests personal and invoicing details. The form also collects the compulsory information that the Government requires all VET providers to obtain from students. We apologise if you find some of the questions intrusive, but we are obliged to collect this information in order to meet our RTO registration requirements. You should read this handbook to view our policies before signing the form and agreeing to our policies and processes.

You will be provided with a training plan outlining the units of competency and/or qualification you have enrolled in and the method by which you will complete each unit.

Paying Qualification Fees

After completing the registration form and returning it to administration, an invoice will be provided to the person you have identified as responsible for your fees.

If your employer is paying for your course, the employer will be invoiced in accordance with the terms of our contract with the employer.

For all students, regardless of who is responsible for paying course fees, please note that Certificates or Statements of Attainments will not be issued until the applicable course fees are paid in full.

Face to Face Training

Training Services Tasmania offers face to face training for all of our courses.

When committing to a face to face course, please be sure to check the dates on which attendance is required. We usually require 100% attendance in order to be able to properly deliver and assess the training and award a qualification.

If you are unable to attend a small amount of training, we may be able to make alternative arrangements, but this is not always possible, depending on what you miss and our other commitments.

You should carefully consider the demands in your life, including work commitments, family obligations, the state of your health, planned holidays etc. as well as the training dates and out of hour's course work that may be required before you commit to a course by face to face training.

Preparing for your RPL Assessment

The assessment procedure for RPL may consist of one or more of the following steps:

Preliminary Interview/Portfolio Preparation

This is an interview which is conducted by an assessor qualified in the unit(s) of competence for which you seek recognition. The interview will be held at a venue and time that is mutually convenient for the assessor and you. If you cannot attend an interview in person, we will conduct a phone interview to help you get started with the RPL process. In some situations, the preliminary processes may also be conducted by email if this is agreeable to both you and the facilitator.

At the interview, you will be given an explanation of the assessment process and the evidence required. The assessor will offer you assistance in identifying appropriate evidence to support your claim for recognition of competence. You will also be advised on how to present your information for assessment as part of a portfolio of evidence, and you will have the opportunity to ask any questions you may have about the assessment process.

If you have not already completed a Registration Form, you will need to do so at this stage before proceeding any further with your RPL.

You should carefully consider the demands in your life, including work commitments, family obligations, the state of your health, planned holidays etc before you commit to an RPL process.

Although we may allow you to pay by instalments, by registering for an RPL, you are committing to pay the full fee. In the event that you withdraw from the RPL process without completing it, a refund or exemption from meeting your financial obligation to us will only be allowed to you in accordance with our Refund Policy. We do not allow refunds because you change your mind or get too busy. You should carefully consider this before registering for a course by supported distance education.

Submission of Portfolio of Documentary Evidence

You will normally submit your portfolio of documentary evidence **before** attending the competency assessment interview. This gives the assessor time to review your claims, determine the interview questions that are to be asked and to identify any areas where more supporting evidence might be useful.

The timeframe for submitting your documentary evidence will be mutually agreed between you and your facilitator.

Workplace Observation

It may be easier for you to demonstrate your competence by asking the assessor to observe you in your workplace.

Competency Assessment Workshop

For some competencies, we are able to offer you a workplace simulation so that you can demonstrate your competence by completing realistic simulated assessment tasks.

Competency Assessment Interview

Once you have prepared your evidence, you will be invited to attend a competency assessment interview, at which the assessor will ask you questions to give you the opportunity to demonstrate your competence. These will focus on the documents that you have supplied, and will also address the required skills and knowledge for the unit(s) being assessed and any employability skills that may apply. The interview is an important part of the assessment

process and provides you with the opportunity to demonstrate what you know and your skills and how you have applied these in the work place.

You might be asked to bring along additional documents to support your claim. You may also be asked to give a demonstration of a skill, complete a written or oral examination or do some other activity in order for the assessor to determine whether you have met the competency requirements.

Assessment Decision

Based on the outcome of this assessment, your request for RPL will be accepted or denied. You may be asked to provide further evidence before RPL can be granted.

If your request for RPL is accepted, the Certificate or Statement of Attainment will be issued once all your fees have been paid.

Please note, when you apply for RPL, you are paying for the assessment. We cannot guarantee that every applicant will succeed in gaining RPL. You are still liable for assessment fees even if the assessment decision is that you are not yet competent.

Right to Appeal

You may appeal the assessment decision (within 10 days) if you feel the outcome is unjust. Please refer to our Appeals Policy for further information.

Support for you during your RPL

We will provide you with an RPL Candidate's Toolkit that has been customised to the particular units or qualifications that you are undertaking. This contains helpful advice on how to prepare for your RPL, as well as forms and other templates that can help you to streamline your preparation. You may also be provided with an evidence guide to offer your further support.

Remember that you are seeking RPL because you believe that you have already acquired all the skills and knowledge of the competency you seek. There are many different ways that you can achieve this level of skill and knowledge including prior formal study, informal study, related skills applied in a new setting or years of on the job experience. Sometimes people comment that the RPL process feels easy. This is how it should feel – after all, you are only being offered RPL because you are already competent! Seriously, if it feels very difficult after you start the process, you may have gaps that would be better filled by training. If you find yourself in this situation, please contact us immediately so that we can advise you of your best options. We are usually able to find a path through this situation so that you can get a good outcome.

Please do not stress out and take ages trying to sort out issues with your RPL, particularly with gathering evidence - contact us so that we can assist you. Your assessor is available by phone or email to assist you and answer any questions that you may have.

Preparing for your Training Services Tasmania Training Course

Training Services Tasmania provides training to in-house client groups and public offer groups.

After you have registered for your course, you will be provided with all necessary information related to the course. This may include:

- Training dates & time
- Training venue & map
- Any preparation material you may need to complete and bring along

Student Assessment Process

Training Services Tasmania conducts assessments in accordance with the requirements of the relevant Training Packages. We are fair and consistent in all assessment processes and apply principles of equity and transparency to our assessments.

We favor holistic assessment processes using realistic workplace tasks that cover many competency elements at the same time (to the greatest extent possible) as this most closely reflects the real life work situation participants are trained for. Most people's work is not broken down into unit by unit activities – and that is why we believe that assessment should be holistic as well.

We will provide any client who receives an unfavourable assessment decision with written reasons to support the decision.

Recognition of Qualifications Issued by other RTOs

In accordance with the NVR Standards for Registered Training Organisations, Training Services Tasmania Pty Ltd will recognise the Australian Quality Framework qualifications and Statements of Attainment issued by any other Registered Training Organisation for the purposes of awarding standing for units already completed or for meeting pre-requisites (if any).

RTO Policies

Issuing Qualifications/Statement of Attainment

Training Services Tasmania may only issue qualifications and statements of attainment which are within its scope of registration and which cover competency standards from nationally endorsed training packages.

Your assessor will use the evidence you have submitted to determine whether you are competent or not yet competent. If you are deemed competent, then you will be advised by your assessor and issued with your Certificate. If you have not been successful in achieving competency, then your assessor will provide you with reasons for this decision in writing, and will discuss further options with you.

Qualifications and Statements of Attainments are usually issued with 4 weeks of completion of training or provision of RPL evidence.

No certificates or statements of attainment will be issued until full and final payment has been received.

Privacy Policy

At Training Services Tasmania Pty Ltd we are committed to handling your personal information in accordance with the National Privacy Principles.. Here's how we will achieve this commitment:

1. Collection

Training Services Tasmania will only collect personal information that is necessary to provide you with the services you request. If you do not wish to provide this information, it may not be

possible for us to provide you with the services you have requested. This type of personal information generally comprises:

- Name, address, contact details (including phone, fax and e-mail)
- Academic and vocational qualifications
- Student assessment tasks
- Records of assessment
- Invoicing details (as required when paying for training)
- Bank account details (employees and contractors only)

2. Use and Disclosure

a. Your personal information may be used in order to:

- Comply with our legal or government accountability requirements.
- Provide the services you require.
- Administer and manage those services, including charging, billing and collecting debts.

b. It may also be used to:

- Provide you with professional development information.
- Research and develop our services.
- Gain an understanding of your needs in order to provide you with a better service.

c. If you do not wish us to contact you regarding the options at point B above, please email the Office Manager at office@tst.com.au and advise us so that we do not contact you.

d. We will not release your personal information to others without your written consent except where such disclosure is:

- Required by law.
- Reasonably necessary to assist a law enforcement agency.
- Required by auditors, legal advisers or other consultants for the purpose of complying with our legal requirements.
- Required under the NVR Standards for Registered Training Organisations.

3. Personal Information Quality

Our goal is to ensure that your personal information is accurate, complete and up to date. That's why we recommend that you:

- Let us know if there are any errors in your personal information
- Keep us up to date with changes to personal information such as your name or address

4. Personal Information Security

Training Services Tasmania is committed to keeping your information secure and we take reasonable precautions to protect any information we hold about you. Reasonable steps are taken to destroy or permanently de-identify any personal information no longer required.

5. Openness

We are open with you about what kind of personal information Training Services Tasmania collects and holds and what we do with it.

6. Access and Correction

You have a right to access your personal information, subject to the requirements of the law. If you would like to do so, please let us know. You may be required to put your request in writing for security reasons. Our contact details are provided below. Training Services Tasmania reserves the right to charge a fee for searching for and providing access to your personal information.

7. Sensitive Information

Generally, Training Services Tasmania does not collect sensitive information about you (eg. information about your race, religion, political views). If we do need to collect sensitive information about you we will only do so with your consent.

For example, it is now compulsory for us to collect certain demographic information such as languages spoken, Aboriginality and prior level of study in order to meet our Registration Standards. To qualify for some government payments, we may need to have information about your Aboriginality or employment status.

Please contact us if you have any questions in relation to privacy. You may contact us by:

- Email at office@tst.com.au
- Telephone on (03) 6263 2248 between 9.00am and 4.00pm Monday to Friday
- Writing to the Manager, Training Services Tasmania Pty Ltd, PO Box 249 BRIGHTON, TAS, 7030.

Complaints Policy

Policy

We normally apply the complaints procedures that are contained in the contracts entered into with our clients.

However, where our dealings with clients are not covered by a contract which includes provision for a complaints procedure, we will follow the steps outlined in our Complaints Policy and Process.

Our complaints policy aims to ensure that:

- all disputes or complaints are handled professionally and confidentially in order to achieve a speedy resolution
- all complaints are managed fairly and equitably and as efficiently as possible
- all parties have a clear understanding of the steps involved in the complaints policy
- clients are provided with details of any relevant external authorities if applicable to the complaints.

The Complaints Policy and Process provides an avenue for most complaints to be addressed. Clients may raise any matters of concern relating to assessment, the quality of the teaching, access and equity, sexual harassment or other issues which may concern them about the delivery of our services.

Training Services Tasmania will ensure that each complainant is given the opportunity to formally present their case. We will also ensure that each complainant is given a written statement of the complaint outcomes, including reasons for the decision, and their appeal rights.

We encourage the parties to approach a complaint with an open mind and to attempt to resolve

problems through discussion and negotiation.

Where a complaint cannot be resolved through discussion and negotiation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties. We will therefore submit the complaint to mediation by an independent mediator appointed by the President of the Institute of Arbitration and Mediation Australia (TAS Chapter). The cost of this mediation is to be borne equally by the parties.

Process

Should a client have a complaint about the delivery of training and/or assessment services, the following actions must be undertaken:

Informal Complaints Process

- the client should attempt to resolve the complaint with the staff member involved at an informal level by discussion and negotiation
- if unsuccessful, the client is to document the complaint in writing including by email and provide it to the Manager
- The Manager is to enter the complaint in the Complaints & Appeals Log
- If the client is willing, the complaint should be subjected to further discussion and negotiation between the parties about the complaint
- If an agreement between the parties as to actions to be taken to resolve the complaint is reached, this is to be recorded in the Complaints and Appeals Log
- If unresolved by discussion/negotiation, the complaint is to be escalated to the first step in a formal complaints process which is outlined below

Training Services Tasmania will attempt to resolve any informal complaints fairly and equitably within ten working days of their notification to the Manager.

Formal Complaints Process

- If a complaint cannot be resolved through the informal complaints process, it may be placed into the formal complaints process, which involves presenting it first to the Manager for further consideration
- All formal complaints must be submitted in writing within ten working days of the discontinuation of the informal complaints process. The complaint should be addressed to:

Complaints (Manager) Training Services Tasmania
PO Box 249 BRIGHTON TAS 7030

- Formal complaints must also be entered into the Complaints & Appeals Log immediately upon receipt.
- Training Services Tasmania will reply to the complaint in writing within ten working days of receipt. Should the complaint not be resolved within this initial period, Training Services Tasmania will provide an update to the client on the progress of the complaint every ten working days thereafter. This update may be provided in verbal, written or electronic format.
- If the complaint remains unresolved after six weeks, it may be placed before an independent external mediator appointed by the President of the Institute of Arbitration and Mediation Australia (TAS Chapter). The cost of this mediation is to be borne equally by the parties.

Appeals Policy

The Company normally applies the appeals procedures that are contained in the contracts entered into with our client organisations.

However, where our dealings with clients are not covered by a contract which includes provision for an appeals procedure, we will follow the steps outlined in our Appeals Policy and Process.

Our appeals policy aims to ensure that:

- all appeals about assessment decisions are handled professionally and confidentially in order to achieve a speedy resolution
- all appeals are managed fairly and equitably and as efficiently as possible
- all parties have a clear understanding of the steps involved in the appeals policy
- clients are provided with details of any relevant external authorities, if applicable to the appeals process

The Appeals Policy and Process provides an avenue for clients to raise issues in connection with assessments of competence or other appealable decision taken by Training Services Tasmania. This may include decisions about refunds.

Training Services Tasmania will ensure that each appellant is given the opportunity to formally present his/her case. We will also ensure that each appellant is given a written statement of the appeal outcomes, including reasons for the decision.

Appeals Process

Training Services Tasmania

Should a client wish to appeal an assessment decision, or any other appealable decision made by Training Services Tasmania, the client should submit an appeal in writing within ten working days of TST making the decision which is the subject of the appeal. The appeal should be addressed to:

Appeals (Manager) Training Services Tasmania Pty Ltd
PO Box 249
BRIGHTON TAS 7030

All appeals must be entered into the Complaints and Appeals Log immediately upon receipt.

Training Services Tasmania will acknowledge receipt of the appeal in writing within ten working days of receipt. Should the appeal not be resolved within this initial period, Training Services Tasmania will provide an update to the client on the progress of the appeal every ten working days thereafter. This update may be provided in verbal, written or electronic format.

As the first step to resolve an appeal, Training Services Tasmania will arrange for the disputed assessment to be reviewed by an alternative assessor to validate or overturn the original assessment decision. This may involve the client in attending an additional assessment interview or providing additional documentation if required by the new assessor. There will be no charge to the client for this additional assessment.

If the client remains dissatisfied with the result of the reviewed assessment, the appeal will be dealt with by the Appeals Committee. The Appeals Committee will consist of:

- the General Manager of Training Services Tasmania (unless connected with the circumstances of the appeal); and

- a person from the education and training industry outside Training Services Tasmania not connected with the circumstances of the appeal; and/or
- any other person considered advantageous to the resolution of the appeal

The decision of the Appeals Committee shall be final.

Disciplinary Matters Policy

Training Services Tasmania expects that all candidates will be frank, honest, open and cooperative when presenting evidence for assessment, participating in training (formative assessments) and assessment workshops or other summative assessment activities.

This is essential to protect the standing of qualifications that we issue. If we become suspicious of evidence presented by a candidate, we will take reasonable steps to confirm that the evidence presented for assessment is genuine.

Our disciplinary policy aims to ensure that candidates are aware of:

- our expectations regarding the presentation of evidence
- the steps that we will follow to confirm the validity of any evidence that we consider to be suspicious
- the actions that may be taken if we believe that there has been some form of inappropriate action in connection with the presentation of evidence
- their rights to appeal a decision that affects them
- the steps involved in the appeals policy

Activities That May Lead to Disciplinary Action

At Training Services Tasmania, we will not tolerate:

- **Fraud**
For example claiming to have prepared a document or participated in a process when in fact the candidate did not do so, falsification of documents such as Statements of Attainment, supporting statements or course attendance certificates or similar actions.
- **Plagiarism**
For example copying someone else’s work without a recognised form of acknowledgement or similar actions.
- **Inappropriate Assistance**
For example passing off work completed by someone else as the candidate’s own work.

How We Validate Evidence

Candidates are asked to sign a statement of authenticity for any written evidence they present. This statement is in a form similar to that below.

Statement of Authenticity	
I certify that the work submitted is my own. If it is group work, then I certify that I participated actively in the group process and I have clearly explained what my own contributions were. I have acknowledged the work of others (such as published authors and internet sites) where it has been included to illustrate points in my work.	
...../.....	
Signature	Printed Name
.....	
Date	

If the assessor considers it possible that the evidence that has been presented may be false, fraudulent or otherwise suspicious, the assessor may:

- Discuss with the candidate how the work was produced
- Confirm that the work/documents produced are the work of the candidate by seeking validation from a reliable third party such as a work colleague or supervisor
- Disregard the dubious evidence and use other forms of evidence to determine competency

Refunds Policy

Training Services Tasmania does not accept payment in advance for courses and as such no refund policy is required.

Dispute Resolution

Disputes regarding the refund policy and its application will be dealt with in accordance with the Training Services Tasmania Complaints Policy.

Access & Equity Policy

At Training Services Tasmania, we are committed to providing training and assessment services in a manner consistent with the principles of access and equity. This means that our staff will:

- comply with all legal obligations with regard to access and equity
- treat every participant/client with courtesy and respect
- make reasonable arrangements to accommodate individual needs, when adequate notice of these needs is provided
- uphold the highest standards of personal behavior consistent with the Training Services Tasmania Code of Conduct

We expect participants/clients to:

- comply with all legal obligations with regard to access and equity
- treat staff and other participants/clients with respect
- advise in a timely manner of the nature of any assistance that may be required and cooperate with us so that we can provide that assistance
- Comply with any standards of personal behavior that would apply to them in their own work place.

All relevant student policies are included this handbook which is also available on our website at www.tst.com.au

Frequently Asked Questions

What is an RTO?

A Registered Training Organisation (RTO) is a government registered training provider that can issue its successful students with nationally recognised qualifications from the Australian Qualifications Framework (AQF). More information about the AQF is available from the Australian Government's Australian Skills Quality Authority (ASQA). RTOs are regularly audited by government to ensure their compliance with the rigorous standards required to maintain registration.

What Qualifications are available?

A qualification comprises a number of individual units of competency. Some units are required (compulsory) units, others are elective. The hierarchy of qualifications within the Australian Qualifications Framework (AQF) is:

Vocational Graduate Certificate – Level 7
Advanced Diploma – Level 6
Diploma – Level 5 Certificate IV – Level 4
Certificate III – Level 3 Certificate II – Level 2
Certificate I – Level 1

What are Core or Compulsory Units and Elective Units?

Each qualification is made up of units of competency that reflect the requirements of the job. Qualifications exist of Core units of competency (must be undertaken) and elective units of competency that are chosen to reflect the work you undertake.

What is a Statement of Attainment?

A statement of attainment lists the individual subject units of competency that a student has completed. It is nationally recognised under the AQF. A statement of attainment is proof of your progress towards meeting the requirements for a qualification.

What is RPL?

The process of recognising an individual's skills and knowledge is known as the recognition of prior learning (RPL). RPL acknowledges that skills and knowledge can be gained formally, through education and training programs, or informally, through life and/or work experience. This minimises the need to repeat training in areas where a person is already competent.

What qualifications or courses are offered by Training Services Tasmania?

We offer both accredited training - leads to either a full qualification or a Statement of Attainment and non-accredited short courses for professional development.

Further information is available on our website www.tst.com.au

What if I have any other questions?

If you still have questions you should check our FAQs on our website www.tst.com.au.

You can also contact our office on 03 6263 2248 or by email on office@tst.com.au. We're here to assist!



Student Information for the Unique Student Identifier

USI...bringing your skills together

From 1 January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you 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 you access to your online USI account which is made up of ten numbers and letters.

It will look something like this: 3AW88YH9U5.

A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

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

You can access your USI account online from a computer, tablet or smart phone anywhere and anytime.

Do you need a USI?

You will need a USI when you enrol or re-enrol in training from 1 January 2015 if you are a:

- student enrolling in nationally recognised training for the first time, for example if you are studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course;
- school student completing nationally recognised training; or
- student continuing with nationally recognised training.

You are a continuing student if you are a student who has already started your course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.

Once you create your USI you will need to give your USI to each training organisation you study with so your training outcomes can be linked and you will be able to:

- view and update your details in your USI account;
- give your training organisation permission to view and/or update your USI account;
- give your training organisation view access to your transcript;
- control access to your transcript; and
- view online and download your training records and results in the form of a transcript which will help you with job applications and enrolment in further training.

If you are an international, overseas or an offshore student please visit usi.gov.au for more information.

How to get a USI

It is free and easy for you to create your own USI online.

While you may create your own USI, training organisations are also able to create a USI for you. Training organisations should do this as part of the enrolment process when you begin studying. Where this service is provided, training organisations will let you know.

Steps to create your USI

The following steps show how you can 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
- ImmiCard

IMPORTANT: To make sure we keep all of your training records together, the USI will be linked to your name as it appears on the form of ID you used to create the USI. The personal details entered when you create a USI must match exactly with those on your form of ID.

For more information please visit: usi.gov.au

Or contact us at Email: usi@industry.gov.au

Phone: Skilling Australia Information line – 13 38 73

To view this document online please visit: usi.gov.au

If you do not have proof of ID from the list above, you can contact your training organisation about the other forms of ID they can accept to help you get a USI.

Step 2 Have your personal contact details ready (e.g. email address, or mobile number, or address).

Step 3 Visit the USI website at: usi.gov.au.

Step 4 Select the 'Create a USI' link and follow the steps.

Step 5 Agree to the Terms and Conditions.

Step 6 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 your preferred method of contact.

Step 7 You should then write down the USI and keep it somewhere handy and safe.

