



# Tectra

## STUDENT HANDBOOK

Student Name: \_\_\_\_\_

Form: F-44	Student Handbook	Version:	v3.2
		Date revised:	03/07/2024
Approved by:	Compliance Manager	Revised by:	Iain Packer

# TABLE OF CONTENTS

<b>Introduction</b>	<b>4</b>
<b>About Tectra Australia Pty Ltd</b>	<b>5</b>
About us	5
Our mission	5
Tectra Australia Pty Ltd company vision	5
Contacting Tectra Australia Pty Ltd	5
<b>Tectra Australia Code of Ethics and Conduct</b>	<b>6</b>
Compliance with applicable laws and regulations	6
Conflicts of interest	6
Discrimination and Harassment	7
Books and records	7
Admission process	7
<b>Use of Company Resources</b>	<b>8</b>
Internet and electronic mail policy	8
Privacy and confidentiality	8
Compliance with this code	9
Zero tolerance policy towards violations of this code	9
<b>Safety whilst training</b>	<b>10</b>
Evacuations	10
First aid treatments	10
Smoking	10
Mobile phones	10
Standard of dress	10
Alcohol and drugs	11
Valuables and security	11
<b>Student Support, Wellbeing and Code of Conduct</b>	<b>12</b>
Attendance and punctuality	12
Change of personal details	12
Student support services	13
<b>Student Enrolment into Training</b>	<b>14</b>
Induction	14
Do I need a Unique Student Identifier (USI)?	14
Your Unique Student Identifier - Privacy	14
Recognition	15

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer

Direct credit	15
Credit transfer	15
<b>Recognition of Prior Learning (RPL)</b>	<b>16</b>
Language literacy and numeracy considerations	17
Flexible learning	17
Learning and assessment methodologies and strategies	17
Issuance of qualifications and statements of attainment	19
Access to your records	19
<b>Tectra Australia Pty Ltd NRT Qualifications</b>	<b>20</b>
Resource and infrastructure industry training package	20
AHC	20
<b>Short Courses</b>	<b>21</b>
High Risk Work Licences	21
Public Short Courses	21
<b>Cancellation</b>	<b>22</b>
Student fees	22
Concessions	23
Full fee-paying Students	23
<b>Refund Policy</b>	<b>24</b>
Apprentices and trainees (User Choice)	24
Student subsidised under the Certificate 3 Guarantee Program	24
Students paying fee for service	24
Termination	25
Ceasing operations or ceasing to deliver a course	26
<b>Complaints and Appeals Policy</b>	<b>27</b>
Complaint or appeal	27
External appeals	28
Assessment appeal	28
Grounds for appeal	28
Record keeping	29
<b>Appendix A RPL Application Process</b>	<b>30</b>
Tips and hints to help you prepare for recognition	30
Overview of the recognition process	31
Steps in the RPL process	31

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer

# INTRODUCTION

Thank you for choosing Tectra Australia Pty Ltd (Tectra Australia) as your preferred supplier. Tectra Australia is a registered training organisation (RTO # 40889) approved by the Australian Skills Quality Authority (ASQA) to provide a range of nationally recognised qualifications and units of competency.

Tectra Australia is committed to providing the highest quality training and assessment in accordance with the VET Quality Framework including the Standards for RTOs 2015. To ensure that we meet this ongoing commitment, we engage with industry on a regular basis to ensure that our training is relevant to the needs of industry and addressing current industry practices.

This Student Handbook has been developed to provide information on our policies, procedures and obligations under the VET Quality Framework. The handbook is underpinned by our internal operational processes and associated forms.

Should you have any questions on the content of this handbook, please do not hesitate to ask your Trainer or contact our Office Administrator.

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer

# ABOUT TECTRA AUSTRALIA PTY LTD (TECTRA AUSTRALIA)

## About Us

Tectra Australia was founded in October 2009 as a provider for high-risk work licences and high-risk machinery training and assessment. The company progressed to civil construction apprenticeships and traineeships in 2010 and diploma level business qualification in 2012. Tectra Australia continues to expand its scope of delivery with regular additions of courses and qualifications.

## Our Mission

Tectra Australia's mission is to provide an important foundation for our business and comprises of the following:

- Provision of tailored educational solutions to meet employers and Students' needs
- Having the highest quality Trainers with current industry experience
- Ensuring the transfer of knowledge through empowering Students with the ability to self-manage their learning
- Benefiting employers by having a sustainable workforce with the potential for greater productivity.

## Tectra Australia Company Vision

To provide flexible education with an emphasis on valued outcomes for both Students and employers.

## Contacting Tectra Australia

If you should need further support or assistance, please do not hesitate to contact us.

General Phone and Booking Enquires: Managing Director

Email: [compliance@tectra.com.au](mailto:compliance@tectra.com.au)

0497 744 792

0419 871 810

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer

## Student Acknowledgement

Before you complete and sign your enrolment form for a Tectra Australia training course, please be sure that you have read through this handbook and understand its contents. If you do not understand something, please contact us to speak to one of the friendly team. By completing, signing and submitting your enrolment form, you are acknowledging that you have read this handbook and understand its contents.

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer

# TECTRA AUSTRALIA CODE OF ETHICS AND CONDUCT

The Employee and Contractor Code of Ethics and Conduct details, Tectra Australia explains policies for employees and contractors. Tectra Australia is committed to a quality business and reputation that values integrity, respect and truthfulness and a strong commitment to the highest ethical standards.

These principles apply to employee interactions with Students, the employers that hire them, co-workers, vendors, government and regulatory agencies and the general public. Tectra Australia employees and contractors must be familiar with this Code and adhere to its guidelines.

## Compliance With Applicable Laws And Regulations

Tectra Australia has a policy to observe all laws, rules and regulations of government and authorities. This specifically includes the requirements under the following acts. If federal, state or local law exists that is either contradictory or stricter than this policy, then the employee/contractor must apply the law.

- Anti-Discrimination Act 1991
- Child Protection Legislation Amendment Act 2003
- Child and Young Persons (Care and Protection) Act 1998
- Education Legislation Amendment (Staff) Act 2006
- Government and Related Appeals Tribunal Act 1980
- Occupational Health and Safety Act 2000
- Protected Disclosures Act 1994
- Public Sector Employment and Management Act 2002
- Education (Accreditation of Non - State Schools) Regulation 2001
- Education (General Provisions) Act 2006
- Drug Misuse Act 1986
- Fair Trading Act 1989
- Fair Work (Commonwealth Powers) and Other Provisions Act 2009
- Industrial Relations Act 1999
- Integrity Act 2009
- Further Education and Training Act 2014
- Further Education and Training Regulation 2014

Form: F-44	Student Handbook	Version:	v3.2
		Date revised:	03/07/2024
Approved by:	Compliance Manager	Revised by:	Iain Packer

- Work Health and Safety Act 2000

## Conflicts of Interest

Tectra Australia employees and contractors must avoid having a personal, business, financial or other interest, activity or relationship, outside Tectra Australia that has or may be in conflict with Tectra Australia or its Students.

Any material transaction or relationship that may give rise to an actual or perceived conflict of interest should be discussed with the Managing Director of Tectra Australia.

## Discrimination, Harassment and Behaviour

Tectra Australia prohibits discrimination and harassment of Students, employees or contractors whether or not the incidents occur on Tectra Australia premises and whether or during business hours.

Tectra Australia follows federal, state and local law to ensure equal recruitment, employment, compensation, development and advancement opportunity for all qualified individuals and prohibits deliberate harassment based on federally protected categories of race, colour, religion, sex, national origin, age or disability.

**Workplace violence** - Tectra Australia does not tolerate workplace violence including threats, threatening behaviour, harassment, intimidation, assaults or similar conduct.

**Illegal drugs and alcohol policy** - Tectra Australia employees must not distribute, possess or use illegal or unauthorised drugs or alcohol on Tectra Australia premises or in connection with Tectra Australia.

**Discrimination, bullying, harassment** or any obscene, offensive or insulting language or behaviour will not be tolerated.

**Disruptive behaviour** is unacceptable and will not be tolerated.

Breaking any state or federal law (e.g., stealing, damaging property, assault etc.) will be reported to the relevant authority.

Students who are in breach of the Code of Conduct may face disciplinary action. Breaches include but are not limited to:

- Wilful damage or removal of Tectra Australia property
- Assault or harassment (physical or verbal)
- Cheating during assessment or attempting to cheat or assisting any other Student to cheat by any means
- Negligent or disorderly conduct towards a staff member or other Student
- Being under the influence of alcohol or drugs
- Smoking in undesignated smoking areas
- Infringing copyright.

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer



In addition, Students should also note that enrolment may be suspended or discontinued by Tectra Australia for behaviour that:

- Threatens the safety of others
- Interferes with the duties of staff or other Student's study
- Damages or threatens Tectra Australia property.

## Books and Records

Accurate and complete business records - Employees must act in good faith not to misrepresent material facts in Tectra Australia resources and records or in any internal or external correspondence, memoranda or communication of any type including telephone or electronic communications.

**Financial reporting** - All Tectra Australia funds, assets, liabilities and receipts must be recorded in accordance with generally acceptable accounting procedures. There cannot be any "off the books" accounts.

**Proper maintenance of records** - Tectra Australia maintains documents in accordance with all applicable laws and regulations. If Tectra Australia employees and contractors receive a subpoena, a request for records or other legal papers or if we have reason to believe that such a request or demand is likely, the law requires Tectra Australia to retain all relevant records and contact Tectra Australia Managing Director.

**Cooperation with auditors** - Tectra Australia employees and contractors must cooperate fully with internal and external auditors during examination of Tectra Australia books, records and operations.

## Admission Process

**Business communications** - Employees and contractors must not make public statements regarding issues or matters of Tectra Australia about which they are not an authorised spokesperson.

**Advertising and marketing** - Tectra Australia policy takes necessary steps to assure that all advertised products or services in any of its literature, exhibits or other public statement is true supported by documentation and does not mislead customers.

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer

# USE OF COMPANY RESOURCES

## Internet and Electronic Mail Policy

Employees may use Internet and sent and receive electronic mail solely for business purposes. Tectra Australia electronic mail system is a company resource and Tectra Australia reserves the right to read, view and copy any email correspondence.

Employees must take reasonable care not to disclose confidential information or acquire unauthorised information over the Internet.

**Equipment and supplies** - All equipment and supplies purchased by Tectra Australia remain Tectra Australia property, including but not limited to office supplies, office furniture, computers, software, hardware, supplies and equipment and may not be used by Tectra Australia employees or contractors for personal reasons.

**Non - Work related interests** - Tectra Australia employees may not use Tectra Australia facilities to promote non Tectra Australia or non - work related interests of the employee or of third parties without prior consent of Tectra Australia Managing Director.

**Proper use of organisational assets** - Tectra Australia employees and contractors may only use, transfer or dispose of funds or assets for the lawful and legitimate business purpose for which they were approved by Tectra Australia's Managing Director.

## Privacy and Confidentiality

Tectra Australia understands the importance placed on privacy and personal information. As such, we take Student privacy very seriously and comply with the requirements of the National Privacy Principles of the Commonwealth Privacy Act 2001 and where they apply to our dealings with you, the Student.

**Confidential information** - Tectra Australia employees and contractors must exercise care to avoid disclosing non - public, internal, secret or proprietary information related to Tectra Australia or its Students to unauthorised persons, either within or outside Tectra Australia during employment or afterwards, except as such disclosure is legally mandated or approved by Tectra Australia Managing Director.

Under the Data Provision Requirements 2012, Tectra Australia is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by Tectra Australia for statistical, regulatory and research purposes.

**Employee access to confidential information** - Only Tectra Australia employees and contractors that need to know confidential Student information to conduct their business, have access to confidential information.

Tectra Australia staff are required to respect the confidentiality of Students' personal information and the privacy of individuals, at all times.

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer

Tectra Australia has steps in place to protect the personal information held from misuse, loss, unauthorised access, modification or disclosure by use of various methods including locked storage of paper records and password protected access rights to computerised records.

**Confidential information of employees** - Employment and records of Tectra Australia employees are confidential and private and may only be disclosed if the employee provides a written release or required by applicable law.

**Financial information of current and former students** - Students must be protected as required by the Privacy Laws and regulations.

**Student records** - All Student personal information is maintained in a Student management system secured with password protection. Only staff who have responsibilities for the management of Students have access to this information. Students learning and assessment documentation is stored in Student files in secure lockable cabinets in security alarmed premises.

All staff sign a confidentiality agreement upon commencement with Tectra Australia to maximise the security and confidentiality of information held by us.

Tectra Australia is committed to the safe and secure storage of information and will not pass this information on to any third party unless for the purposes of regulatory compliance or mandated by a Government authorised body.

## Compliance With This Code

All Tectra Australia employees and contractors must know this Code and adhere to its guidelines. If questions arise please contact Tectra Australia Managing Director.

## Zero Tolerance Policy Towards Violations of This Code

Tectra Australia takes a zero - tolerance approach to violations of this code, failure to report actual or suspected violations of the Code or retaliation against whistle- blowers. Employees that are found to have violated this Code or retaliated against whistle-blowers will have their employment or contracts with Tectra Australia terminated.

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer

# SAFETY WHILST TRAINING

## Evacuations

It is important that during an emergency evacuation that you remain calm and follow the instructions of your Trainer. Each Trainer has been equipped with the resources and skills to manage any emergency situation.

Things that you can do to assist your Trainer during an emergency, is to stay with the group and meet at the emergency evacuation point. If in building with lifts, please do not use them, only exit via the emergency exit doors.

Each training venues will come with their own emergency evacuation plan, which will be introduced, to you at the commencement of your training. Please familiarise yourself with the evacuation route, exit doors and the evacuation meeting point.

## First Aid Treatments

If you are in a situation where you or someone else requires first aid treatment, please notify your Trainer of the situation providing as much detail as possible and they shall take the appropriate action to ensure a qualified first aid officer gives the appropriate treatment.

Once first aid has been administered, please ensure that you speak to the Trainer about completing the Incident report that will document the first aid treatment.

## Smoking

Smoking is not permitted during training class times and should be restricted to taking place during training breaks. All smokers must abide the law keeping a minimum distance of three metres from any building, smoking is only permitted in the designated area at the front of the building. Cigarette butts must be disposed of in rubbish bins provided.

## Mobile Phones

All mobile phones must be turned off during training times unless the Trainer has granted approval. This approval will be given on case-by-case situations that are responsibility or emergency related.

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer

## Standard of Dress

It is expected that Students are dressed appropriately and according to the training activities. E.g.:

- *Classroom training only*: smart casual dress is required which includes enclosed shoes.
- *Practical tasks/field training*: long-sleeved (hi-vis) shirt, long pants, and steel cap boots.

**NOTE:** Students without steel cap boots must wear enclosed shoes.

- If personal protective equipment (PPE) is required to participate in or complete a practical session, you will either be advised prior to the course, or it will be provided for you.

## Alcohol and Drugs

Under no circumstance can a Student be under the influence of alcohol and drugs during training times. Should you be taking prescription medical drugs and you are required to operate plant or machinery, it is strongly advised that you inform your Trainer as these drugs may affect your judgements.

## Valuables and Security

Students are advised not to leave bags or other valuables unattended, as no responsibility will be taken by Tectra Australia for lost or stolen items.

## Fire and Evacuation

In the event of a fire or other emergency requiring evacuation, a staff member will yell “emergency, emergency, emergency”. In response Students and staff must vacate the building and make their way to the Tectra Australia assembly point.

**NOTE:** Each training venues will come with their own emergency evacuation plan, which will be introduced, to you at the commencement of your training.

Please familiarise yourself with the evacuation route, exit doors and the evacuation meeting point. It is important that during an emergency evacuation that you remain calm and follow the instructions of your Trainer.

Each Trainer has been equipped with the resources and skills to manage any emergency situation. The assigned Trainer/Assessor will bring the attendance record and check that all students are accounted for.

During the evacuation, stay with the group and meet at the emergency evacuation point. Do not use lifts during an emergency.

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer

# CODE OF CONDUCT, STUDENT SUPPORT AND WELLBEING

All staff and Students are expected to behave in a responsible manner.

Tectra Australia adheres to the principles of adult learning and aims to create a learning environment that facilitates the learning of all Students without interference or disturbance from others and encourages Students to respect and protect the rights of others.

**NOTE:** Students are expected to adhere to the Code of Conduct and behave in a professional manner at all times.

Where it is identified that a Student has not abided by the Code of Conduct and depending on the magnitude of the misconduct, staff may suspend the Student from attendance until the misconduct is dealt with by management. Trainers/Assessors will provide a written statement to the management of Tectra Australia which details the circumstances of the misconduct.

The management upon receipt of the advice will advise you of the receipt of the statement from the member of staff and invite you to discuss the details of the statement. Management reserves the right to:

- Dismiss the statement
- Reprimand and provide ample warning to you that inappropriate and irresponsible behaviour will not be tolerated.

Where management have identified that you have behaved irresponsibly or inappropriately, a verbal warning will be provided to you.

In circumstances where a Student continues to misbehave, the same process will apply. However, at the conclusion of the discussions with management, you will be provided with a written warning. If it is further identified that the behaviour continues, management reserves the right to expel you from the course.

All documentation in relation to the discussions with management will be filed in a confidential manner on your file.

Where a Student has been expelled from a course, no refund of Student fees will be applicable.

## Attendance and Punctuality

Students gain the most benefit from training courses and achieve the best possible course outcomes, by attending punctually. On arrival at training, you must sign the course attendance sheet. For courses spanning a number of days, you must sign the course attendance sheet for each day.

**NOTE:** Students should contact Tectra Australia (and / or the Trainer if known), if running late or unable to attend.

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer

## Late Arrivals

Arriving late to a course affects the learning outcomes of all Students. Tectra Australia reserves the right to refuse entry to Students who arrive late to a course. Should a situation occur which means you will be running late, please contact Tectra Australia on 1300 445 466.

## Withdrawal

A Student may request (in writing) to withdraw from a program of study at any time during the course. Depending on the time of the request, a financial penalty may apply.

Students contemplating a withdrawal are advised to speak with Tectra Australia Operations Team to determine the best course of action.

## Change of Personal Details

Tectra Australia is required by law to maintain and report certain personal information. Further to this, in order for us to be able to provide you with your qualification or Statement of Attainment when you complete your course, you will need to ensure that you keep your personal and contact details up to date with us at all times. Should you change your address or contact details, please call Ascent Training Services administration to have them updated.

## Student Support and Wellbeing

### Disability Disclosure

When completing the Student Enrolment Form, you will be asked to disclose any disabilities that you may have. Disability in this context does not include short-term disabling health conditions such as a fractured leg, having a cold, or corrected physical conditions, such as impaired vision managed by wearing glasses or lenses.

Examples of disability may be related to a Student's:

- Hearing - deafness
- Intellectual / learning ability
- Acquired brain impairment - through injury
- Medical condition
- Mobility / dexterity
- Mental illness
- Sight / vision.

Tectra Australia is committed to promoting a safe, inclusive, and supportive learning environment that ensures the physical, emotional, and mental wellbeing of all Students. This approach is aligned with the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025, effective from 1 July 2025.

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer

Tectra Australia is committed to ensuring Students successfully complete their training and achieve their personal goals / workplace outcomes.

Key aspects to Tectra's approach includes:

1. Adopting a holistic approach that considers individual needs, wellbeing and personal circumstances.
2. Providing an inclusive learning environment that promotes mental health and wellbeing.
3. Providing learning assistance and reasonable adjustment to ensure ALL Students have an equal opportunity to fully participate in training and assessment.
4. Enabling Student access to personal counselling and support services.
5. Providing the opportunity for Students to feedback on their experience and offer suggestions for future improvement.
6. Ensuring that all our Trainers / Assessors fully embrace Tectra's principles relating to Student support and wellbeing.

Tectra Australia supports Students to achieve their learning goals, achieve satisfactory progress towards their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

Tectra Australia provides the following to all Students:

- Excellent facilities and resources
- A robust complaints and appeals processes
- Language, Literacy and Numeracy (LNN) referrals
- Additional Trainer support

Tectra Australia provides the opportunity for Students to participate in services or provides services designed to assist Students in meeting course requirements such as additional time with Trainers.

Tectra Australia provides the opportunity for Students to access welfare related support services to assist with issues that may arise during their study, including course progress requirements and accommodation issues. These services are provided at no additional cost to the Student.

**NOTE:** If Tectra Australia refers a Student to external support services, Tectra Australia will not charge for a referral.

Tectra Australia has sufficient personnel to meet the needs of the Students enrolled onto courses.

E.g.:

- Compliance Manager
- LLN specialist
- Financial Management
- RTO Administrator
- CEO/Director
- Administration Assistant

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer



- Trainers / Assessors

## Support Strategies

These include:

- Pre-enrolment advice including information on available support services and Student rights.
- Access to wellbeing support throughout the learning process, including:
  - Counselling referrals and mental health services
  - Personal support for housing, transport, and financial stress
  - Flexible learning arrangements to accommodate individual needs.
- Designated Student Support Officers available to assist Students in accessing appropriate services
- Wellbeing information embedded in Student orientation, induction, and ongoing communications
- Cultural safety practices embedded in training and engagement with First Nations students.
- Promotion of Student networking.

Where Tectra Australia is unable to assist Students internally and where there may exist personal circumstances or issues that affect Student participation, we offer the following contact numbers.

Should you feel that you are unable to contact these agencies yourself, the staff of Tectra Australia will be happy to assist with any enquiries on your behalf where possible.

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer

Service	Contact	Website
▪ Accommodation Support	07 3357 7655	<a href="https://www.qld.gov.au/youth/housing-accommodation/accommodation-support">https://www.qld.gov.au/youth/housing-accommodation/accommodation-support</a> .
▪ Alcohol and Drug Information Service (QLD)	1800 177 833	<a href="https://adis.health.qld.gov.au/">https://adis.health.qld.gov.au/</a>
▪ Beyond Blue	1300 22 4636	<a href="https://www.beyondblue.org.au/">https://www.beyondblue.org.au/</a>
▪ Drug-Arm	07 3620 8880	<a href="https://www.drugarm.com.au/">https://www.drugarm.com.au/</a>
▪ Interpreting Service	131 450	<a href="https://www.statedevelopment.qld.gov.au/about-us/contact-us/translating-and-interpreting-service">https://www.statedevelopment.qld.gov.au/about-us/contact-us/translating-and-interpreting-service</a>
▪ Kids Helpline	1800 55 1800	<a href="https://kidshelpline.com.au/">https://kidshelpline.com.au/</a>
▪ Lifeline	131 114	<a href="https://www.lifeline.org.au/">https://www.lifeline.org.au/</a>
▪ Mission Australia Helpline	07 3394 8100	<a href="https://www.missionaustralia.com.au/contact-us">https://www.missionaustralia.com.au/contact-us</a>
▪ Statewide Sexual Assault Helpline - 'Reachout'	1800 737 732	<a href="https://au.reachout.com/challenges-and-coping/abuse-and-violence/sexual-assault-support-services">https://au.reachout.com/challenges-and-coping/abuse-and-violence/sexual-assault-support-services</a>
▪ Uniting Care - Counselling / wellbeing	07 3253 4000	<a href="https://www.unitingcareqld.com.au/services-and-support/counselling-and-wellbeing">https://www.unitingcareqld.com.au/services-and-support/counselling-and-wellbeing</a>

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer

### Feedback and Complaints Management

- Students are encouraged to provide feedback on wellbeing services through formal and informal channels.
- A clear and confidential complaints and appeals process is available to ensure Student wellbeing concerns are addressed promptly.
- Data from feedback and complaints is reviewed to inform improvements to wellbeing practices.

### Monitoring and Review

- Regular monitoring ensures support services are meeting student needs and regulatory obligations.
- Annual reviews of this policy ensure alignment with updates to wellbeing standards, legislation, and sector best practice.

### Compliance and Accountability

This policy is managed by the Quality & Compliance Manager and is subject to continuous review and enhancement to align with the 2025 Standards for RTOs.

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer

# STUDENT ENROLMENT PROCESS

When you have decided on the qualification you would like to complete, simply contact our office who will arrange to have an enrolment pack sent to you. Complete the enclosed Enrolment form and return it for processing. Alternatively, you can submit it at the time of induction.

Sending the enrolment form promptly to Tectra Australia will secure you a place in the course of your choice (providing spaces are available).

**NOTE:** *Those individuals wishing to participate in a traineeship or apprenticeship - your enrolment will be organised through your employer.*

## Prerequisites

Some courses have prerequisites that **MUST** be supplied prior to attending the course. Prerequisites' are units of competency that are critical to achieving subsequent competency. Prerequisites vary based on the course offering.

**NOTE:** Students should consult the course outline for specific prerequisite information. Before enrolment and to ensure a valid / successful enrolment process, it is imperative that Students review the course information to determine if they hold the prerequisites.

It is critical that the prerequisites are provided before the commencement of the course to ensure the enrolment process is completed correctly.

## Enrolment Confirmation

Upon successful enrolment you will receive written confirmation of your course details and any additional information relating to your enrolment. The enrolment confirmation includes the time, date and location of training, the resources the student should bring to the course and overview of the units of competency to be studied and the format / style of training to be provided.

## Fee Inclusions

Each qualification, unit of competency, course or RPL/Credit Transfer offered by Tectra Australia has a specific course fee. The course fee is the maximum fee that may be charged to the Student for their selected training program.

All fees will be paid according to the fee structure disclosed at time of enrolment. A relaxation of the usual fee structure to assist the students may be available with prior arrangements made with the Operations Team.

It is Tetra Australia policy that the course fee be all-inclusive. Students will not be 'surprised' by unexpected requirements, fees or expenses.

Form: F-44	Student Handbook	Version:	v3.2
		Date revised:	03/07/2024
Approved by:	Compliance Manager	Revised by:	Iain Packer

### Inclusions:

- Tuition
- Support and coaching
- Any associated Student workbooks, handouts or manuals
- Classrooms and facilities
- Access to any specialised equipment necessary in the training

For online courses any additional tutoring fees will be detailed and may be payable if an unreasonable amount of additional tutoring is required (unreasonable may be defined as requiring assistance with most assessments or tutoring/coaching over a cumulative duration of 1.5 hours).

Where additional resources normally associated with a program of study are required (e.g. reference material, research documents, own computer) the Student will be clearly advised of exactly what is required in the pre-course materials or enrolment confirmation for the program.

## Induction

Upon enrolment, a Tectra Australia representative will conduct a formal induction which may include a short language, literacy and numeracy test to ensure that you have the appropriate levels of knowledge and skill to complete your chosen qualification.

This induction program will include discussion on topics related to:

- Emergency - evacuation, muster points
- Amenities - toilets, air conditioning, first aid
- Breaks - start / finish times
- Smoking
- Refreshment - food / beverages - tea, coffee, water
- Mobile telephones - SILENT/OFF
- Course expectations - attire, conduct, assessments
- Feedback
- Student support services, and include:
  - Information on Student roles, rights, obligations and responsibilities
  - The roles, obligations and responsibilities of Tectra Australia
  - The content of the training program
  - Learning and assessment needs, resources and requirements.
  - Your learning needs and how you learn best
  - Legislative provisions applicable to Tectra Australia and your training
  - The information contained in this handbook
  - Contact information.

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer

## Do I Need a Unique Student Identifier (USI)?

*From 1 January 2015, all Students enrolling into nationally recognised training must have a USI. Students should be aware that qualifications and Statements of Attainment cannot be issued when the Student does not hold a current USI. You can either arrange to get your own USI or we can apply on your behalf with your permission.*

To create a USI for yourself you will need to go to the USI website at <http://www.usi.gov.au/help-centre/Student-help/Pages/create-a-USI.aspx>

The website provides self-explanatory steps to apply for your USI including a list of the suitable identification documents you will need to provide to complete your USI application.

## Your Unique Student Identifier - Privacy

Your Unique Student Identifier (USI) account contains personal information, contact details and access to your training records and results (transcript). The USI Registry System has been designed to keep this information safe and secure and is only accessed by those organisations listed in the terms and conditions.

The USI Registry System also allows you to choose which training organisations can see this information and when. The personal information that you provide to the Student Identifiers Registrar is collected, used, and may be disclosed, in accordance with the provisions of the Student Identifiers Act 2014 and the Privacy Act 1988.

The Student Identifiers Registrar's Privacy Policy provides information about the protection of your information, including how you can access and seek correction of your personal information held by the Student Identifiers Registrar and how to make a complaint about a breach of your privacy and how such complaints are handled. The Student Identifiers Registrar's Privacy Policy can be found at [usi.gov.au/Pages/privacy-policy.aspx](http://usi.gov.au/Pages/privacy-policy.aspx).

## Recognition

Tectra Australia will recognise the qualifications and statements of attainment issued by other RTOs.

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer

## Direct Credit

Where you have obtained a qualification or statement/s of attainment for previous qualifications or units of competency completed and wish to have these recognised, you must provide certified copies of the qualifications and/or statements of attainment to Tectra Australia.

There is no application fee applicable to direct credit. This must be done as soon as is practicable after the acceptance of the enrolment form to make certain that you do not repeat any units of competency.

## Credit Transfer

If you have completed qualifications or units of competency from a previous training package or qualification with similar outcomes, you may have these recognised. In order to apply for Credit Transfer, you must first contact Tectra Australia to see if the units of competency are from a recent training package and the degree of changes made between training packages. If there is little change this will be considered direct credit on the provision of certified copies of your qualifications/statements of attainment and there will be no charge.

If you have completed an older qualification or unit of competency and an alignment exercise must be completed to determine the extent to which the units of competency from the origin qualification align to the units from the destination qualification. You will be requested to provide a range of documentation to support the alignment that may include:

- Certified copies of qualifications/statements of attainment/certificates
- Where possible, academic transcripts
- Learning or assessment materials from the origin qualification/course.

Applications for Credit Transfer must be made using the National Recognition application form accompanied by the applicable application fee which is 75% of the nominal unit fee. Where direct credit is identified the fee for that unit will be refunded in full.

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer

## RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) allows you to demonstrate that you hold certain skills that would normally be attained through participation in this or other forms of training that leads to nationally recognised qualifications and/or statements of attainment.

If you wish to apply for assessment for RPL you should contact Tectra Australia for a RPL Kit and Application Form. The guide will explain the process for preparing a portfolio of evidence, which details your previous work experience, education and training details and other interests or skills.

This portfolio should accompany an Application for National Recognition/ Recognition of Prior Learning form. Other supporting documentation, such as references, previous learning, reports and work samples may be included with the application.

In the case of formal learning, applicant's portfolios may contain:

- Certified copies of any qualifications/statements of attainment
- Details of any formal assessment of learning undertaken.

In the case of demonstrable experience whether through work or life experiences, applications should include a detailed curriculum vitae/resume and letters of support from appropriate persons/organisations who can verify these details.

Applications and the applicable fees (refer to the fees and charges schedule at the rear of your course information manual), should be submitted to the office administrator as soon as is practicable to avoid repeating units of competency where these skills have already been obtained. RPL rates are charged at 100% of the normal unit fee.

Whilst the policy of Tectra Australia requires you to submit this documentation to support your application for RPL, we also incorporate various other techniques to assist in the assessment of your application including formal discussions and interviews with you and challenge tests where applicable.

Within SEVEN (7) days of receiving an application for RPL, the office administrator will contact you to make suitable arrangements for a formal interview with Trainer / Assessor of Tectra Australia. This meeting will enable you to provide further information in support of your application and allow the Trainer / Assessor to negotiate further avenues for assessment where necessary. It is envisaged that at the conclusion of this meeting, you will be fully informed of whether further assessment is required.

You will be advised of the outcome of your RPL application at the completion of the assessment process and provided with the formal opportunity to appeal against the result (where necessary).

**NOTE:** See the RPL Process at Appendix A at the rear of this Information Booklet for more information.

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer



## Language Literacy and Numeracy (LLN) Considerations

For Tectra Australia to provide you with the best possible training and assessment, it is important that we understand your learning style so that learning and assessment activities can be adjusted to suit your needs and relevant support offered if necessary.

You will be asked to complete some simple reading and maths exercises to gauge your level of literacy and numeracy and determine if any support is required. Given that this industry has some important mathematical calculations and reading requirements, it is important that we know your level of literacy and numeracy before we commence the training. This will enable us to give you the best opportunity of success in your course.

Where Tectra Australia is unable to assist because of a higher-level language, literacy or numeracy issue, we will provide a referral with another organisation to ensure that all of your needs are met.

## Flexible Learning

Flexibility is a key concept underpinning the national training system. It is a philosophy and an approach which expands choice on what, when, where, and how people learn.

Employers benefit from the ability to integrate training into their workplace in a way that suits their operations, while learners can access training that best suits their learning style and helps them balance their work, life and education commitments.

Flexible learning includes a range of delivery modes such as:

- Distance education
- Mixed-mode delivery (Blended learning)
- Online / e-learning
- Self-paced and self-directed learning.

As a Student of Tectra Australia, you are in control of your learning and we will work with you to develop your learning to further enhance your experience in the VET sector. So, if at any time you believe that we are not meeting your expectations, we would appreciate your feedback to ensure that we will in future meet all your expectations.

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer

## Learning and Assessment Methodologies and Strategies

Tectra Australia is committed to providing the best possible learning environment for all staff and Students to achieve the outcomes sought by industry. Therefore, the Trainers of Tectra Australia will work with Students to ensure that their needs are met in accordance with their own learning style.

The way a Student learns will depend greatly on their ability to be able to interpret and comprehend the information being provided by the Trainer and their ability to be able to apply this knowledge and skill in an assessment.

Tectra Australia has developed generic learning and assessment methodologies that can be contextualised / customised to suit:

- Your learning style
- Working environment
- Needs of your industry and employer.

Whilst the learning and assessment have been developed generically, your Trainer and Assessor will negotiate with you and your employer to ensure that you have the best possible opportunities for completion. Furthermore, your Trainers and Assessors will be available to assist wherever necessary.

Learning options available may consist of the following:

- Resource manuals
- Textbooks
- Practical on-site activities.

Assessment methodologies may consist of the following:

- Written and/or oral questions
- Direct observation of skills on site
- Project work
- Examinations
- Assignments.

Further information on the learning and assessment methodologies and strategies may be obtained by contacting the office administrator directly who will arrange to send detailed information on the generic learning and assessment for each unit of competency.

All assessments include clear information on the requirements for completing each activity whether they be questions (written or oral) or direct observation of your skills on site. Changes to assessment can be made at any time providing the Assessor has sufficient opportunity to make amendments prior to conducting the activity and all evidence to substantiate the achievement of competency can be collected.

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer

Upon completion of the assessment activity, you will be provided with feedback on the result of the assessment whether you have been determined competent or not yet competent. In accordance with the principles of competency-based training and assessment, if you have been determined not yet competent, you will be given two further opportunities to be reassessed.

Where you have been unable to achieve competence after **TWO (2)** assessment attempts you will need to re-enrol in the unit/s or cluster/s at the fee rate of 50% of the unit/cluster cost.

## Reasonable Adjustment

Tectra Australia recognises that some Students are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a Student who is experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.

The staff and management of Tectra Australia respects these differences among Students and will endeavour to make any reasonable adjustments to their delivery methods in order to meet the needs of a variety of Students. E.g.: The inability to of a Student to complete a written assessment will not be interpreted as a sign of incompetence, provided the Student can verbally demonstrate competency (where this does not conflict with the required demands of the unit of competency).

Any reasonable adjustments to the assessment process must ensure that the integrity of the unit of competency being assessed is maintained. Reasonable adjustments to accommodate requirements may include:

- Writing material in plain English
- Providing audio-taped material for Students who cannot read
- Reading written material to Students
- Providing a writer for Students who cannot write
- Providing an interpreter or provide documentation that has been translated (where very limited English can be applied, Assessor to judge whether the limited English will affect the integrity of the unit of competency)
- Using signs, pictures and graphics
- Video recordings or student demonstrating skills and verbally answering responses
- Interviewing the employer/supervisor about their work
- Asking Students to demonstrate their skills on-the-job.

Where adjustments are made, a declaration is to be stated, describing how the assessment was adjusted and signed by the Student and the Assessor. Tectra Australia staff will pursue any reasonable means within their ability to assist Students in achieving the required competency standards.

In the event that a Student's needs exceed the capacity of the support services Tectra Australia can offer, they will be referred onto an appropriate external agency. In determining the reasonableness of an adjustment to assessment, the vocational and professional outcomes of the course must be considered in order to ensure assessment decisions are appropriate.

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer

## Qualifications and Statements of Attainment

Tectra Australia will ensure that all qualifications and statements of attainment are awarded within 30 days of successful completion of:

- Selected units of competency from accredited courses or qualifications
- Qualifications
- Exit points from qualifications.

Prior to the issuance of a qualification for an apprentice or trainee, Tectra Australia, the employer and the apprentice/trainee must agree that all on the job and off the job training and assessment has been completed. A Completion Agreement must be signed by the parties and will be submitted to the Department of Education and Training by Tectra Australia within TEN (10) days of the agreement being signed.

Various qualifications from training packages contain exit points. Exit points are points within a qualification where you may withdraw from training but may still be eligible for a lower level qualification. E.g.: Where all units from a Certificate II qualification are included in the units in a Certificate III qualification.

Should a Student choose to withdraw from the Certificate III qualification and has completed all required units for the Certificate II qualification, the Student is entitled to be awarded the Certificate II qualification. This in turn would provide you with the opportunity to have those units recognised with another registered training organisation should he/she decide to continue the training at a later date.

Qualifications and/or statements of attainment will not be issued to Fee for Service Students where assessment is incomplete, or fees remain outstanding.

## Access To Your Records

You may access your records where necessary at any time. If you wish to access your records, you must first contact the office administrator to obtain permission.

You will be required to provide sufficient evidence of identification (preferably a driver's licence or passport) before the office administrator will grant you access to your records. You will be able to view all records privately and take copies where necessary for a nominal charge. No other parties will have access to your records without your prior written permission.

Should you wish to permit a third-party access to your records, this will need to be clearly indicated. You will need to provide the details of the third party seeking to access your records and the third party will have to provide suitable identification prior to any records being released. Please contact our RTO Administrator to obtain the consent form.

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer

# TECTRA AUSTRALIA NRT QUALIFICATIONS

## Resource and Infrastructure Industry Training Package

RII30113	Certificate III Surface Extraction Operations
RII30115	Certificate III in Surface Extraction Operations
RII30813	Certificate III in Civil Construction Plant Operations
RII30815	Certificate III in Civil Construction Plant Operations
RII30913	Certificate III in Civil Construction (General Streams)
RII40713	Certificate IV in Civil Construction Supervision Construction, Plumbing and Services Training Package
CPC30313	Certificate III in Concreting

## AHC

AHC30910	Certificate III in Landscape Construction
AHC31010	Certificate III in Parks and Gardens
AHC32810	Certificate III in Rural Operations

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer

# SHORT COURSES

## High Risk Work Licences

Course Code	Course Name	Duration
CPCCLRG4001A	Licence to perform rigging advanced level	5 - 9 days
CPCCLDG3001A	Licence to perform dogging operations	5 days
CPCCLSF2001A	Licence to erect, alter and dismantle scaffolding basic level	5 - 9 days
CPCCLSF3001A	Licence to erect, alter and dismantle scaffolding intermediate level	5 - 9 days
CPCCLSF4001A	Licence to erect, alter and dismantle scaffolding advanced level	5 - 9 days
TLILIC002A	Licence to operate a vehicle loading crane (capacity 10 metre tonnes and above)	5 - 9 days
TLILIC2001A	Licence to operate a forklift truck	5 days
TLILIC2005A	Licence to operate a boom-type elevating work platform (boom length 11 metres or more)	3 days
TLILIC3003A	Licence to operate a bridge and gantry crane	5 - 9 days
TLILIC3006A	Licence to operate a non-slewing mobile crane (greater than 3 tonnes capacity)	5 - 9 days
TLILIC3008A	Licence to operate a slewing mobile crane (up to 20 tonnes)	5 - 9 days
TLILIC4009A	Licence to operate a slewing mobile crane (up to 60 tonnes)	5 - 9 days
TLILIC4010A	Licence to operate a slewing mobile crane (up to 100 tonnes)	5 - 9 days
TLILIC4011A	Licence to operate a slewing mobile crane (Over 100 tonnes)	5 - 9 days

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
<b>Approved by:</b>	Compliance Manager	<b>Date revised:</b>	03/07/2024
		<b>Revised by:</b>	Iain Packer

## Public Short Courses

Course Code	Course Name	Duration
RIIWHS204D	Work safely at heights	1 day
RIIWHS202D	Enter and work in confined spaces	1 day
EWPA	EWPA Yellow Card	1 day
HLT	Apply First Aid Course	1 day

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer

## CANCELLATION

If you wish to cancel your enrolment, you will need to provide confirmation of your cancellation by sending an email to the Office Administrator. Your enrolment will be cancelled as soon as practicable after receipt of your email and confirmation correspondence sent to the address supplied in your enrolment. To check if you are entitled to a refund, see the Refund Policy below.

If you are an apprentice and you wish to cancel your training contract, you will need to complete the Department of Education and Training cancellation form (ATF-034) available for download from [www.apprenticeshipsinfo.qld.gov.au](http://www.apprenticeshipsinfo.qld.gov.au). This needs to be signed by yourself and your employer and submitted to your Australian Apprenticeship Support Network Provider with 14 days of agreeing to cancel.

## Student Fees

Course fees will be set by Tectra Australia on an annual basis. Tectra Australia will inform prospective and current Students of course fees and charges, payment methods and payment schedule prior to commencement of studies.

Details of fees and charges are available via our website. Unless otherwise stated, all advertised fees will be fully inclusive i.e., tuition, materials and resources. A booking confirmation will also detail the course fees and applicable charges.

Organisations/employers will be invoiced, with full payment to be received within the payment terms detailed on the invoice.

Payment can be made by cash, bank deposit or credit card, in person, by mail or telephone.

Students / organisations may request information regarding balance of fees paid by contacting our office.

Tectra Australia reserves the right to cancel, postpone or re-schedule courses due to low enrolments or unforeseen circumstances. Should this occur a full refund and/or an opportunity to reschedule (without penalty) will be offered to the Student.

Tectra Australia reserves the right to change course fees, dates, content, Trainers or method of presentation at its discretion.

Tectra Australia take responsibility and follow processes to ensure our training and assessment practices comply with the National Vocational Education and Training Act and Training Regulator Act 2011.

## Queensland Government funded qualifications

Under the User Choice and Certificate 3 Guarantee Programs, Tectra Australia is required to charge contribution fees.

Apprenticeships attract a contribution fee of \$1.60 per nominal hour which is charged at the completion of each unit of competency.

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer



You are entitled to an exemption from paying these fees if:

- Payment of the contribution fees will cause financial hardship (contact the Office Administrator for further information)
- You are a school-based trainee or apprentice
- If you are commencing an apprenticeship or traineeship in high priority qualification within TWELVE (12) months of completing year 12.

Certificate 3 Guarantee contributions are charged the rate of \$20 for concession Students and \$40 for non-concession Students. See information on concessions on the following page.

You are entitled to an exemption from paying these fees if you are:

- A Queensland year 12 graduate enrolling in a high priority qualification and commence training within twelve (12) months of completing year 12; or
- A high school Student.

## Concessions

Student contributions are subject to concession. As a User Choice or Certificate 3 Guarantee funded Student, you are entitled to reduced rate of contribution if you:

- Are a health care card holder
- Receive a payment from the Commonwealth
- Named on a card of a person in receipt of a Commonwealth payment
- Of Aboriginal or Torres Strait Islander origin.

Evidence to support eligibility for concession will need to be provided at the time of enrolment.

## Full Fee-Paying Students

Students who are ineligible for funding under the User Choice and the Certificate 3 Guarantee Program are still able to participate as a full fee-paying Student. Fees and charges for qualifications and units of competency can be found on the Tectra Australia website at [www.ascenttrainingsolutions.com.au](http://www.ascenttrainingsolutions.com.au).

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer

# REFUND POLICY

## Apprentices and Trainees (User Choice)

Contribution fees for apprentices and trainees are invoiced upon successful completion of all assessment for a unit of competency. Therefore, no refund is applicable.

## Student Subsidised Under the Certificate 3 Guarantee Program

Contribution fees for Certificate 3 Guarantee subsidised Students are paid prior to the commencement of training. Students wishing to cancel their enrolment will need to provide confirmation of the cancellation in writing by emailing the Office Administrator. In the event of cancellation, contribution fees will be refunded on a pro-rata basis and calculated as a percentage of the units that have not yet been completed. Refunds will be paid within 21 days of receipt of the request.

## Students Paying Fee for Service

If you have been issued material and a course has commenced no refunds will apply. If a Student cancels their course prior to training commencing, all fees will be refunded less a \$150 enrolment fee, if the course is greater value than the enrolment fee.

1. All courses require a deposit which will be discussed with the Student and paid on enrolment and prior to the first day of training.
2. Fees will be refunded only in the following circumstances:
  - a. Provider default - a provider defaults when:
    - i. Prior to commencement—should Tectra Australia cancel a course before it commences, Students will be offered alternate dates (if the training is being rescheduled).
    - ii. For training that has commenced—In the unlikely event that Tectra Australia is unable to deliver the training the Student will be offered the option to enrol with another RTO and Tectra Australia will assist in both finding a suitable RTO and in the transition to the new RTO.
    - iii. The course ceases to be provided at any time after its starts but before it is completed; or

In the case of provider default, refunds will be made within 21 days after the default day and Tectra Australia will give the Student a statement that explains how the amount has been worked out.

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer

All fees will be refunded in accordance with this Refund Policy.

1. Fees will not be refunded if (unless otherwise required under the relevant Government funding contracts):
  - a. The Student's personal circumstances change
  - b. The Student/client withdraws from the course after the commencement of the first day of training
  - c. The Student does not start on the agreed date;
  - d. The Student withdraws from the course before completion
  - e. The Student has been issued learning and assessment materials.
2. Should a Student become seriously ill or suffer exceptional circumstances of a compassionate nature (such as death or severe illness in the immediate family) and can no longer continue their study, Tectra Australia may refund the balance of the unused fees. This fee refund is wholly at the discretion of Tectra Australia. Appropriate evidence, such as a medical certificate will be required.
3. If there is a refund to be made, Tectra Australia will pay the amount within 21 days after receiving a written claim from the Student. This timeframe does not apply to refunds associated with provider default.
4. Refunds will only be given to the person who paid the fees. Therefore, if the employer of the Student paid the fees the refund will go to the employer.
5. This agreement does not remove the right to take further action under Australia's consumer protection laws.
6. Tectra Australia dispute resolution processes Student/Client Complaints and Grievance Policy and Procedure do not restrict the Students' right to pursue other legal remedies.
7. Any training material that is required to be replaced due to loss or negligence on behalf of the Student a \$30.00 replacement fee will be charged. Fee is required prior to training material being re-issued.
8. Students who DO NOT complete the course in the specified timeframe may incur additional charges. Students may purchase the following extensions;
  - a. Three months - \$200.00
  - b. Six months - \$400.00

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer

## Termination

Tectra Australia reserves the right to expel a Student for serious breach of discipline. Fees will not be refunded unless otherwise specified under the relevant Government funding contract.

## Ceasing Operations or Ceasing to Deliver a Course

In the unlikely event that Tectra Australia decides to cease operations or cease providing a training product, Students and employers will be advised in writing at least FOURTEEN (14) days before the final date.

Tectra Australia will work with Students and employers to secure re-enrolment into the course with another provider to minimise disruption to the Student's learning. However, Students and employers will be encouraged to seek the RTO of their choice and are not bound to select the RTO chosen by Tectra Australia. Ascent Training Solutions will transfer results to the new RTO and issue Statements of Attainment as required to the Students prior to the transfer.

In the case where Tectra Australia makes a strategic decision to cease operations, Students and employers will be advised in writing at least THIRTY (30) days in advance of the date that Ascent intends to cease operating. As outlined above, Ascent will support Students and employers to transition to a new RTO to minimise disruption to learning.

Tectra Australia will transfer all records to ASQA in accordance with its directions to enable future re-issuance of qualifications or Statements of Attainment.

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer

# COMPLAINTS AND APPEALS POLICY

Tectra Australia recognises the need for Students, staff and other clients to have confidence that the Registered Training Organisation (RTO) will deal with grievances in a fair and equitable manner based on procedures that are appropriate, accessible and easily understood.

Tectra Australia has a duty of care in ensuring Students study in a happy environment, free of coercion, unfair treatment or harassment.

Nothing in these procedures limits the rights of individuals to take action under Australia's Consumer Protection laws.

Tectra Australia is constantly reviewing and updating policies, as a grievance helps us to fix a problem and assists with continuous improvement.

Whenever possible, all complaints will be resolved by a process of discussion, cooperation, and conciliation.

## Complaint or Appeal

**NOTE:** When dealing with all complaints, the rights of all individuals will be respected, and confidentiality maintained.

A complaint would generally be directed at the general performance of Tectra Australia or its staff in the delivery of our services. All Students, clients and customers of Tectra Australia have the right to make a formal complaint or appeal against a decision made by Tectra Australia or its staff.

In the first instance complaints or appeals should be discussed informally with the staff or Trainers involved. Where possible disputes are managed and resolved informally.

However, if the complaint or appeal cannot be managed informally the Student can submit a formal complaint or appeal form (see How to make a complaint or appeal on the following pages).

Tectra Australia is committed to ensuring that all complaints and appeals are dealt with promptly.

Upon receipt of a complaint or appeal against a decision, the Compliance Team will conduct a review and investigation into the matter and contact will be made with you within TEN (10) working day to arrange a time to discuss your complaint or appeal.

You are welcome to bring a support person or advocate to this meeting. During the meeting you will be given the opportunity to present further evidence to support your complaint.

Following the meeting, the Compliance Team will conduct an analysis of all information at hand and make a decision. You will be advised of the decision, including the reasons for the decision, in writing within TEN (10) working days.

Should you disagree with the decision, you will be provided with the opportunity to request a review by an independent third party. The third party will be agreed between

Tectra Australia and you to avoid any perceived conflict of interest. Following this review, the decision of the independent part will be final, and you will be provided with further avenues for appeal external to Tectra Australia (see External Appeals below).

If you are satisfied with the resolution, agreed actions will be implemented and the complaint or appeal will be closed.

Internal complaints and appeal services are free of charge.

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer

When a complaint is made the complainant has the right to:

- Discuss a problem without having to make a formal complaint (i.e. in writing)
- Be protected against unjust treatment or victimisation
- Be kept up to date on progress and decisions made
- Withdraw the complaint at any time in the proceedings
- Take their complaint to an external body

When a complaint is made the complainant is responsible for:

- Making the complaint in good faith
- Providing all of the relevant facts
- Co-operating with the resolution process.

### Informal Complaints

1. Students are encouraged to firstly resolve any complaints they have in an informal manner.
2. Students can do this by approaching the person/s against whom they are making the complaint and try to rectify issues that relate to their complaint.
3. If the matter remains unresolved the Student can lodge a formal complaint with the Tectra Australia Operations Manager.

### Formal Complaints

A Student may choose to raise a concern formally in writing. Formal written complaints should be submitted to the Tectra Australia Operations Manager and should contain the following details:

- The reason(s) for the formal complaint i.e. the why
- Provide situational background to the complaint i.e. what, when, who, where and how

**NOTE:** The Tectra Australia Operations Manager will contact the Student to acknowledge their complaint, within 24 hours of complaint receipt.

The Tectra Australia Operations Manager will consider the formal complaint by:

- Reviewing the Student correspondence
- Verifying that all appropriate policies and procedures have been correctly carried out
- Sourcing additional information from appropriate individuals concerning the subject of the complaint
- Discussing the matter directly with the Student (and Any other parties involved)
- Undertaking other investigation or action as appropriate

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer

After consideration of all available evidence, the Tectra Australia Operations Manager may decide to:

- Dismiss the complaint (refer below).
- Uphold the complaint and direct that:
  1. Compensation as appropriate be made to the Student
  2. Review relevant administrative systems or procedures
  3. Appropriate preventative action be undertaken
  4. Other actions as appropriate

The complainant will be informed of the outcome within 15 working days of submission of the formal complaint. If for any reason the management of a complaint takes longer than 15 days, the complainant will be informed of the reasons for the delay and will be provided with regular updates on the progress of the matter. The written advice of the outcome shall include the reasons for the outcome and advise the complainant of their right to appeal.

## External Appeals

Where no mutually acceptable resolution can be found, you may wish to have the matter dealt with through an external resolution process facilitated by:

Australian Skills Quality Authority (ASQA) Complaints Team  
ASQA  
GPO BOX 9928  
Melbourne VIC 3001

There is no cost for lodging an external appeal. Once the relevant authority has received the appeal form, they will contact both Tectra Australia and you to request applicable documentation.

## Assessment Appeal

If you do not agree with an assessment outcome you should first discuss the matter with the Trainer/Assessor concerned. Where an agreement or resolution cannot be reached, then you will need to submit an Assessment Appeal Form.

Following the meeting, the Compliance Team will conduct an analysis of all information at hand and consult with an independent Trainer/Assessor to determine if the assessment decision was fair and whether sufficient evidence was collected to enable the judgement to be made. You will be advised of the decision, including the reasons for the decision, in writing within TEN (10) working days.

- Should your appeal be upheld, the result for the assessment will be overturned and recorded in the Student management system and your Student file.

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer

- Should your appeal be refused, you will be offered a further opportunity to be reassessed, following which no further opportunities will be allowed without re- enrolling in the unit of competency. An alternate Assessor will be allocated to conduct this assessment event.

Should you disagree with the decision, you will be provided with further avenues for appeal external to Tectra Australia (see External Appeals below).

## Grounds for Appeal

An application for appeal will be considered where:

- A Student claims a disadvantage because the Trainer did not provide a subject outline
- A Student claims disadvantage because the Trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline
- A Student claims disadvantage because assessment requirements specified by the Trainer were unreasonably or prejudicially applied
- A Student is of the view that a clerical error has occurred in the documenting of the assessment outcome
- A Student claims that there is a discrepancy between the practical observation and the formal assessment.

If the appeal for re-assessment is proven, Tectra Australia will appoint an alternative Assessor who will make all necessary arrangements to conduct the re-assessment of the Student at a time that is mutually convenient for all parties concerned.

## Record Keeping

A written record of all complaints and appeals handled under this procedure and their outcomes will be maintained for a period of five years or in accordance with applicable State funding contracts. These records will remain with the Students file and cannot be accessed without a written request to the CEO.

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer



## APPENDIX - RPL APPLICATION PROCESS

### Tips and Hints to Help you Prepare for Recognition

To have skills formally recognised in the national system, Assessors must make sure you have the skills and knowledge to meet the industry standard. This means you must be involved in a careful and comprehensive process that covers the content of all unit/s or qualification/s you can be recognised for.

Assessment happens in a variety of ways. Being prepared can save you valuable time and hassle and make the recognition process stress-free for you.

Here are some tips and hints for you:

1. Be prepared to talk about your job roles and your work history. Bring a resume or jot down a few points about where you have worked, either paid or unpaid, and what you did there.
2. Bring your position description and any performance appraisals you have from any construction industry shops or facilities you have worked in.
3. Consider the possibilities for workplace contact. Are you in a workplace that is supporting your goals to get qualified? Would you feel comfortable to have the Assessor contact your workplace or previous workplaces so your skills can be validated?
4. Think about who can confirm your skills level. Think about current or recent supervisors who have seen you work in the past 18 months and will be able to confirm your skills. The Assessor will need to contact them. You may also have community contacts or even clients themselves who can vouch for your skills level.
5. Collect any certificates from in-house training or formal training you have done in the past.
6. Speak with your training organisation about other ways you can show your skills in the construction industry. These could be letters from employers, records of your professional development sessions, employers or clients in related industries or government agencies, acknowledgements, workplace forms (as long as they don't show client details) or other relevant documents.

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer

## Overview of the Recognition Process

This RPL Assessor Kit has been developed to streamline the application for recognition of prior learning.

## Steps in the RPL Process

### Step 1. Complete the attached forms

Provide as much information of your previous experience in the construction industry as you can. This is your first opportunity (and not the last) to provide proof of your variety of experience in the industry. Here you can supply examples of your work history that could include:

Documents that may be available include but are not limited to:

- Any licences (vehicle, MR, HR or HC, etc.)
- Detailed CV or Work History
- Certificates/Results of any prior Training/Assessment relevant to this Qualification
- Indentures/Trade Papers
- Certificates/Results of Assessment - universities
- Results/Statement of Attendance/Certificates - vendor training courses
- Results/Statement of Attendance/Certificates - in house courses
- Results/Statement of Attendance/Certificates - workshops, seminars, symposiums, etc.
- Results/Statements of Attendance/Certificates - club courses e.g. first aid, officials, Surf Life Saving, etc.
- Tickets held - e.g. backhoe/loader, grader, roller, excavator, compactor, skid steer, chainsaw, scraper, confined spaces, traffic controller, WHSO, WHSO reps
- Signed logbook for operation of backhoe
- Signed logbook for operation of a roller
- Photographs of work undertaken e.g. during construction, completed jobs etc. and to be verified by an employer representative in charge of the respective work
- Diaries, task sheets, job sheets, log books
- Site training records
- Site induction records
- Membership of relevant professional associations
- Hobbies/interests/special skills outside work

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer

- References/letters from previous employers/supervisors
- Industry awards
- Any other documentation that may demonstrate industry experience.

Depending on the industry you have worked in, you may or may not have documentary evidence available. This should not deter you from seeking RPL as the Assessor will work with you during the RPL process. You will also need to supply contact details of one or two work referees who can confirm your skills in the industry.

## **Step 2 - Conversation with Assessor**

An Assessor will review the information that you have provided (usually with you) and begin to match up your skills to the units/subjects in the qualification. At this point, you will have the opportunity to discuss and identify your previous experience with the Assessor who will understand your industry experience and conduct a competency conversation with you. You will be required to answer construction industry related questions to identify your current skills.

## **Step 3 - Practical demonstration of your skills**

The Assessor will conduct a practical skills test at your workplace (if appropriate) or at another suitable venue. This, again, is an opportunity to demonstrate your level of competence. This assessment will be focussed on skills that are required in the qualification. Your Assessor will identify the skills that he/she will want you to demonstrate.

## **Step 4. Further steps**

After the assessment, your Assessor will give you information about the skills that have been recognised and whether you have gained the full qualification. If you do have skill gaps, these may be addressed through flexible training.

<b>Form: F-44</b>	Student Handbook	<b>Version:</b>	v3.2
		<b>Date revised:</b>	03/07/2024
<b>Approved by:</b>	Compliance Manager	<b>Revised by:</b>	Iain Packer