

TBS Consulting

Candidate Handbook 2009



Introduction

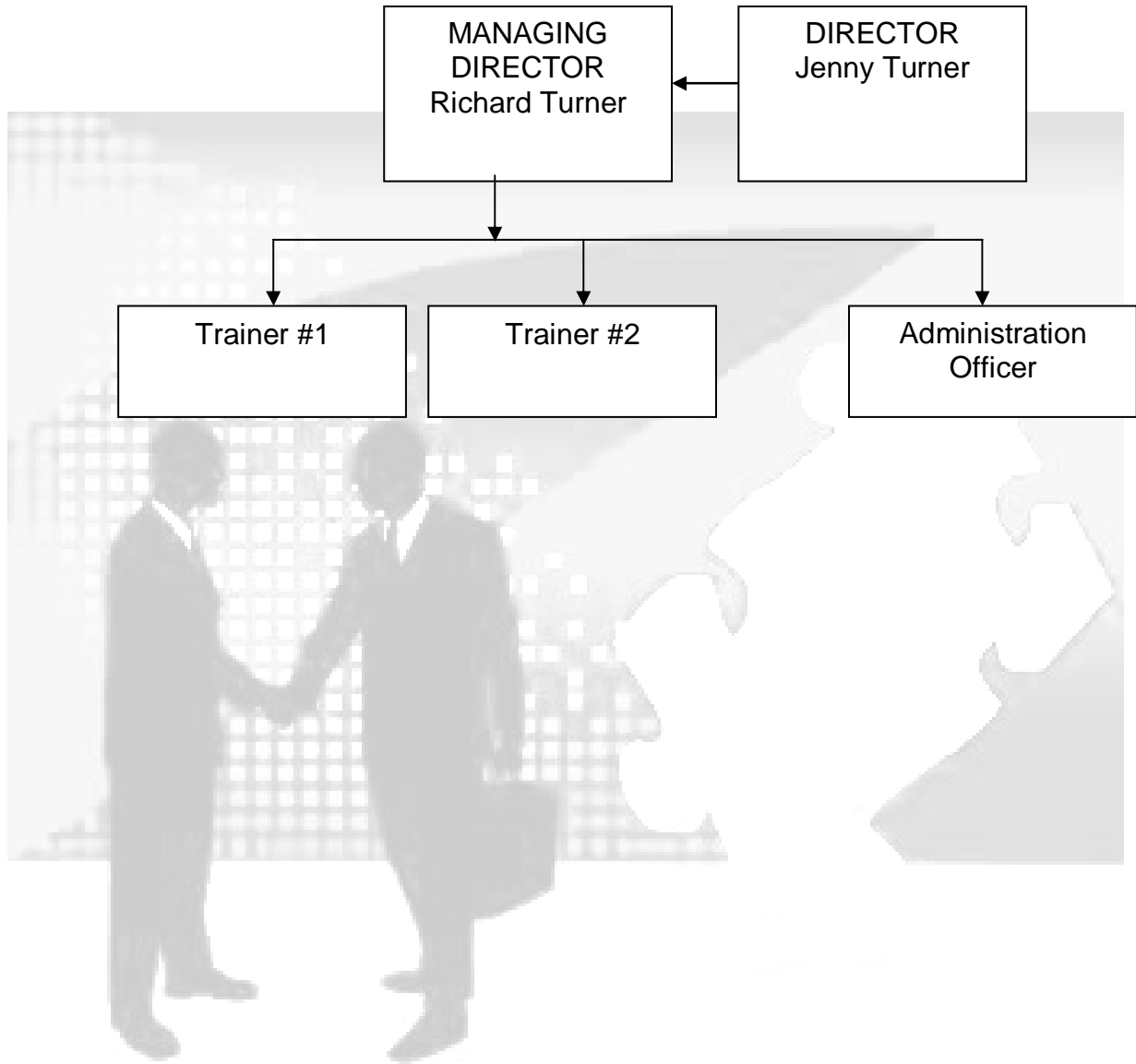
The Australian Quality Training Framework (AQTF) sets the benchmark for national training and assessment programs in Vocational Education and Training (VET) in Australia. The AQTF ensures that consistent, high quality training and assessment programs are delivered to clients in the VET sector.

Since its inception on 1st July 2007, the AQTF has delivered nationally endorsed Training packages of the highest quality to candidates in the VET sector. Employers recognise the high level of competency gained by candidates that have participated in AQTF programs. The AQTF has the advantage of being able to deliver training packages in different locations without comprising any of the quality in its service delivery.

TBS Consulting is committed to best practice, and is continually seeking improvement in the development and delivery of AQTF programs. TBS Consulting program milestones and outcomes are compared against the National Quality Council (NQC) indicators to identify areas of competency and improvement.

This Candidate's Handbook has been prepared for candidates enrolling in training programs with TBS Consulting. It is intended to provide essential information to the candidate prior to enrolment so and informed decision regarding enrolment can be made.

Organisational Chart



Australian Quality Training Framework (AQTF) 2007

Essential Standards for Registration

Training organisations must meet these standards in order to deliver and assess nationally recognised training and issue nationally recognised qualifications. They include three standards, a requirement for registered training organisations to gather information on their performance against three quality indicators, and nine conditions of registration. Compliance at this level demonstrates a solid foundation and intent towards the pursuit of outstanding performance with a systematic approach.

Standards for State and Territory Registering Bodies

State and Territory registering bodies are responsible for registering training organisations and for quality assuring the training and assessment services they provide, in accordance with the AQTF and relevant legislation within each jurisdiction. The standards and supporting guidelines provide a national operating framework.

Excellence Criteria

These are criteria that registered training organisations may use voluntarily to continue improving the quality of their training and assessment and to gain recognition of their performance. Compliance at this level demonstrates a sustainable effort in effectively implementing a systematic approach in all key areas and work units. This is supported by outstanding results, trends and comparisons with best practice in areas important to key organizational requirements.

An RTO acknowledged for demonstrating Excellence Criteria is able to demonstrate maturity in its approach and processes, continuous improvement trends in its performance and of ongoing viability and sustainability.

Governance

TBS Consulting is a Registered Training Organisation under the AQTF, managing its training programs in accordance with VET state and territory legislation and regulations. As part of its training package, TBS Consulting encourages all participants to be familiar with the relevant legislation, Acts and the Licensing Authorities' requirements and how they impact on their workplace.

Commonwealth Legislation:

- Copyright Act 1968
- Commonwealth Privacy Act 1988 / Privacy Amendment (Private Sector) Act 2000
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992

Queensland Legislation:

- Child Protection Act 1999
- Disability Services Act 2006
- Fair Trading Act 1989
- Vocational Education, Training and Employment Act 2000
- Workplace Health and Safety Act 1995

Security Industry Code of Practice:

- Subordinate Legislation 2003 No. 65 Fair Trading Act 1989
- Fair Trading (Code Practice – Fitness Industry) Regulation 2003

Training Authorities:

- Department of Education, Training (DET)
- Department of Education, Employment & Workplace Relations (DEEWR)

Current legislation is available online at www.austlii.edu.au and www.legislation.qld.gov.au

Training Services

TBS Consulting is an established, well respected training organisation that has a wide portfolio of clients across Australia. RTO clients range from Indigenous Councils, Multi-national companies, Private Companies, Fee for Service, Government Funded, and Trainees and not for profit Community Organisations. TBS Consulting staff and management have extensive industry experience in various aspect of personal training, health and fitness. TBS Consulting specialises in sports fitness, martial arts and boxing.

TBS Consulting strictly adheres to ATQF standards, ensuring best practice in service delivery.

RTO programs packages include:

- CPP50607 Diploma of Security & Risk Management
- BSB51107 Diploma of Management
- CPP40707 Certificate IV in Security & Risk Management
- BSB40807 Certificate IV in Frontline Management

TBS Consulting employs trainers and assessors with industry experience and tertiary qualifications. TBS Consulting recognises the importance of having staff that have industry experience when delivering programs. TBS Consulting staff use simple language that is suitable for participants. In other words, teaches to the audience. TBS Consulting values participant feedback and supplies feedback forms to participants at the end of each program

The Managing Director has developed an organisational culture which recognises that opportunities for improvement occur in every facet of the business. The Managing Director welcomes opportunities such as stakeholder feedback, risk assessment, complaints and appeals, validation sessions, audit reports and participant suggestions for improvement.

TBS Consulting recognises the value of these opportunities and has developed a best practice record and register. The record and register will become a written record of all improvement strategies and reviews.

Complaints

Persons wishing to make a complaint, about the conduct, of TBS Consulting, whether a complaint, appeal or other matter, shall have access to the complaints procedure. All formal complaints will be heard and decided within fifteen (15) working days of the receipt of the written complaint by TBS Consulting.

TBS Consulting management will keep a Complaints Register, which documents all formal complaints and their resolution. Any substantiated complaints will be reviewed as part of the continuous improvement procedure.

This policy will be reviewed to align with the national guidelines for complaints.

TBS Consulting Management will be responsible for managing the resolution of the complaint and will be able to supply and assist with the complaint forms.

If the candidate is still not satisfied with the resolution of the complaint after following and exhausting the Complaints Procedure, the “National Guideline for Complaints” directs them to seek further assistance from the Disputes Settlement Centre, whose details are listed below.

Disputes Settlement Centre
A Division of the Department of Justice
4 / 456 Lonsdale St, Melbourne, Victoria, 3000
GPO Box 4113
Phone: 03 9603 8370 Free Call: 1800 658 528 Email: dscv@justice.vic.gov

A copy of the [National Guideline for Complaints](#) is available from TBS Consulting’s Management.

The phone number for the National Training Complaints Hotline is: 1800 000 674

Appeals

This process is for appeals by candidates in relation to academic decisions or procedural matters. For appeals against specific assessment decisions, you should first discuss all decisions of assessment with your trainer. If you are still not satisfied with the outcome, you have a right to appeal to the VTA management team:

- The notice of appeal should be in writing addressed to the TBS Consulting for referral to the VTA management team and submitted within seven days of notification of the outcome of the re-evaluation process.
- If the appeal is not lodged in the specified time, the result will stand.
- If through emergency circumstances, such as in cases of serious illness or injury, you need to defer an appeal, you must forward a medical certificate in support of this. The notice to defer the appeal must be made within three working days of the concluding date shown on the medical certificate.

TBS Managing Director is responsible for managing the resolution of the appeal and will be able to supply and assist with the appeal form.

All appeals will be reviewed at the monthly management meeting and if appropriate, result in a continuous improvements process.

If the candidate is still not satisfied with the resolution of the complaint after following and exhausting the Appeals Procedure, the “National Guideline for Complaints” directs them to seek further assistance from the Disputes Settlement Centre, whose details are listed below.

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A Division of the Department of Justice
4 / 456 Lonsdale St, Melbourne, Victoria, 3000
GPO Box 4113
Phone: 03 9603 8370 Free Call: 1800 658 528 Email: dscv@justice.vic.gov

A copy of the National Guideline for Complaints is available from TBS Consulting's manager.

Complaints / appeals procedure

Persons with a complaint / appeal concerning the manner that TBS Consulting conducts business, have access to the following procedure:

Informal complaint:

- The first stage of the complaint / appeal will need to communicate directly with *TBS Consulting's* manager, who will make a decision and record the outcome of the complaint / appeal.
- Candidate (s) dissatisfied with the outcome of the complaint / appeal to the RTO manager may initiate a 'formal complaint / appeal'.

Formal complaint / appeal:

- All formal complaints / appeals will only proceed after the informal complaint / appeal procedure has been finalised.
- The complaint / appeal and its outcome shall be recorded in writing.
- On receipt of a formal complaint the RTO manager shall convene an independent panel to hear the complaint; this shall be the 'complaint committee'.
- The complaint / appeal committee shall not have had previous involvement with the complaint / appeal and should include:
 - The RTO manager
 - Training staff member
 - An independent person (i.e. Richard Turner of TBS Consulting)
- The complainant / appellant shall be given an opportunity to present his / her case to the committee and may be accompanied by one other person as support or as representation.
- The relevant staff member shall be given an opportunity to present his / her case to the committee and may be accompanied by one other person as support or as representation.
- The complaint / appeal committee will make a decision on the complaint / appeal.
- The complaint / appeal committee will communicate its decision on the complaint to all parties in writing within 5 working days of making its decision.

All complaints / appeals will be reviewed at the monthly management meetings and, if appropriate, will result in a continuous improvements activity. The root cause of the complaint will be included in the continuous improvement cycle of the relevant standard/s.

Occupational Health and Safety Policy

The Workplace Health and Safety Act 1995 stipulates the requirements are to secure the health, safety and welfare of employees and other persons at work; and to eliminate, at the source, risks to the health, safety or welfare of employees and other persons at work; and to ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self-employed persons; and to provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards. To meet these

obligations TBS Consulting has initiated procedures, policies, guidelines and work instructions.

The purpose of this document is to provide a strategic overview of the TBS Consulting's safety management system and provide guidance on the responsibilities for occupational health and safety at TBS Consulting's Premises.

It is obligation under legislation that all TBS Consulting employee's and management ensure that occupational health and safety, and risk management is an integral part of the daily operations of the RTO.

- A safe workplace, with a safe system of work
- Adequate occupational health and safety professional development, for TBS Consulting candidates employees, management and stakeholders
- Properly maintained facilities and equipment
- A clean, tidy, suitably designed work place with the safe storage of goods such as chemicals if relevant.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment,
- Evacuation plan, (Fire and Bomb)
- Emergency Control
- Accident/ Incident reporting
- Rehabilitation
- Risk identification reporting
- PPE/chemicals (Storage)
- Manual Handling Techniques and Training
- Store and dispose of waste according to OH&S regulations,
- Equipment checks and maintenance
- Equipment safe storage
- Fire hazards identified and Fire Prevention,
- Candidate safety,
- Unsafe situations identified and reported,
- First aid and safety procedures displayed, for all TBS Consulting staff and Candidate's to see,

Harassment and Discrimination Policy

We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and candidates feel valued, respected and are treated fairly.

By definition, harassment can be any form of verbal or physical behaviour that is unwanted, unwelcome and unreciprocated that makes the candidate's or any other relevant person's

environment unpleasant, humiliating or intimidating for the person who is the target of that behaviour. If a person considers that he / she has been harassed that person should let the other party know that their behaviour is objectionable and that the behaviour should not be repeated. In an instance where the person does not feel comfortable talking to the other party or that party continues with the behaviour, the person should speak to the trainer or another TBS Consulting staff member.

All persons who have dealings with TBS Consulting can discuss the matter with any of these people without having to make a formal complaint. All discussions are confidential. The right to lodge a formal complaint of misconduct against the harassing person is available.

All TBS Consulting staff, are trained in Harassment and Discrimination and understand their roles and responsibilities in creating Harassment and Discrimination free environment, by a process of training, communication, mentoring, and will ensure all of our TBS Consulting staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

TBS Consulting Staff and Candidate's should be aware of the following definitions:

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.

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.

Personnel

Refers to all employees of TBS Consulting.

Victimisation

Includes any unfavourable treatment of a person as a result 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 Candidate's have a right to work and study 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,
- When management is informed of any harassment or discrimination it has the responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained.
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our 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, should be victimised,
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers,
- Staff and candidates should not make any frivolous or malicious complaints. All staff and candidates are expected to participate in the complaint resolution process in good faith.

Privacy

TBS Consulting manages the candidate's privacy with extreme caution and will comply with all legislative requirements. This includes the Privacy Act and National Privacy Principles (2001).

On enrolment the candidate is given a privacy consent form which will state that they give permission for TBS Consulting to provide the candidate's basic details i.e. name, phone number, suburb of residence to a potential employer. This is done with a view to assisting the candidate's employment opportunities and normally done when the candidate has achieved the qualification.

Potential employers seeking the details of candidates must sign a declaration advising that all of the candidate's details will be used for recruitment purposes only. If this declaration is not forthcoming the candidate's details will not be provided.

TBS Consulting may be required by law or required by the AQTF standards to make candidate's information available to others. In all other cases TBS Consulting will ensure that written permission will be sought from the candidate.

Privacy Principles:

Collection

TBS Consulting will collect only the information necessary for one or more functions. The individual will be told the purpose for which the information is collected.

Use and disclosure

Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.

Data quality

TBS Consulting will take all reasonable steps to ensure that all personal information collected, used or disclosed is accurate, complete and up to date.

Data security

TBS Consulting will take all reasonable steps to protect the personal information held from misuse and / or loss and / or unauthorised access, modification or disclosure.

Openness

TBS Consulting will document how personal information is managed and when asked by an individual, will explain the information held, for what purpose it is held and how the information is held, collected, used and disclosed.

Access and correction

The individual will be given access to the information held except to the extent that prescribed exceptions apply. TBS Consulting will correct and update information errors described by the individual.

Unique Identifiers

Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. TBS Consulting will not assign unique identifiers except where it is necessary to carry out its functions efficiently.

Anonymity

Wherever possible, TBS Consulting will provide the opportunity for the individual to interact without identifying themselves.

Trans Border Data Flows

The individual's privacy protection applies to the transfer of data throughout Australia.

Sensitive Information

TBS Consulting will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's criminal record, or racial or ethnic background.

Apprenticeships and Traineeships

TBS Consulting, if approved may deliver Traineeships under the Federal Government's New Traineeships and New Apprenticeships Scheme. TBS Consulting will comply with the Skilling Australia Workforce Bill 2005. This Act outlines the obligations of compliance with the Department of Education, Training (DET) requirements for (User Choice Contract) funding of Traineeship programs including RTO reporting obligations.

The opportunity of Productivity Places Programme funding will be researched by TBS Management.

Working with persons under 18 years of age

Candidates must be protected from all forms of harm, including bullying, harassment and intimidation. All staff must report all behaviours that can reasonably be considered harmful to candidates and where it is reasonable to believe that a candidate has been harmed or requires protection from harm. A child is an individual under 18 years of age.

Candidates under 18 years of age may enrol with TBS Consulting.

All TBS Consulting staff must report all allegations / information where it is reasonable to believe a candidate has suffered or may require protection from harm to the Department of Child Safety through the RTO manager.

The initial information that a Child Protection Officer will require is:

- The name, age and address of the child or young person
- The reasons you suspect the child or young person may have experienced or is at risk of experiencing harm
- The immediate risk to the child or young person
- Contact details. You may remain anonymous; however it is preferable to provide these details so that the officer can call you if further information is needed.

If allegations may constitute child abuse by a person external to TBS Consulting, the RTO manager must report the matter to the Police or the Department of Child Safety. The RTO will comply with all relevant State and Federal legislation in the area of working with children. TBS Consulting management recommend that all staff obtain Positive Notice Blue Card for child related employment.

Information is available at: www.ccypcg.qld.gov.au Other relevant legislation may be viewed at www.afp.gov.au

Fees and refund policy

The RTO must protect fees paid in advance and have a fair and reasonable refund policy. TBS Consulting operates predominately on a 'fee for service' training business. This means all training programs attract fees. These fees are paid by / charged to the candidate, a government agency or the candidate's employer.

Fee information is available via:

- TBS Consulting website
- TBS Consulting program brochures
- TBS Consulting promotional material

- Direct email

Each of these information streams will be updated regularly.

All fees will be paid at or prior to the commencement of training unless prior arrangements are made with TBS Consulting management.

Refund policy

An application for a refund is addressed according to the notice given by the person making the request:

- 14 days prior to the commencement of the course – 100% refund.
- Between 13 days and 7 days prior to the course - 75% refund.
- Between 6 days and the commencement of the course – 50% refund.
- Withdrawal during the course – no refund. A pro-rata credit is available so the candidate can complete the course at a later date.

All fees paid in advance are kept in a number 2 account (deposit account) to ensure sufficient funds are always available for refund.

Candidate information policy

Candidate's details will be entered into TBS Consulting data base. This will initiate the commencement of the candidate's file which will become part of the candidate's records and retained on file by TBS Consulting. Management of the candidate's file will be in accordance with TBS Training Records Policy.

TBS Consulting will provide information and induction to each candidate before enrolment. This will include advice on sourcing the TBS Consulting Candidate Handbook.

The TBS Consulting Candidate Handbook will include but is not limited to:

- Candidate's rights
- Candidate information
- General Information
- Recognition of skills and experience
- Types of training
- Admissions
- Enrolments
- Fee's and charges
- Progress of study
- Assessment
- Results and awards
- Trainee's and apprentices

Candidate Training Records Policy

TBS Consulting will be committed to maintaining and securing the accuracy, integrity and currency of all records without putting the confidentiality of the records or our candidate's privacy at any risk.

Individual candidate records will be stored in lockable steel filing cabinet in a locked secure office area. The electronic records are stored in AVETMISS software and are protected by password access. Further security of records is ensured by maintaining up to date virus, firewall and spy ware protection software. Electronic records are copied to a portable hard drive, every four week period. The portable disc drive is stored off site in a fire proof secure location.

TBS Consulting management will undertake a validation of the training records of approximately 5% of registered candidates and report the findings at the monthly management meeting.

TBS Consulting software and hardcopy systems will retain candidate's results for a period of not less than 30 years. Enrolment materials and training and assessment materials will be provided in electronic format wherever possible. Material that must be supplied in paper format, once utilised will be scanned and stored electronically.

Paper based records will be scanned and securely shredded every twelve (12) months in accordance with the TBS Consulting manager's directions.

In the event that TBS Consulting ceases to operate, the student records will be transferred to the state training authority (DET) in appropriate format and detail as specified by DET at the time of ceasing TBS operations.

All other records including, training records, taxation records, business and commercial records will be retained for a period of at least seven (7) years. TBS Consulting will ensure that any confidential information acquired by the business, individuals or committees or organisations acting on behalf of TBS is securely stored.

Access to individual candidate training records will be limited to those required by the AQTF such as:

- Trainers and assessors to access and update the records of the candidates whom they are working with.
- Management staff as required to ensure the smooth and efficient operation of the business.
- Officers of DET for activities required under the AQTF Standards for Registered Training Organisations.

Or those required by law such as:

- People as are permitted by law to access these records (e.g. subpoena, search, warrants, social service benefits, evidence Act).

Or

- Candidates authorising releases of specific information to third parties in writing.
- The candidates themselves, after making application in writing.

Recognition of qualifications policy

The TBS Consulting will recognise all AQF qualifications issued by any other RTO. TBS will seek verification of the certification from the relevant RTO where there is some ambiguity.

Recognition of qualifications procedure

- At enrolment TBS Consulting staff will make candidates aware that any existing AQF qualifications or statements of attainment they possess will be recognised by TBS Consulting. Trainers will remind candidates of this policy progressively during their course.
- If a candidate presents an AQF qualification or statement to the Trainer, the Trainer will take a copy and bring it to the attention of the TBS Consulting manager.
- TBS Consulting will verify the authenticity of the qualification or statement of attainment. The verified copy of the qualification or statement of attainment is placed in the candidate's file.
- Once the qualification or statement of attainment is verified, TBS Consulting staff will offer the candidate an exemption for the unit(s) of competency identified in the Qualification or Statement of Attainment and update the candidate's records accordingly.

Access and equity policy

TBS Consulting is inclusive of all candidates regardless of sex, race, impairment, or any other. The Managing Director will address access and equity matters as a nominated part of his duties.

Access and equity procedure

TBS Consulting has written access and equity policies and all staff are provided with copies which they must adhere to. Staff and candidates, in their induction to TBS Consulting, are made aware of the access and equity policy (via the TBS Consulting Candidate Handbook) and that they may receive access and equity support or further information on the access and equity policy.

TBS Consulting is committed to ensuring that training opportunities are offered to all people on an equal and fair basis. Including women where under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners. All candidates have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All candidates who meet our entry requirements will be accepted into any of our training programs. Any issues or questions regarding access and equity can be directed to TBS Consulting's Management.

Client Selection

There are pre-requisites to enrolling in some of our training programs. Specific details of these pre-requisites are contained in individual course information documentation. If you have any questions please do not hesitate to discuss the course with TBS Consulting administration staff, your trainer or the Managing Director.

Enrolment

Enrolment will consist of you contacting TBS Consulting where we will despatch to you by suitable means a Candidate's Handbook, an enrolment form, literature on the course(s) being considered and any other relevant documentation.

Induction

Once all candidates have completed their enrolment they will complete an induction program which will cover:

- Introduction to TBS Consulting's training staff
- Confirmation of the course being delivered
- The training and assessment procedures including method, format and purpose of assessment
- Qualifications to be issued

Confirmation all of the above information was provided and handouts were distributed is required to be acknowledged by the candidate.

Induction

Once all candidates have completed their enrolment they will complete an induction program which will cover:

Language, Literacy and Numeracy (LLN) Assistance

TBS Consulting course information material contains written documentation and limited numerical calculations.

TBS Consulting recognises that not all people are able to read, write and perform calculations to the same standards. When an issue is identified, a Language, Literacy and Numeracy test will be provided to the candidate in question.

We will endeavour to help you where we can to accommodate anyone with difficulties with Language, Literacy or numeracy.

In the event that a candidate's needs exceed our skill we will refer the candidate to an external support provider such as their local TAFE campus.

Candidate Support, Welfare and Guidance

We will assist all candidates in their efforts to complete our training programmes.

In the event that you are experiencing any difficulties with your studies we would recommend that you see your trainer, or another member of TBS Consulting's staff.

We will ensure that the full resources of our TBS Consulting are made available to ensure that you achieve the required level of competency in all nationally recognised qualifications.

Should you be experiencing any personal difficulties you should make contact directly with TBS Consulting's Manager who will assist you to the full extent of our capacity.

If your needs exceed the TBS Consulting's support capacity we will refer you onto an appropriate external agency.

Flexible Delivery and Assessment Procedures

TBS Consulting recognises that not all candidates learn in the same manner, and that with an amount of “reasonable adjustment” candidates who may not learn best with traditional learning and assessment methods will still achieve good results.

The staff and management of TBS Consulting will make any necessary adjustment to meet the needs of a variety of candidates, the ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the candidate can verbally demonstrate competency.

These adjustments may include having a trainer read assessment materials to candidates or they may include having someone record the candidate’s spoken responses to assessment questions.

TBS Consulting undertakes to assist candidates achieve the required competency standards where it is within our ability.

Where we cannot assist a candidate, we will refer them, where possible, to an agency that can assist.

Any further questions can be referred to your trainer or TBS Consulting Manager.

Discipline

TBS Consulting attempts to provide training and assessment services in a spirit of co-operation and mutual respect.

If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a candidate the trainer has the authority to:

- Warn the candidate that their behaviour is unsuitable, or
- Ask a candidate to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

If a candidate wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure.

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and candidates. Any breach of our disciplinary standards will be discussed with the trainer and TBS Consulting’s Manager, and the appropriate action will be taken.

In summary:

- training programs and services that promote inclusion and are free from discrimination
- support services, training and assessment, and training materials to meet your individual needs
- your needs to be considered so that you have the best opportunity for skill development and gaining qualifications that can lead to further training or employment

- to be consulted, so that all aspects of your circumstances can be taken into consideration when you are planning your training program
- that the views of your community, government agencies and organisations and industry will be considered when planning courses and services
- that information and course materials are readily available and in a format that is easily understood
- that information is readily available to assist you to plan your pathway from school or the community to vocational education and training

If you identify with one or more of the following priority groups you may be able to receive additional assistance:

- Aboriginal and/or Torres Strait Islander people
- Carers of people who are ill, aged or who have a disability
- people with a disability
- women and girls who are returning to education and training
- women and girls who are seeking training opportunities in non traditional roles
- young people aged 15 to 25
- Australian South Sea Islanders
- parental job seekers
- people with English language, literacy and numeracy needs
- mature aged workers who require up-skilling
- long-term unemployed and disadvantaged jobseekers
- people from different cultural and ethnic backgrounds
- people who speak a language other than English

Assessment policy

RTO will provide training services to candidate's on a 'fee for service' basis.

In developing the assessment (including RPL) for each qualification and unit of competence, the RTO manager will ensure:

- Compliance with the assessment guidelines from the relevant training package, qualification and unit of competence of accredited course.
- Assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF).
- Assessment complies with the principles of competency based assessment and informs the candidate of the purpose and context of the assessment.
- The rules of evidence guide the collection of evidence to support the principles of validity and reliability.
- The application of knowledge and skills to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment.
- Timely and appropriate feedback is given to candidates.

- Assessment complies with the TBS Consulting access and equity policy.
- All candidates have access to reassessment on appeal.

Recognition of Prior Learning policy

All candidates' will have access to, and be offered and explained the process of Recognition of Prior Learning (RPL) for their past work/life experiences.

Recognition of Prior Learning procedure

The TBS Consulting recognises that candidates will have acquired vocational skills from workplace experience and a variety of different sources, other than formal training. These skills are valid, irrespective of how they were acquired.

Candidates who believe they have current skills and knowledge that would be covered in the qualification / unit of competence offered by TBS Consulting and should apply at the time of enrolment to have their skills and knowledge assessed and where appropriate have the units of competence acknowledged, and face to face training reduced.

As part of the enrolment policy, each trainer will advise candidates of the RPL process and make them aware of its availability and that it is an option, to achieving their qualification in some circumstances. Trainers will remind candidates of this policy progressively during their training and provide opportunities to engage in the RPL process.

When approached by a candidate seeking RPL, trainers will:

- Provide the candidate with copies of an RPL Application Form
- Provide the candidate with information about the types of evidence that can be used to support an RPL application
- Assess the candidates information and notify candidates of the outcome of the RPL process

Credit Transfer

Credit Transfer a qualification / unit of competence is available to all candidates enrolling with TBS Consulting in any training program.

Credit Transfer may be defined as academic credit towards a qualification granted to candidates on the basis of outcomes gained through participation in courses or national training package qualifications with other registered training organisation.

Underpinning Principles of Quality Training and Assessment for TBS Consulting

Throughout the policies and procedures of TBS Consulting and in particular within Standard 1, the Principles of Assessment and the Rules of Evidence will be applied.

Principles of Assessment:

- To ensure quality outcomes, assessment should be:
 - Fair
 - Flexible
 - Valid
 - Reliable
 - Sufficient.

Fair

Fairness in assessment requires consideration of the individual candidate's needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the assessor and the candidate to ensure that the candidate is fully informed about, understands and is able to participate in, the assessment process, and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be reassessed if necessary.

Flexible

To be flexible, assessment should reflect the candidate's needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency and the candidate; and support continuous competency development.

Valid

Assessment is valid when the process is sound and assesses what it claims to assess.

Validity requires that:

- Assessment against the units of competency must cover the broad range of skills and
- Knowledge that are essential to competent performance
- Assessment of knowledge and skills must be integrated with their practical application
- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency.

Reliable

Reliability refers to the degree to which evidence presented for assessment is consistently interpreted and results in consistent assessment outcomes. Reliability requires the assessor to have the required competencies in assessment and relevant vocational competencies (or to assess in conjunction with someone who has the vocational competencies). It can only be achieved when assessors share a common interpretation of the assessment requirements of the unit(s) being assessed.

Sufficient

Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.

Rules of Evidence:

These are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is:

- Valid
- Sufficient
- Authentic
- Current.

Valid

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment against the units of competency must cover the broad range of skills and
- Knowledge that are essential to competent performance
- Assessment of knowledge and skills must be integrated with their practical application
- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency.

Sufficient

Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.

Authentic

To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the candidate's own work.

Current

In assessment, currency relates to the age of the evidence presented by a candidate to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence collected must be from either the present or the very recent past.

Acknowledgement Declaration

I acknowledge that I have read and fully understand the contents of this Candidate Handbook, which outlines the conditions my rights and responsibilities as a candidate of TBS Consulting.

.....
Signature

.....
Date

.....
Name of Witness

.....
Signature of Witness

.....
Date