

Training Course Professionals



Participant Handbook

Table of Contents

WELCOME	3
About Training Course Professionals	5
Contact Details	5
Registration & Accreditation	5
Code of Practice	5
Legislation	5
Participants Rights and Responsibilities	6
Competence of Training Staff.....	7
Enrolment / Induction	7
Issuance of Certificates.....	7
Fees	7
Booking Conditions / Refunds	8
Recognition of other qualifications.....	9
RPL	9
Access & Equity	9
Participant Records.....	9
Privacy.....	9
Participants Personal information Held	10
Disclosure.....	10
Inquiries and Complaints.....	10
Assessments	10
Assessment Appeals.....	10
Recognition of Prior Learning (RPL).....	11
Cost of RPL	11
Complaints & Appeals.....	12
Client Support.....	12
Language, Literacy and Numeracy.....	12
Participant Conduct in Courses – Applicable to Face to Face Training.....	13
Discrimination, Bullying, Victimisation and Harassment	13
Discipline	14
Occupational Health and Safety	14
Occupational Health & Safety Act.....	15
Safety Rules – Applicable to Face to Face Training.....	14
Smoking	15
Emergencies.....	15
Advertising.....	16
Feedback.....	16
Participant Agreement Form.....	17

WELCOME

Thank you for choosing Training Course Professionals (TCP) to assist you in achieving your learning goals.

TCP is a Registered Training Organisation (RTO) 91118 that delivers nationally recognised Vocational Education and Training (VET). TCP complies with State Legislative and Regulatory requirements with the Australian Quality Training Framework (AQTF).

To guide you through your study, we have developed this Participant Handbook which sets out a range of processes and procedures. These have been put in place to guarantee consistency and quality. We aim to provide you with the best facilities, trainers and support services to ensure that your learning experience meets and exceeds your expectations.

Our range of activities is expanding and we invite you to look at our web site for updates.

We hope we have anticipated most of your queries about programs in the pages which follow, but if there is anything more you need to know, please feel free to contact us.

On behalf of the whole team, I wish you an enjoyable and rewarding experience with TCP.

Kind Regards,

Brendan Garrod
Director

Scope of Qualifications

Training Course Professionals (TCP) is a Registered Training Organisation accredited by VETAB to provide training delivery and assessment services for a range of nationally accredited courses.

Qualifications (4)

Code	Name	Details
SIT20207	Certificate II in Hospitality	Notified as operating in (NSW, VIC, QLD, SA, WA, TAS, NT, ACT)
SIT30707	Certificate III in Hospitality	Notified as operating in (NSW, VIC, QLD, SA, WA, TAS, NT, ACT)
TLI21610	Certificate II in Transport and Logistics (Warehousing and Storage)	Notified as operating in (NSW, VIC, QLD, SA, WA, TAS, NT, ACT)
TLI31610	Certificate III in Transport and Logistics (Warehousing and Storage)	Notified as operating in (NSW, VIC, QLD, SA, WA, TAS, NT, ACT)

Units (5)

Code	Name	Details
CPCCOHS1001A	Work safely in the construction industry	Notified as operating in (NSW, QLD, WA)
HLTCPR201A	Perform CPR	Notified as operating in (NSW, VIC, QLD)
HLTFA301B	Apply first aid	Notified as operating in (NSW, VIC, QLD, WA)
HLTFA402B	Apply advanced first aid	Notified as operating in (NSW, VIC, QLD, SA, WA, TAS, NT, ACT)
TLILIC108A	Licence to operate a forklift truck	Notified as operating in (NSW, QLD, WA)

About Training Course Professionals

Established in 2003, TCP is a Registered Training Organisation (RTO ID 91118), specialising in delivery of hospitality, safety and construction courses for individuals and industry. We offer most of our courses on a daily basis making it easy for you to book a class that's convenient for you.

Contact Details

Sydney City
Suite 1, Level 7, Dymocks Building
428 George St
Sydney NSW 2000
Ph: 02 9232 1010
Fx: 02 9223 7261

Brookvale
1st Floor, 682 Pittwater Rd
Brookvale NSW 2100
Ph: 02 9905 5900
Fx: 02 9905 5955

Parramatta
57-59 High St
Harris Park NSW 2150
Ph: 02 9687 7203
Fx: 02 9687 7204

Training Rooms

The majority of training takes place in our training rooms at either of our locations, depending on where you schedule your class for.

Bar Classes

The locations where we conduct all practical bar courses at are:

Sydney City	Brookvale
Forbes Hotel	Brookvale Hotel
30 York Street	511-513 Pittwater Rd
Sydney	Brookvale

Registration and Accreditation

TCP is a Registered Training Organisation (RTO) with the NSW Vocational Educational Training Accreditation Board (VETAB).

VETAB is an arm of the State Government Department of Education and Training and is responsible for:

- Recognition and Accreditation of Registered Training Organisations
- Enforcement of the national standards / codes / quality framework

Code of Practice

A Code of Practice has been developed and endorsed by the staff and management of TCP. It provides a framework for training delivery and assessment by the company. The Code of Practice is available for all participants enrolled in nationally recognised training.

Legislation

We are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated and all staff are made aware of any changes.

Current legislation is available online at <http://www.austlii.edu.au> and <http://www.legislation.nsw.gov.au>.

The legislation that particularly effects your participation in Vocational Education and Training includes:

Commonwealth Legislation:

- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act And National Privacy Principles (2001)
- Skilling Australia's Workforce Bill 2005
- Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005.

State Based Legislation

- Vocational Education and Training Act 2005
- Apprenticeship and Traineeship Act 2001 NSW
- NSW Anti-discrimination Act (1977)
- Workers Compensation Regulation 2003
- Workplace Injury Management and Workers Compensation Regulation 2002
- Affirmative Action (Equal Employment Opportunity for Women) Act (1986)
- WorkCover Legislation Amendment Act (1996 No. 120)
- Dangerous Goods (General) Regulation 1999
- Occupational Health and Safety Act 2000 (as amended 2002)
- Copyright Act, 1879. 42 Vic No 20 (modified 2006)
- NSW Commission for Children and Young People Act 1998
- Occupational Health and Safety Regulation 2001
- Antidiscrimination Act 1977
- Food Act 2003 & Food Regulation 2004
- Occupational Health and Safety Act 2000 & Occupational Health and Safety Regulation 2001
- Privacy Act 1988
- Privacy Amendment Act (Private Sector) 2000

This legislation is available to participants at any stage. Participants should feel free to ask their trainer to explain any aspect that requires further clarification.

Participants Rights and Responsibilities

As a participant, you have the right to:

- Fair and respectful treatment free of discrimination and harassment regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status.
- Freedom from all forms of intimidation.
- A safe, clean, orderly and cooperative environment.
- Have your personal property protected from damage or other misuse.
- Have any disputes settled in a fair and rational manner.
- Learn in an environment that is conducive to success.
- Work and learn in a supportive environment without interference from others.
- Apply to have existing skills and knowledge recognised.
- Privacy concerning records containing personal information (subject to other statutory requirements and other agreed uses).
- Receive information about assessment procedures at the beginning of the unit and progressive results as they occur.
- Appeal within seven days of receiving notification of any decision made about a late or missed assessment.
- Lodge a complaint and have it investigated effectively without fear of retaliation or victimisation.
- Express and share ideas and to ask questions.

As a participant, you have the responsibility to:

- Treat staff and fellow participants with respect and fairness;
- Following reasonable directions from a member of staff;

- Not behave in any way that may offend, embarrass or threaten others;
- Not harass fellow participants or members of staff;
- Take care of facilities by not damaging, stealing, modifying or misusing property; and
- Acting in a safe manner that does not place you or others at risk.
- Ensure personal details are current and correct.
- Participate in all assessment tasks as scheduled, honestly and to the best of your ability.
- Ensure you do not smoke outside of the designated smoking areas.
- Ensure you are not under the influence of alcohol or illegal drugs.
- Follow normal safety practices.

If you do not work within the above guidelines, the following steps will be taken:

1. The Training Manager will discuss the issue or behaviour and determine how the issue might be resolved.
2. Should the issue or behaviour continue, you will be provided with a final warning in writing and a time frame in which to rectify the issue. A copy of this letter will be placed in your personal file.
3. Should the issue or behaviour still continue, you will not be permitted to continue training with TCP.

Competence of Training Staff

TCP abides by the requirements of the Australian Quality Training Framework (AQTF) in the quality and standard of its training and assessment staff. All TCP trainers and assessors have as a minimum the following:

- Certificate IV in Training and Assessment (TAA40104) or Certificate IV in Training and Assessment (TAE40110)
- Hold the relevant qualification(s) to at least the level at which they will be training and assessing or are able to demonstrate vocational competency to at least the level being trained or assessed
- Have the relevant and current industry experience in the areas for which they will be training and assessing

Enrolment / Induction

Participants are required to complete an enrolment form at commencement of their study. On enrolment into a course, participants will then complete an induction which will include:

- An overview of the training course, materials and facilities
- Discussion of course outline
- Outline of assessment criteria

Issuance of Certificates

TCP issues qualifications when all assessment decisions have been agreed and endorsed by the Trainer. This is because a qualification issued is an evidence of participant competency.

TCP issues qualifications for accredited training in accordance with the national requirements of the Australian Qualification Framework. Full AQF qualifications are only issued where all components of a qualification have been achieved.

TCP will also issue Statement of Attainments on successful completion of individual units in accordance with the national requirements of the Australian Qualification Framework.

Fees

Course fees are to be paid prior to the commencement of any training program. Payment for fees can be made by cash, money order, credit card or EFTPOS. Participants paying fees will be issued an email confirmation if booking is made over the phone. Participants should keep their email confirmation and present it on the first day of the course. All course fees paid will be placed onto TCP's financial management software against the upcoming course.

Should a participant be eligible for a refund it will be paid in accordance to the terms set out in the refund policy.

Bookings Conditions / Refunds

Booking Conditions (Except Forklift Course):

- If you fail to attend the course fee is non refundable.
- If you are sick on the day of the course and can support this with a medical certificate you will be rescheduled within 2 weeks at no extra charge.
- If you need to reschedule your course date a minimum 48 hrs notice is required and a \$10 rescheduling fee applies. Less than 48 hrs notice to reschedule, will incur a rescheduling fee of 50% of the full course fee.
- If you are more than 10 minutes late or don't have the correct identification you will not be admitted into the course and a rescheduling fee of 50% of the full course fee will apply.
- If you need to cancel the course a minimum of 48 hrs notice is required. A \$20 cancellation fee per course will apply.
- Refunds must be applied for in writing by completing a Refund Course Fee Application Form, which can be downloaded from our website.
- All courses must be completed within 3 months of the original booking date.

Forklift Booking Conditions:

- No cancellation or rescheduling is permitted within the 7 day period prior to the course commencing.
- Rescheduling more than 7 days prior to the course commencing incurs a \$20 fee.
- Cancelling more than 7 days prior to the course commencing incurs a \$50 fee.
- If you fail to attend a Forklift course for any reason, including illness there is no refund of the course fee.
- The Forklift course is held over 3 consecutive days, once the course has commenced there will be no refund or rescheduling for any reason.
- Participants must arrive 15 minutes prior to the advertised starting time of the course.
- If you are more than 10 minutes late or don't have the correct identification you will not be admitted into the course and a rescheduling fee of 50% of the full course fee will apply.
- If you elect not to complete a full driver training session, the option to attempt the assessment will be offered but no refund on any uncompleted driver training will be given.
- Refunds must be applied for in writing by completing a Refund Course Fee Application Form, which can be downloaded from our website.
- All courses must be completed within 3 months of the original booking date.

General Refund Policy

- No postage fees will be refunded.
- If a class is cancelled by TCP at any time, participants have the option of rescheduling to the next available date or receive a full refund of the course fee paid. No further monies will be paid for any other expenses the participant has or may incur.
- If you cancel your course the cost of the course material provided to you by TCP will be deducted from your refund.
- Refunds must be applied for in writing by completing a Refund Course Fee Application Form, which can be downloaded from our website.
- If your refund is approved, monies will be returned to you only by the means in which it was paid.
- If the course fee was paid by a third party, the third party will be refunded the course fee.
- No refund or exchange will be given for any goods purchased from TCP unless they are proven to be faulty.

Recognition of other Qualifications

All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by TCP.

These qualifications will be recognised and where appropriate could be used to reduce any training program being offered by us.

RPL

TCP offers all participants who are wishing to enrol in its training programs, the opportunity to seek Recognition of Prior Learning through a formal process that adheres to the requirements as established by the National Principles and Operational Guidelines for Recognition of Prior Learning.

TCP charges a fee for the Recognition of Prior Learning process on a qualification by qualification basis. TCP will endeavour at all times to minimise the duration and cost of the Recognition of Prior Learning process to applicants and to provide all adequate information and support to assist them in gathering the reliable evidence to support their claim. At all times the onus is on the applicant to provide the evidence to support their claim.

The Recognition of Prior Learning process is outlined to all participants at the time of their induction/orientation. At this time a Recognition of Prior Learning information kit and enrolment form will be available.

All Recognition of Prior Learning claims are only granted by an Assessor who holds a Certificate IV in Training and Assessment (TAA40104) or (TAE40110) and who has relevant experience with the competencies being assessed.

Should an applicant dispute a Recognition of Prior Learning decision, a copy of the Assessment Appeals Process and Assessment Appeals Form will be made available to them to lodge an appeal against the decision.

Credit Transfer is the process of bringing credit gained for academic work/formal study undertaken in recognised tertiary institutions in Australia, and having it recognised and counted towards a qualification from TCP. This credit may have been gained from universities, colleges, TAFE and other post-secondary education institutions and other authorities such as Registered Training Organisations.

Consideration may extend to any studies provided by recognised professional bodies and/or employers, where appropriate certification is available.

Access & Equity

TCP prohibits discrimination towards any group or individuals in any form, inclusive of:

- Gender
- Pregnancy
- Race
- Colour
- Nationality
- Ethnic or ethno-religious background
- Marital status
- Physical or intellectual or psychiatric disability
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)
- Transgender
- Carer responsibilities

Programs are designed and, wherever possible, facilities are set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged clients.

Participant Records

All participant records are stored electronically for 30 years. Access to your records is available on written request.

There may be a cost involved in accessing your records once your course has been completed.

Privacy

TCP has always considered the privacy of its participants, staff and clients to be extremely important. TCP's Privacy Policy reflects the Privacy Act and National Privacy Principles (2001).

Participant Personal Information Held

Participant personal information that we collect and hold includes but is not limited to:

- Enrolment forms, including Names, DOB, Address, Phone number, email, etc.
- Evaluations
- Assessments

Disclosures

We may disclose participant's personal information where we are under a legal duty to do so, including circumstances where we are under a lawful duty of care to disclose information.

Inquiries and Complaints

Participants can make further inquiries or complaints about our privacy policies to our Operations Manager whose contact details are:

Angela Miller

Ph: + 61 2 9232 1010

Fax: +61 2 9223 7261

Email: amiller@tcptraining.com

Assessments

Assessments are conducted for all accredited courses offered by TCP. They are designed to provide evidence of the participant's learning by assessing a particular area of knowledge while at the same time representing a learning tool in themselves, helping both trainer and participant to gauge progress within a course or for the completion of a unit of competency.

Participants who do not demonstrate the required level of proficiency will be deemed as Not Yet Competent (NYC) and will be given ample opportunity to be re-assessed until they are deemed competent.

TCP's assessment processes will be:

Valid, that is all assessment methods utilised by TCP will be relevant and they will assess what they claim to assess. TCP will utilise some of the following assessment methods:

- Observation
- Question and Answer
- Workplace Projects
- Written tests and examinations
- Practical tests

Reliable, that is all assessment procedures utilised by TCP will be fair and seen to be so. They will result in a consistent interpretation of evidence from the participant and from context to context.

Fair, that is all assessment procedures utilised by TCP will be fair and transparent. They will not place participants at a disadvantage. TCP's assessment procedures will:

- be equitable and culturally appropriate to the needs of the individual participant or a client group;
- involve processes in which the criteria for judging performance are made clear to the participants;
- employ a participatory approach; and
- provide participants with the opportunity to undertake assessments at appropriate times at required locations;

Flexible, that is assessment procedures utilised by TCP will be flexible and will involve a variety of methods that can be tailored according to the circumstances surrounding the assessment situation.

Assessment Appeals

TCP has an impartial appeals process available for all participants. If a participant wishes to appeal their assessment result, they must first discuss the situation with the trainer/assessor.

If the participant is not pleased with the results of those discussions and would like to proceed further or if the participant does not wish to approach the trainer/assessor, then a formal request will need to be made in writing outlining the reason(s) for the appeal.

You will need to ensure you have reasonable grounds for the appeal, for example

- Unclear or inaccurate instructions by the assessor
- You feel the assessor showed bias or treated you unfairly or inequitably
- You were ill during the period of assessment and this can be substantiated

This is to be forwarded onto the Centre Manager who will take responsibility for implementing the formal Appeals Process and who will record the appeal into the appeals register and notify the participant in writing of receipt of the appeal.

Throughout the entire appeal process the participant can request that their appeal be heard by an independent person. The participant has an opportunity at any stage to formally present their case.

TCP acceptance of re-assessment appeals is five days after the participant has been issued with the results of their initial assessment. Every effort is made to settle the appeal to both the participant's and TCP's satisfaction.

If the appeal is proven and a reassessment is required, TCP will organise with the participant a date and time for the reassessment with another independent assessor. The results of the reassessment will be supplied to the Operations Manager who will supply this information to the participant in writing. The results of the reassessment will be final.

Should the appeal be found unsubstantiated the participant will be informed in writing, including the reasons for the decision, and given the opportunity to lodge a complaint with the applicable State Training Authority as listed below.

NSW Vocational Education & Training
Accreditation Board
Level 14, 1 Oxford Street, Darlinghurst
Locked Bag 21
Darlinghurst NSW 1300
Ph: (02) 9244 5335
Fax: (02) 9244 5344

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is an acknowledgement of your current skills and knowledge that you have obtained through formal training, work experience and life experience. RPL is not an examination; it is an opportunity for you to demonstrate your competency.

If you consider you are already competent in specific units of competency from your chosen course you may be eligible to be granted an exemption if:

- Your prior learning and experience is relevant to this course
- You are able to supply proof of subject-relevant formal training (Conducted by industry or educational institutions in Australia), or work experience
- Submission of authenticated documents or samples of work demonstrating relevance and currency
- You participate in an interview to ascertain current skills and knowledge

Cost of (RPL)

- The initial consultation with the Centre Manager is free
- An administration fee will be charged for assessing your portfolio
- The administration fee will vary according to the qualification / unit of competency being sought through RPL
- The administration fee shall not exceed the full course cost

If you make a claim for RPL a number of things could happen:

- you may not be granted any exemptions
- you may be granted exemptions for some Units of Competency
- you may be granted exemptions for all Units of Competency

Complaints & Appeals

If any participant has a concern about the treatment he/she receives from a lecturer, a staff member or fellow participant in academic or behaviour matters, there is a step-by-step procedure to follow. This is outlined below.

Initially participants are always encouraged to discuss their concern with the Centre Manager. Their discussions will be kept in strict confidence.

The Centre Manager can provide confidential advice. If participants would like their grievance investigated formally, the Centre Manager will explain the investigating process and help them start it. The steps are outlined as follows:
Process:

1. If a participant has a complaint / grievance / appeal, he/she is initially encouraged to talk directly with the person concerned to resolve the problem. If this is not possible, then he/she should seek the assistance and advice of the Centre Manager. A note of such meeting will be recorded on his/her participant file.
2. If a participant's complaint or grievance cannot be resolved through discussion with the Centre Manager, it will be referred to the Operations Manager.
3. If the Operations Manager deems the participant's complaint to be both valid and of a sufficiently serious nature, they will advise him/her to submit a formal letter of complaint which outlines the details of his/her complaint.
4. The Operations Manager will take whatever action he/she considers appropriate. This may include compulsory counselling for other participants.
5. If a participant feels that a fair and appropriate resolution has still not been taken, he/she may formally request independent arbitration. TCP will arrange an external mediator to resolve the issue and reach a solution. This will be binding on all parties. The external mediator will normally be a member of InterMEDIATE (<http://www.intermediate.com.au/intermediate-dispute-management-for-education-and-training-facilities.-mediation-and-arbitra.html>)

N.B. As a last resort participants should contact VETAB or the National Complaints Hotline 1800 000 674.

At all times participants should be willing to negotiate in good faith; AND consider a range of options for resolution of the dispute / grievance.

You should also be aware that if you lie about a complaint, including as a witness, TCP will view this as a serious matter.

Client Support

TCP is committed to providing all its participants lifelong learning that will enhance their existing skill set. To this end TCP will provide the following support services:

- Referral to relevant agencies which offer vocational counselling and advice
- Advice on possible services of Government support, e.g. Austudy, JET subsidy for single supporting parents, Centrelink.
- Making arrangements for additional one-to-one tuition and/or advice where possible between participant and trainer/assessor.

If you would like more information about any additional support services please contact the TCP office.

Language, Literacy and Numeracy

TCP will provide support wherever possible to assist with literacy skills and or study skills. Participants should initially discuss these requirements with the TCP Centre Manager. All discussions are held in the strictest of confidence. At TCP we aim to link participants with the best possible support to help them complete their study.

Participant Conduct in Courses – Applicable to Face to Face Training

Attendance

Participants are required to attend the entire course, please be punctual when commencing the course and returning from lunch.

Should you be absent due to illness you will need to present a doctor's certificate at your next scheduled class. Prior consent for special absence due to extenuating circumstances may be granted. You should notify TCP immediately in this case.

Behaviour

It is important you are aware that certain types of behaviour will not be tolerated. You will not discriminate against any person because of their race, gender, sexual preference, background or religion. You are required to work in a team and as such will endeavour to participate and actively contribute in all group work. Please be considerate of your trainers and other persons with whom you come in contact with and make an effort to foster co-operative and supportive relationships with your colleagues.

Mobile Phones

Please switch off your mobile phone while in a TCP training venue. If you need to have your phone active please inform your trainer prior to the commencement of the day's classes and switch it to a silent/vibrate mode so as not to disturb others.

Cleanliness

Please leave the class areas clean and tidy and place any rubbish into the bins provided.

Discrimination, Bullying, Victimisation and Harassment

TCP is committed to providing an environment for work and training that is free from discrimination, bullying, victimisation and/or harassment of any kind. Behaviour of this nature will not be tolerated in any form and will result in the immediate disciplinary action that may include expulsion from the course. This applies to both participants and TCP staff members.

TCP's Discrimination, Bullying and Harassment Policy is set in accordance with relevant state or territory anti-discrimination legislation.

Discrimination, bullying, victimisation and harassment is any treatment, directly or indirectly, of another person that causes that person distress or ill intent based on their:

- Racial authenticity
- Religion
- Physical appearance or peculiarities
- Cultural background
- Sexual preference
- Sex
- Age
- Social status
- Residence
- Education
- Or any other aspect of their person or circumstance

If you witness any incident of discrimination, bullying, victimisation or harassment you are expected to report it to your Trainer or Management of TCP.

If you feel you have been discriminated against, bullied, victimised or harassed you should:

- Discuss the issue with your trainer or the Management of TCP
- Fill out the Incident Report Form.

- It is important that you come forward with any complaint you may have. This will ensure that your rights are protected and that other participants are also not subjected to the same discrimination, bullying, victimisation or harassing treatment.
- If you are not satisfied with the way in which your complaint was handled you may take it to an outside agency, such as the Human Rights and Equal Opportunity Commission or the Anti-Discrimination Board.

All complaints will be dealt with seriously and sympathetically. Confidentiality and privacy will be respected at all times.

Discipline

TCP 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 participant the trainer has the authority to:

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

If a participant 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 participants. Any breach of our disciplinary standards will be discussed with the trainer and Training Course Professionals' CEO and the appropriate action will be taken.

Occupational Health & Safety

Whilst participating in this course please take responsibility for your own health & safety and that of the equipment provided to you and also that of your fellow participants.

Please follow all guidelines related to the handling, repairing, lifting, operating and maintenance of any equipment you may be required to use.

Your trainer will inform you of the TCP occupational health and safety policy and requirements including the process of reporting a health and safety breach and injury reporting.

Occupational Health & Safety Act

The NSW Occupational Health and Safety Act 2000 describes RTO Name Short's duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others within the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training including topics such as safe work procedures,
- properly maintained facilities and equipment,
- a clean and suitably designed work place with the safe storage of goods such as chemicals.

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

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situations, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,

- Safe lifting and carrying techniques maintained,
- Ensure Participant safety at all times,
- Ensure procedures for operator safety are followed at all times,
- All unsafe situations recognised and reported,
- Display first aid and safety procedures for all staff and participants to see,
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.

Smoking

TCP is a smoke free learning environment. As such you are not permitted to smoke inside the building. You are permitted to smoke outside the building in an area away from the front entrance.

Emergencies

A copy of the Emergency Procedures in Case of Fire and Evacuation is on display. If there is a fire on the premises you must tell the staff there is a fire.

You are required to follow any instructions given to you by the staff in the case of emergency.

Advertising

TCP will advertise courses and training programs. All advertisements will comply with relevant legislative requirements for equal opportunity and access and equity, as well as the Australian Recognition Framework National Operational Protocol for the marketing of recognised training.

Feedback

On completion of your course, students are encouraged to provide feedback by completing a Course Evaluation Sheet. This activity is optional however; student feedback is invaluable in maintaining course quality and relevance. This is reviewed by the Operations Manager and shared with TCP's Management team as part of a quality assurance system. Students may include their name or submit evaluations without.

Complaint Form

Full Name of Person Making Complaint:

Course:

Address:

Best Contact Number:

Details of Complaint

(Complete wherever applicable. If not applicable write 'N/A')

Date: Time: Location:

Persons Involved (Other than the person notifying):

Details of Complaint

(If the complaint relates to an event, please detail it step-by-step)

.....
.....
.....
.....
.....
.....
.....
.....
.....

Were there any injuries, or damage to property? (Tick) Yes..... No

(If 'Yes') Can you describe the injuries or damage?

.....
.....

Were there any witnesses? Yes No Names:.....

Other relevant information

.....

.....
.....
What, if any, particular response or action does the person making the complaint seek or expect?

.....
.....
.....

What action is proposed by Training Course Professionals (TCP) and would be acceptable to the client to resolve the complaint?

.....
.....

(If no mutually acceptable action to resolve the complaint can be agreed write 'No Agreement')

The above Statement of Details is a fair and accurate record of our interview.

Complainant
(Signature)

TCP Representative:
(Signature)

Date:

The above action proposed to resolve the complaint is approved.

Authorised Officer:
(Signature)

Position:

Date: