



# Student Handbook 2024

**COMMONWEALTH OF AUSTRALIA**

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# Welcome

The Tranby campus is located in Glebe on Gadigal land. We would like to acknowledge the traditional custodians of this land, and pay our respect to elders past and present of the Eora nation.

*Welcome to 'Tranby National Indigenous Adult Education & Training' (Tranby). We are sure you will find your time with Tranby a challenging and rewarding experience.*

*Tranby strives to provide quality education and training for Aboriginal & Torres Strait Islander people nationally as well as equip you with the necessary skills to make a difference in your own communities. Importantly, we all must work towards pursuing goals for ourselves, our families and our communities.*

*Please let us know how you feel about your experience and have a great time.*

## **TRANBY BOARD OF DIRECTORS**

*Welcome to Tranby Aboriginal Co-operative Limited known as Tranby National Indigenous Adult Education & Training ('Tranby').*

*We consider the needs and aspirations of every individual to be an important factor in the constant growth of our day-to-day operations as an organisation.*

*As a student of Tranby we envisage that you will become an enthusiastic and valuable member of our community.*

*You are the most valuable resource available to us, and we encourage the innovative and distinctive ideas that come with your contribution to your studies and the Tranby environment.*

*On behalf of Management and Staff, I welcome you to Tranby and wish you every success in your future achievements. I trust that your experience at Tranby will be fulfilling and enjoyable.*

**DR BELINDA RUSSON  
CHIEF EXECUTIVE OFFICER**

# Introduction

This 'Student Handbook' is designed to provide you with information about the services provided by Tranby National Indigenous Adult Education and Training (Tranby); our approach to providing you with a safe, fair and supported environment to participate in training and assessment; and details about important policies and processes relevant to students. This Handbook also provides essential information about student commitments and responsibilities.

## Aims and Objectives

Tranby aims to deliver quality training and assessment to meet the needs of Indigenous communities, learners and industry, as well as registration and funding bodies.

### Specific objectives

- **People:** Tranby strives to attract, recruit and retain talented, competent and committed people. We promote excellent performance through leadership and professional development.
- **Safety and equality:** Tranby is committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity and ethics:** We conduct ourselves in accordance with shared values and agreed standards of behaviour, holding ethical conduct and integrity as our highest priority.
- **Commitment to quality:** We aspire to deliver consistent, high quality services and apply systems and processes which support training and assessment excellence. We respect our clients and strive to provide exceptional training and assessment experiences.
- **Industry engagement:** Tranby recognises the value of industry engagement as we endeavour to deliver training and assessment services which are founded on industry needs and expectations.

## **Student Commitment and Responsibilities**

To ensure the most successful outcome of your learning experience, Tranby expects you:

- To remember that you are full time Tranby students and are our representatives whilst online, on campus and between Blocks/Modules. As such, you must behave in a way that is consistent with our values of honesty and respect.
- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with Tranby's policies, rules and regulations.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively, and by ensuring that you maintain progress with learning and assessment requirements.
- To be responsible for your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and Tranby publications with respect. Specifically, to honour our copyrights and prevent our publications from being distributed to unauthorised persons. Also, to not remove any property from Tranby premises.
- To respect other students and Tranby staff members and their right to privacy and confidentiality.
- To respect any consultants, guests, and service providers. This includes any accommodation service providers. Students are expected to comply with any reasonable rules and communicate in a respectful manner.
- For any use of social media to be done respectfully, and in accordance with Tranby's policies and with the law.



# 1. Tranby Management Policies

Tranby has a number of Management Policies in place to maintain a positive and safe learning environment for all students and staff. These policies are consistent with both NSW and Australian law.

The Tranby Management Policies inform all Tranby policies, processes and procedures. They also impact upon student processes and responsibilities.

Our key Management Policies are:

1. Work, Health and Safety Policy;
2. Privacy Policy;
3. Discrimination, Harassment and Bullying Policy;
4. Access and Equity Policy; and
5. Child Protection Policy.

Each section provides important information about:

1. The Policy Framework;
2. Specific Policies relevant to students;
3. Tranby and Student 'Responsibility Guidelines' (where applicable);
4. The required steps for a related process (if relevant);
5. The 'Notes' part: Provide additional information, including definitions related to key words or phrases (where applicable); and
6. Information about who to contact with a question.

Each policy is designed to provide clear information about the policy framework and the processes available for staff and students.

## 1.1 Work, Health and Safety Policy

### ***Policy Framework***

Tranby is committed to the proper management of Work, Health and Safety. We provide a safe and healthy workplace for our staff, students, contractors and visitors by having a planned and systematic approach to the management of Work, Health and Safety.

We provide the necessary resources for the successful implementation of this policy and its supportive procedures. Work, Health and Safety is managed by the *Tranby WHS Committee*.

The policy is not intended to cover the entire scope of situations which may arise. Tranby recognises this and we are committed to applying a continuous improvement approach to promote robust policy development.

### ***Responsibility Guidelines***

The following guidelines are provided as a basis for safe practice in the training and assessment environment:

Students are responsible for:

- Obeying any reasonable instruction aimed at protecting their health and safety.
- Using any equipment provided to protect their health and safety.
- Assisting in the identification and assessment of hazards and implementation of hazard control measures.
- Reporting any incident or hazard in the training environment to a Tranby staff member.
- Considering and providing feedback on any matters which may affect their health and safety.
- Not being affected by alcohol or non-prescribed (illicit) drugs whilst at Tranby or representing Tranby (including at accommodation facilities or on excursions).
- Not consuming alcohol within training and assessment facilities or during the conduct of training and assessment.
- Not smoking at the training and assessment facilities, and abiding by any laws relevant to smoking in public places or on private property.
- Knowing and observing details of emergency response and evacuation plans.
- Not undertaking activities which may cause injury to self or others.
- Keeping training and assessment areas neat and tidy at all times and placing all rubbish in the bins provided.
- Seeking assistance when volunteering to lift items (e.g. moving furniture in a training area) and taking all responsibility for any injury caused.

- Reporting faulty electrical equipment to a Tranby staff member and not undertaking any task related to fixing electrical equipment such as lighting or electrical training aids.
- Observing hygiene standards particularly in the classroom, kitchen, eating and bathroom areas.
- Familiarising themselves with the guidelines for correct posture and recommended positions for computer screens, which are clearly displayed in classrooms and the computer rooms and on Moodle.

### 1.1.1 Fire Safety Policy

Tranby provides the following with regard to 'Fire Safety':

- Tranby undertakes to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event, and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

### 1.1.2 First Aid Policy

Tranby provides the following with regard to 'First Aid':

- First aid provisions are available on site. Students should contact any Tranby staff member if they require First Aid assistance.
- All accidents causing injury must be reported to staff.
- Staff must fill in an Incident Report documenting the accident and any aid administered.

### 1.1.3 Computer Usage Policy

Tranby provides the following with regard to 'Computer Usage':

- Extended periods of work with computers can result in general fatigue and eye strain. Repetitive tasks and incorrect posture will result in consistent aches and pains.

- Current Work, Health and Safety guidelines indicate that people working for long periods at computers should organise their work so as to allow a five to ten-minute rest every hour. This rest should include a change of position and stretching exercises as appropriate.
- Posture can be improved by adjusting chair height so that the operator's feet are comfortably placed on the floor (or footrest) and arms are at an approximately 90-degree angle.
- The screen should be positioned to avoid reflection from lights and windows and at a suitable distance so that it can be easily read.

#### 1.1.4 Expected Conduct in Online Meetings

You are expected to display respect for others in online meetings by:

- Arriving promptly.
- Ensuring other participants have an opportunity to speak.
- Ensuring mute is on when not speaking to limit background noise.
- Participating fully in the meeting (do not do other work whilst at the meeting).

Using video conferencing tools, for example:

- Using the hand symbol.
- Blurring the background.
- Using the chat function.

Setting yourself up away from distractions such as:

- Children.
- Pets.
- If you are unable to do this, turn your camera and mic off to avoid distracting other meeting attendees.

Refraining from:

- Interrupting.
- Eating.
- Drinking (except water).
- Smoking.
- Attending online meetings whilst in transit (public transport or whilst driving).

It is important to give your attention to your course, your trainer and fellow

students and to be safe whilst driving). The Q&As are recorded and can be watched later.

If you experience IT issues, contact Student Support staff by phone for assistance:

**Digital support: 0420 363 461**

**Student Support: 0420 379 617**

Issues may include:

- You are unable to connect to the meeting.
- You seem to be the only participant in the meeting after the start time.
- Your connection drops out during the meeting.
- The trainer's connection drops out during the meeting.

## **1.2 Privacy Policy**

Tranby takes the privacy of students very seriously and complies with all legislative requirements. These include the *Privacy Act 1988 (Cth)* and the *Australian Privacy Principles (2014)* contained in this Act.

### 1.2.1 Release of Information to Third Parties Policy

Information is only shared with external agencies in compliance with the law and our policies. All information shared is kept in the strictest confidence by both parties and is available on request.

For example, Tranby may release student information to the Australian Skills Quality Authority (ASQA) to meet our compliance requirements as a Registered Training Organisation (RTO). ASQA is the national body that regulates Tranby's operations as a Training organisation. ASQA is entitled to collect activity data about a student's enrolment and achievements. This information includes all information submitted by the student during the enrolment process. This information is collected for the purpose of auditing participation and the monitoring and reporting of training outcomes.

The information provided by students may also be accessed by Commonwealth officers and by the National Centre for Vocational Education Research (NCVER).

In some cases, we are required by law or by the Standards for NVR Registered Training Organisations to make student information available to others such as NCVER or funding bodies.

In all other cases, we will seek the written permission of the student for such disclosure. Where written permission is required, this will be gained by using the Information Release Form.

### 1.2.2 Photography Policy

Tranby understands that in some circumstances there are sensitivities relating to the taking of photographs and their publication. This is particularly relevant to capturing images of children. We may, from time to time, wish to take photos of training activities we are conducting, both on campus and online, or events held at Tranby.

All students will be requested to complete (or for students studying online, to agree to) a Media Consent Form during enrolment (see Annexure A).

This consent form gives permission for Tranby to use student names and/or photographs when participating in group photographs to promote special events or courses delivered by Tranby. These photos may appear in national or regional mainstream or Indigenous newspapers, and social media websites such as Facebook or Twitter. In addition, the consent gives permission for student names and/or photographs to be used in print material produced at, or on behalf of, Tranby such as brochures, course booklets, annual reports etc.

### 1.2.3 Student Records Request Policy

Tranby understands that at times students may need to request access to their records in order to monitor their progress and participation.

To do this, students must apply in writing by lodging a 'Records Request' Form with Student Services. Please note, lodging your form does not mean you have been granted access. Your request will still need to be processed.

#### ***1.2.3.1 Process for a 'Records Request'***

1. The Student Records Request Form is attached to this Handbook (see Annexure B). For students on campus, copies are also available at the Student Services Office.

2. Students must complete and lodge their 'Student Records Request Form' via email to [studentservices@tranby.edu.au](mailto:studentservices@tranby.edu.au)
3. Student Services will process your application within three (3) business days.
4. You will be advised in writing of the outcome of your application.
  - If you requested hard copy records: You will be advised when copies will be made available for collection or when they will be posted or emailed to your nominated address.
5. Documentation will be stored on the Student File.

### **1.2.3.2 Notes**

#### What records can be requested?

The 'Records Request' Form will ask you to specify what records you are requesting. You may request:

1. Administrative records: These records come from a student file. They include enrolment and administrative records, assessment evidence and unit competency records.
2. Activity data: This information is contained within the Tranby Student Management System.

#### How do you want to access your Records?

The 'Records Request' Form will ask you to specify how you wish to access the records. You may request:

1. Hard Copy access.
  - Refer to the 'Schedule of Administrative Fees' for the fee charged to obtain a hard copy 'photocopy' of your records.
  - Refer to the 'Schedule of Administrative Fees' for the fee charged to obtain a hard copy original of your records.
  - Charges apply each time a 'Records Request' is made.
2. To view the records by appointment.
  - There is no cost where a student requests access to view records.

#### Who to contact?

If you have questions about any of our 'Privacy Policies', please email [studentservices@tranby.edu.au](mailto:studentservices@tranby.edu.au).

## 1.3 Discrimination, Harassment & Bullying Policy

### ***Policy Framework***

Tranby is committed to ensuring that our working and learning environment is free from discrimination and harassment. We take issues relating to discrimination and harassment very seriously and comply with our legislative requirements. These include the *Racial Discrimination Act 1975*, the *Sex Discrimination Act 1984*, the *Disability Discrimination Act 1992* and the *Age Discrimination Act 2004*. All staff, contractors and students are made aware that discrimination and harassment will not be tolerated under any circumstances.

In the event a student wants to make a complaint regarding an incident of discrimination, harassment or bullying they must follow the process outlined in 2.7 *Complaints Policy*. There is also more information in Annexure M about what constitutes discrimination, harassment or bullying.

Please note, suspected criminal behaviour will be reported to the police immediately.

Any student found to be engaging in any behaviour constituting discrimination or harassment toward another student, staff member, consultant or service provider will be dealt with applying the Policy principles contained in the Tranby '1.3 Discrimination, Harassment & Bullying' Policy.

The matter will be dealt with as a 'Behaviour Misconduct' Incident and this process will apply to the student.

### Who to contact?

If you have any questions about this Policy, please email [studentservices@tranby.edu.au](mailto:studentservices@tranby.edu.au)

### Who is responsible?

It is important to note that everybody is responsible for maintaining an environment that is free from discrimination, harassment and bullying.

## 1.4 Access and Equity Policy

### ***Policy Framework***

Tranby is committed to providing fair and equitable processes for students as part of their application and enrolment processes and whilst attending Tranby as a student.



#### 1.4.1 Student Enrolment Policy

At Tranby our approach to enrolment and induction is to provide a pathway for students to make informed decisions about their training and assessment and enter a training pathway that is the right fit and free from discriminatory barriers.

We also strive to identify a student's needs during the enrolment process to ensure that our services are appropriately adjusted to the unique requirements of each individual student.

To achieve this, we:

- Provide students with accurate and ethical marketing and pre-enrolment information that enables them to make confident and appropriate decisions about selected training programs.
- Conduct a one-on-one pre-enrolment interview over the telephone to individually assess a student's needs and circumstances and provide them with information about their rights and obligations.
- Inform prospective students about special requirements for their desired training program and pathways to obtain these before enrolment.
- Assess a student's language, literacy and numeracy skill levels to ensure they have adequate skills and abilities to meet the requirements of their desired training program.
- Determine if a student has any need for reasonable adjustment at the point of enrolment to allow training programs to be suitably modified.
- Provide administrative support that allows students to complete enrolment efficiently and commence training at an agreed time.
- Inform prospective students about alternate pathways to training such as Recognition of Prior Learning.

#### 1.4.2 Language, Literacy and Numeracy Policy

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as understanding written work instructions.

Tranby understands that at times students may need assistance, or information regarding available support services.

#### **1.4.2.1 Process to 'Request Assistance'**

Tranby understands that some students may need to 'Request Assistance'. This may occur at the beginning of the course or during the course. Before making an application for assistance, students must discuss their concerns directly with the Program Manager.

To make a request for assistance students must apply in writing by lodging a 'Request Assistance' Form with Student Services.

1. The 'Request Assistance' Form is attached to this Handbook (see Annexure C). Copies are also available at the Student Services Office for students who are studying on campus.
2. Students must complete and lodge their 'Request Assistance Form' via email to [studentservices@tranby.edu.au](mailto:studentservices@tranby.edu.au)
3. Student Services will process the application within three (3) business days.
4. The student will be advised of the outcome of their application.
5. Documentation will be stored on the Student File.

#### **1.4.2.2 Notes**

##### Type of assistance available

In accordance with our Access and Equity Policy, Tranby offers the following assistance to enrolled students:

1. Individual Assistance: A student may have a special need that requires special adjustments to be made.

##### Individual Assistance

Tranby may be able to make adjustments to Training and Assessment to accommodate for student disability, or any language, learning and numeracy issues.

##### Tranby Support Guidelines

Research has indicated that many adult learners do not have the language, literacy and numeracy skills they need to effectively participate in vocational education and training. The increasing importance of employability skills such as communication and problem solving in the workplace highlight the need for underpinning language, literacy and numeracy skills.

To support this approach Tranby will:

- Assess a student's language, literacy and numeracy skills prior to their enrolment to ensure they have adequate skills to complete the training.
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the skills being delivered.
- Provide clear, detailed information to students about the language, literacy and numeracy assistance available.
- Refer students to external language, literacy and numeracy support services where a more intensive level of support is assessed as necessary that is beyond the support available within Tranby.
- Negotiate an extension of time to complete training programs if necessary.

#### Who to contact?

If you have any questions about our 'Language, Literacy and Numeracy Policy', please email [studentservices@tranby.edu.au](mailto:studentservices@tranby.edu.au) or contact the Program Manager.

## **1.5 Child Protection Policy**

### ***Policy Framework***

Tranby staff, students and other representatives have a legal, moral and ethical responsibility to protect children and take action where they believe there is a requirement to do so. We undertake to ensure that all staff have had Working with Children and Police Checks.

Tranby does not generally deliver training to persons under 18 years of age. We acknowledge, however, that we have a responsibility to the children who come into our environment, and the families of those children, to ensure that children are protected from any type of abuse. This responsibility applies equally to all children who attend the Tranby campus, including visitors, and any enrolled students studying on campus or online.

### Relevant legislation

The following legislation is applicable in the Commonwealth, State and Territory jurisdictions in which we may operate:

New South Wales	<i>Children and Young Persons (Care and Protection) Act 1998</i>
Victoria	<i>Children, Youth and Families Act 2005</i>

Queensland	<i>The Child Protection Act 1999</i>
Western Australia	<i>Children and Community Services Act 2004</i>
South Australia	<i>Children's Protection Act 1993</i>
Tasmania	<i>Children, Young Persons and Their Families Act 1997</i>
Australian Capital Territory	<i>Children and Young People Act 2008</i>
Northern Territory	<i>Care and Protection of Children Act 2007</i>

## 1.6 Continuous Improvement Policy

### ***Policy Framework***

Tranby is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to implementing best practice and the procedures we apply to achieve systematic and sustained improvement.

#### Block/Module Feedback

At the end of each Block/Module, students will be asked to complete a Feedback Form. This will assist Tranby staff to continuously improve our services throughout the academic year.

#### Suggesting general improvements

Students are encouraged to complete a Suggestions Form in any case where they identify an opportunity for improvement.

The 'Suggestions' Form is available on request from [studentservices@tranby.edu.au](mailto:studentservices@tranby.edu.au) (see Annexure D). Students are encouraged to provide feedback to Tranby so we can improve our services in the future.

#### Learner Satisfaction Survey

During the training program, students will be issued with a Learner Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with a Registered Training Organisation (RTO) and in undertaking nationally recognised training. The completion and return of this survey is important to Tranby for our ongoing improvement of services and to enable us to report this information to our registering authority. Students' assistance in gathering this survey data is greatly appreciated.

## **2. Tranby Administration Policies**

Tranby has a number of Administration Policies in place to maintain a positive and safe learning environment for all students and staff. These policies provide important information about matters relating to Student Administration and Services. All of these policies are consistent with both NSW and Australian law.

These policies impact upon organisational procedures and upon student processes and responsibilities.

Our key Administration Policies are:

1. Fees and Refund Policy;
2. Notice of Enrolment Cancellation Policy;
3. Replacement of Training Materials Policy;
4. Travel, Accommodation and Meals Allowance Policy;
5. Attendance Policy;
6. Complaints Policy;
7. Appeals Policy; and
8. Certification Policy.

Each section provides important information about:

1. The Policy Framework;
2. Specific Policies relevant to students;
3. Tranby and Student Responsibility Guidelines (where applicable);
4. The required steps for a related process (if relevant);
5. The Notes part: Provides additional information, including definitions related to key words or phrases (where applicable); and
6. Information about who to contact with a question.

Each policy is designed to provide clear information about the policy framework and the processes available for staff and students.

### **2.1 Unique Student Identifier (USI)**

All students undertaking accredited courses or endorsed training package qualifications are required to hold a Unique Student Identifier (USI).

Commonwealth legislation requires all Registered Training Organisations (RTO's) have a valid USI for a student before they issue that student with a qualification or a statement of attainment.

All students undertaking nationally recognised training must have a USI. Students must provide a valid USI to Tranby staff during course enrolment.

The USI is a randomly generated mix of 10 alpha and numeric digits which the student keeps for life (i.e. 3AW88YH9U5). This enables a codified method of tracking the student's education across qualifications and RTOs over the years.

A key principle underpinning the initiative is that individuals will have control over their USI and can determine who can have access to their personal and educational records. The protection of an individual's USI – and the personal and educational data that it links to is of paramount importance.

It is important to note that the legislation does not allow for a USI to be used as an identifier on a student card or a transcript or qualification provided by a training provider. A USI is a confidential identifier that is not made public and stored only electronically.

Students are able to apply for their USI via this website: [www.usi.gov.au](http://www.usi.gov.au) or they can ask a Tranby representative from Student Services to apply on their behalf. Tranby will assist students in obtaining the USI if the student gives permission for them to do so. Any information gained specifically for the USI application will be destroyed immediately, unless that information forms part of the enrolment documentation that is required to be obtained and kept as part of the student's file.

If the student already has a USI, then this must be provided to a Tranby representative from Student Services who is required to verify the authenticity of the number provided.

A USI must not be used for any purpose other than those specifically allowed under the legislation.

## **2.2 Fees and Refund Policy**

In accordance with applicable legislation, Tranby is entitled to charge fees for services provided to students undertaking a course of study. These charges are generally for items such as course materials or text books, student services and training and assessment services.

Currently Tranby does not charge fees to individual students for courses leading to a nationally recognised qualification.

Tranby does offer fee-for-service courses to organisations who provide access to their students for free. These courses are the subject of a contract between the individual organisation and Tranby and the following Fees Payable and Refund policies do not apply.

### 2.2.1 Fees Payable Policy

Fees are payable when the student has received notification of enrolment. Fees must be paid in full within five days of receiving this notification from Tranby and the training may be discontinued if the fee is not paid as required. Fees will vary for different courses.

### Fees and Charges

The Chief Executive Officer is responsible for approving the Schedule of Fees and Charges. The schedule of fees and charges includes:

- The total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a course;
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- The nature of the guarantee given by Tranby to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study;
- Any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing students, group bookings etc.; and
- There may be fees and charges for additional services. Additional fees and charges include such items as issuing a replacement qualification parchment or statement of results and the options available to students who are deemed not competent on completion of training and assessment.
- For a listing of recurrent Administrative fees refer to the “Schedule of Administrative fees” (available at Student Services).

### 2.2.2 Refund Policy

A student may be entitled to a refund of fees in circumstances where:

1. The student withdraws from a Course;

2. Tranby fails to fulfil its training obligations in accordance with its 'Guarantee to Students'; or
3. Tranby withdraws a student from a Course.

The following refund policy applies:

- Students who give notice to cancel their enrolment more than 10 days prior to the commencement of a course will be entitled to a full refund of fees paid.
- Students who give notice to cancel their enrolment less than 10 days prior to the commencement of a course will be entitled to a 75% refund of fees paid. The amount retained (25%) by Tranby is required to cover the costs of staff and resources which will have already been committed based on the student's initial intention to undertake the course.
- Students who cancel their enrolment after a course has commenced will not be entitled to a refund of fees.

Discretion may be exercised by the Chief Executive Officer in all situations. The student may demonstrate that extenuating or significant personal circumstance led to their withdrawal and, in these cases, the student will be offered a full credit toward the tuition fee in another scheduled course in lieu of a refund. The Chief Executive Officer may also authorise a refund of tuition fees.

Where refunds are approved, the refund payment will be paid within 14 days from the time written notice to cancel the enrolment was received. Tuition refunds will be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form. Refund Forms are available from Student Services [studentservices@tranby.edu.au](mailto:studentservices@tranby.edu.au)

#### **2.2.2.1 Notes**

##### Pro Rata Refund

Tranby can approve a pro rata refund of fees and charges at any time during the course of delivery if students withdraw due to personal circumstances beyond their control and have presented appropriate evidence of these circumstances, for example:

- Serious illness resulting in extended absence from the course;
- Serious illness resulting in the student being unable to continue studies;
- Injury or disability that prevents the student from completing their course; or



- Family/personal reasons such as death or severe medical problems within a family, or unforeseen family circumstances that make it unreasonable to expect a person to continue studies.

Some examples of circumstances that are not accepted for a refund of fees include:

- Employment related reasons where a student has chosen to accept a change in employment arrangements;
- Overseas or interstate travel;
- Relocation of residence (moving house);
- Difficulty in meeting the academic or financial requirements of the course; or
- Acceptance into a course at another institution.

Tranby will issue the student with a Confirmation of Withdrawal letter outlining the student's academic and financial status at the point of withdrawal and ensure all associated academic and financial actions are completed.

#### Tranby Guarantee to Students

If for any reason Tranby is unable to fulfil its service agreement with a student, Tranby must issue a full refund for any services not provided. The basis for determining 'services not provided' is the units of competency completed by the student, which can be issued in a statement of attainment at the time the service is terminated.

#### Protecting fees being paid in advance

Tranby acknowledges that it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities Tranby may accept payment of no more than \$1000 from each individual student prior to the commencement of the course.

Following the course commencement, Tranby may require payment of additional fees in scheduled payments in advance but only such that at any given time, the total amount required to be paid does not exceed \$1,500.

The amount of a scheduled payment will be determined by the costs of the student's training and assessment which is yet to be delivered.

### Payment of GST

GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains that the supply of a course for 'professional or trade course' is a GST-free education course.

Where a student is enrolled in a course which is offering units of competency or a whole qualification, the course fees attached to this enrolment will be exempt from the payment of GST. GST does apply on the payment of some miscellaneous charges where these charges are in addition to and outside the normal services offered in a course.

### Miscellaneous Charges

Tranby may levy some miscellaneous charges for services. These may include:

- Re-issuing a certificate after it has been initially issued to a student;
- Replacing issued learning materials which the student has lost or damaged; and
- Re-assessment services.

These miscellaneous charges are to be clearly specified, including GST where applicable, in the Schedule of Fees and Charges. All miscellaneous charges will be based on a cost recovery basis and are not intended to be a source of profit.

### 2.2.3 Complaints about Fees or Refunds Policy

Students who are unhappy with Tranby arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with Tranby complaints policy and procedure.

### Who to contact?

If you have questions about any of our 'Refund Policies', please email [studentservices@tranby.edu.au](mailto:studentservices@tranby.edu.au)

## **2.3 Notice of Enrolment Cancellation Policy**

Student enrolment can be cancelled, either:

1. Through a Student Application; or
2. Notification by Tranby.

A student who wishes to withdraw from a course of study must first speak with the Student Support Officer or Program Manager.

Tranby endeavours to assess all requests for withdrawal applications to ensure the student has an accurate understanding of the implications of withdrawal and to determine if there are options available that may assist the student to continue with their course.

### 2.3.1 Process for an Application to Withdraw from a Course: Student Decision

If a student decides to withdraw they must apply by emailing Student Services.

### 2.3.2 Process for an Application to Withdraw from a Course: Tranby Decision

In circumstances where Tranby makes a decision to terminate a student's enrolment they must:

1. Notify the student of the decision and provide reasons.
2. The student has a right of appeal in accordance with the '2.7 Complaints' process.

#### Who to contact?

If you have any questions about this Policy, please email [studentservices@tranby.edu.au](mailto:studentservices@tranby.edu.au)

## **2.4 Replacement of Training Materials Policy**

Students who require replacement of issued text or other learning materials may be liable for additional charges to cover the cost of replacement. Where a student has purchased a text or other training materials and subsequently cancels their enrolment, Tranby will not refund monies for the text unless a written request for a refund is received and the text is in as-new condition. For a full list of applicable replacement charges please refer to the 'Schedule of Administrative Fees' (available at Student Services).

#### Who to contact?

If you have any questions about this Policy, please email [studentservices@tranby.edu.au](mailto:studentservices@tranby.edu.au)

## **2.5 Travel, Accommodation and Meals Policy**

### ***Policy Framework***

This policy applies only to students who undertake part of their on campus. To ensure Tranby complies with its funding obligations, students must provide relevant information when requested by a representative from Student Services to:

- Assess a student's eligibility to apply for travel, accommodation or meal allowances;
- Process applications; and
- Make arrangements in accordance with the funding agreement.

Funding for accommodation and travel is provided by the Federal Government via the "Away-From-Base" program under section 10 of the *Indigenous Education (Targeted Assistance) Act 2000* (Cth).

Not all students are eligible for this funding and further information can be obtained by contacting the Program Manager.

### 2.5.1 Travel Policy

Tranby is funded to cover travel for students to attend their course on campus in Glebe.

#### Student Responsibilities:

- Students must respond to emails and requests from Student Services in a timely way to ensure additional costs are not incurred for travel bookings.

#### **2.5.1.1 Process to change travel arrangements**

1. Students must give Student Services at least seven (7) days written notice if they need to apply for a 'Leave of Absence' and make a change to their travel arrangements.

Please refer to '2.6.1.1 Process to apply for leave of absence' for further information.

2. Any student who does not provide the required notice and fails to travel in accordance with the booking arrangements will be issued with a written warning.

Students may be required to pay for any costs incurred as a result of their failure to comply with the travel booking arrangements.

3. Any student who subsequently fails to provide the required notice and fails to travel in accordance with the booking arrangements will be issued with a written warning and will be required to attend a Student Meeting.

### Students who live within 10 hours of Tranby (via public transport)

Travel expenses are covered for students to travel via NSW Trainlink or bus. At the commencement of the course students must provide Student Services with relevant information so that travel bookings can be made for each Block.

### Travel expenses incurred to accommodation

Students are required to pay any costs incurred from the airport (via car or train) to the accommodation. Students must apply for reimbursement in writing by filling in a 'Reimbursement' Form and submitting the receipt. These forms must be lodged with Student Services.

### Students who live outside a 10-hour travel radius of Tranby (via public transport)

Travel expenses are covered for students to travel via aeroplane, train or bus.

### Students who choose to drive

Students can apply to be reimbursed for fuel. Students must apply in writing by filling in a 'Reimbursement' Form and submitting the receipt. These forms must be lodged with Student Services.

### Who to contact?

If you have any questions about this Policy, please email

[studentservices@tranby.edu.au](mailto:studentservices@tranby.edu.au)

## 2.5.2 Accommodation Policy

Tranby is funded to provide accommodation for students who meet the criteria. If any student is not satisfied with the accommodation nominated by Tranby, they are free to make their own accommodation arrangements at their own expense.

As part of the application process eligible students indicate whether or not they require accommodation. At the commencement of the course, students must provide Student Services with relevant information so that accommodation bookings can be made for each Block.

### ***2.5.2.1 Process to change accommodation arrangements***

1. Students must give Student Services at least seven (7) days written notice if they need to apply for a 'Leave of Absence' and make a change to their accommodation arrangements.

Please refer to the '2.6.1.1 Process to apply for leave of absence' for further information.

2. Any student who does not provide the required notice and fails to arrive at their accommodation will be issued with a written warning.  
Students may be required to pay for any costs incurred as a result of their failure to comply with the accommodation booking arrangements.
3. Any student who subsequently fails to provide the required notice and fails to arrive at their accommodation will be issued with a written warning and will be required to attend a Student Meeting.

### Responsibility Guidelines

#### Tranby responsibilities:

- To make appropriate bookings and payment on behalf of the student in accordance with funding requirements.

#### 'Accommodation Service Provider' responsibilities:

- To provide safe and secure accommodation to students in accordance with their agreement with Tranby.
- To receive and deal with any student complaints regarding their services.

#### Student Responsibilities:

- To conduct themselves in an appropriate manner.
- To comply with all lawful directions given by the Accommodation Service Provider.
- To make any complaints about accommodation directly to the Accommodation Service Provider.

### Who to contact?

If you have any questions about this Policy, please email [studentservices@tranby.edu.au](mailto:studentservices@tranby.edu.au)

### 2.5.3 Meals Allowance Policy

Students who wish to make an application for a Meals Allowance must meet the funding requirements and submit a 'Student Meal Allowance' form to Student Services.

1. The 'Student Meal Allowance' form is attached to this Handbook (see Annexure F). Copies are also available at the Student Services Office.
2. Students must complete and lodge their 'Student Meal Allowance' form via email to [studentservices@tranby.edu.au](mailto:studentservices@tranby.edu.au)  
Students must include receipts or the application cannot be processed.
3. Student Services will process the application within three (3) business days.
4. Documentation will be stored on the Student File.

#### Who to contact?

If you have any questions about this Policy, please email [studentservices@tranby.edu.au](mailto:studentservices@tranby.edu.au)

## **2.6 Attendance Policy**

### ***Policy Framework***

Tranby courses delivered on campus have a 100% attendance requirement for all units. As part of our reporting requirements for funding we must ensure all students attend for Block on campus as required.

#### 2.6.1 Absence from Class Policy

Tranby understands that from time to time exceptional circumstances may arise that may make it difficult for a student to attend a class on campus. If this happens then the student must apply in writing for a 'Leave of Absence'.

##### ***2.6.1.1 Process to apply for 'Leave of Absence' before the absence***

1. Students must complete a 'Leave of Absence' Form. One of these forms is attached to this Handbook (see Annexure G). Copies are also available at Student Services.
2. Students must lodge their 'Leave of Absence' Form via email to [studentservices@tranby.edu.au](mailto:studentservices@tranby.edu.au) at least 24 hours prior to the time the student needs to be absent. If a student has supporting documentation, then this must also be lodged with the form.
3. Tranby will process the application.

The Program Manager will record their decision in writing on the student's application Form.

4. The student will be advised in writing of the outcome of their application.
  - Approved: Student is excused for the nominated time without penalty.
  - Rejected: Student must attend class. Failure to attend class as required will result in a Warning being issued.

#### **2.6.1.2 Process to apply for 'Leave of Absence' after the absence**

Tranby understands that on rare occasions exceptional circumstances can arise that prevent a student from coming to class on campus. In these cases, the student is permitted to apply in writing for a 'Leave of Absence' as soon as possible after the absence.

1. Call or email Tranby advising Student Services that due to unforeseen circumstances you are unable to attend class on campus
2. The 'Leave of Absence' Form is attached to this Handbook (see Appendix B). Copies are also available at the Student Services Office and on Moodle.
3. Students must complete and lodge their 'Leave of Absence' Form via email to [studentservices@tranby.edu.au](mailto:studentservices@tranby.edu.au) within one (1) week of the unplanned absence. Any supporting documentation must also be lodged with the form.
4. Tranby will process the application.

The Program Manager will record their decision in writing on the application Form.

5. The student will be advised in writing of the outcome of the application.
  - Approved: The student is excused for the nominated time without penalty.
  - Rejected: If it is determined that an inadequate explanation has been given for a student's absence then the application will be rejected. This will result in a Formal Warning being issued.

#### **2.6.1.3 Notes**

##### Absence

Each day of Block on campus runs from 9.30 to 4.30pm unless otherwise advised by the Program Manager. An absence means any period of time greater than thirty (30) minutes that a student is away from training.

##### Formal Warning

A Warning will be issued in the following circumstances:



1. Non-compliance with the 'Leave of Absence' policy
2. Rejected 'Leave of Absence' applications

If a student receives two Formal Warnings regarding their absence from class, they will be required to attend a 'Student Meeting' with the Program Manager. The purpose of the meeting is to discuss the issues and put an agreed plan in place to prevent the incident occurring again. All parties must sign the 'Action Plan' as identified in the Behaviour Misconduct Policy.

#### Who to contact?

If you have questions about any aspect of our 'Leave of Absence' Policy, please email [studentservices@tranby.edu.au](mailto:studentservices@tranby.edu.au)

#### 2.6.2 Celebration Attendance Policy

For all on campus courses, the Celebration is scheduled on the last Thursday or Friday of the final Block. This ceremony is a special occasion to celebrate the hard work and achievements of all students.

Invitations and arrangements for attendance at Celebration will be completed by Student Services two weeks prior to the commencement of final Block.

Students who complete their course online will be invited to attend an online Celebration. This is generally scheduled approximately one month after the date of the final assessment submission for the course.

#### Awards

From time to time Tranby may give a student from a graduating cohort an award. A key award is called the 'Kevin Cook Achievement Award'. This is a special award that recognises the outstanding achievement of one student through their studies and within their community.

On occasion there may be other awards given to students in recognition of their achievements.

## **2.7 Complaints Policy**

Tranby is committed to providing a fair complaints and appeals process. Tranby understands there may be occasions where an issue cannot be resolved at the time

and a student may wish to make a complaint. In these cases, students must make their complaint in writing.

Tranby handles complaints in a constructive, timely, fair and equitable manner. We ensure that anyone with a complaint is aware of the process for raising their issue, the process is offered at no charge, and that all complaints and appeals are handled according to the principles of natural justice and procedural fairness.

Complaints may relate to Tranby, its trainers, assessors or other staff, a third party providing services on Tranby's behalf, its trainers, assessors or other staff, or another Tranby student.

Complaints may include training delivery or assessment, the quality of the learning being delivered by trainers, student amenities, discrimination and harassment, bullying or other issues that may arise.

As much as possible, Tranby identifies potential causes of complaints and takes action to eliminate or at least mitigate likely sources of a complaint. This action forms part of the ongoing continuous improvement process.

Complaints are classified as:

1. Assessment appeal – see 3.5 Academic Appeals Policy; and
2. All other complaints – Complaints Policy (outlined in this section of the handbook).

Tranby encourages attempts to resolve an issue informally, wherever possible, directly with the person(s) concerned. This may also be achieved with the assistance of a staff member, another student or other third party.

Where an issue cannot be resolved, it becomes a formal complaint. Complainants are required to complete a Complaints Form, available at Tranby Reception. A Tranby staff member will ensure all the details of the complaint are clearly understood on the form and that the form has been signed by the student. The staff member will provide a copy of the form to the complainant.

### 2.7.1 Process for Lodging a Complaint

1. Complete a 'Complaints' form (see Annexure H).

2. The Complaints form must be lodged within five (5) days of an issue arising. The form must be lodged in writing via email to Student Services at [studentservices@tranby.edu.au](mailto:studentservices@tranby.edu.au)
  - The student must specify in their application what remedy they are seeking.
  - The student must also provide any supporting documentation and include any relevant submissions to advocate their case.
3. Student Services will acknowledge receipt of the complaint in writing and forward it to the Director of Compliance for review. The Director of Compliance will determine the most suitable person to handle the complaint, record the complaint on Tranby's Complaints Register and commence the formal process.
4. Tranby will ensure that complaints are finalised as soon as practicable and will attempt to resolve any complaint within ten (10) working days.
5. Tranby will supply the complainant with a written letter of resolution. The outcome of the complaint will be recorded on the Complaints Register.
6. Where Tranby considers more than sixty (60) calendar days are required to process and finalise the complaint or appeal, the complainant will be notified in writing, including reasons why more than sixty (60) calendar days are required, and Tranby will regularly update the complainant on the progress of the matter.

#### **2.7.1.1 Notes**

During all stages of the complaints and appeals process Tranby will ensure that:

- The complainant will not be victimised or discriminated against;
- All persons involved in the allegations will be informed of the allegations;
- All persons involved have an opportunity to formally present their case at no cost and each party to the complaint may be accompanied and assisted by a support person at any relevant meetings;
- Complaints and appeals are dealt with in a fair and unbiased way;
- A full explanation in writing for decisions and actions taken as part of the process will be provided to the complainant;
- Students are encouraged to maintain their study routines until the complaints and appeals process is completed. Tranby will not terminate the enrolment of any student whilst the complaints and appeal process is being finalised;

- Where the process results in a decision that supports the complainant, Tranby will immediately implement any decision and/or corrective and preventative action required and advise the complainant of the outcome;
- A written record of all complaints and appeals will be kept securely and confidentially by Tranby including all details of lodgement, response and resolution;
- Complaints and appeals will be handled in the strictest of confidence. No Tranby representative is to disclose information to any person without the permission of the Chief Executive Officer. A decision to release information to third parties can only to be made after the complainant has given permission for this to occur. This permission should be given using the 'Information Release' Form; and
- Complaints will be considered on the basis of procedural fairness and lead to opportunities for improvement.

Tranby considers that it would be extremely unlikely that complaints are not able to be resolved quickly within Tranby's internal structures.

## **2.8 Process for an Appeal**

If a complainant is dissatisfied with the outcome of their formal complaint process they may lodge an appeal as follows:

1. The complainant must complete and sign the Appeals section of the Complaints Form.
2. The Complaints form must be submitted to the CEO within 5 (five) working days of the complaint process outcome.
  - The completed form must be lodged with Student Services.
  - The appeal will be acknowledged in writing.
3. The CEO may decide on the appeal or, if the CEO was a party to the complaint outcome, convene an independent review panel (who are not party to original complaint) within 5 (five) working days of receiving the written request. If heard by a review panel, the panel will review the dispute and report to the CEO within 5 (five) working days of receiving the appeal.
4. The CEO will provide a written report to the person who has lodged the appeal. The person will be advised of the outcome of the appeal, additional

steps taken to address the complaint and the reasons for the decision within 5 (five) working days of making or receiving the appeal decision. The report will further advise the appellant of their right to access the external appeals process if they are not satisfied with the outcome of their appeal.

5. If the matter remains unresolved after the review panel or CEO presents the appeal process findings in writing, the appellant may make a written request to the CEO that they wish the matter be dealt with through an independent external dispute resolution process. Tranby, in consultation with the appellant, will appoint a mutually agreed independent external mediator within 5 (five) working days. There may be a cost associated with an external appeal.
  - The appellant or the respondent may ask another person to accompany them to meetings with the mediator.
6. The mediator will report the outcome of the mediation to the CEO, including any recommendations arising, within 5 (five) days of the completion of the review. Once the CEO receives the report of the outcomes from the independent mediator, they will provide a written report to the appellant within 5 (five) working days on the recommended actions to resolve the appeal.
  - Tranby agrees to be bound by the independent mediator's recommendations and the CEO will ensure that any recommendations made are implemented within 5 (five) days of receipt of such decision.

### **2.8.1 Notes**

The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and procedure limits the rights of individuals to take action under Australia's Consumer Protection laws. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies.

#### Who to contact?

If you have questions about any aspect of our 'Complaints' Policy, please contact Student Services at [studentservices@tranby.edu.au](mailto:studentservices@tranby.edu.au)

## **2.9 Certification Policy**

Tranby is responsible for the issue of AQF certification.

Tranby adheres to the requirements of the Standards for Registered Training Organisations (RTOs) 2015 and the AQF Qualifications Issuance Policy for issue of:

- AQF Testamurs and associated record of results; and
- AQF statements of attainment.

The purpose of this policy and procedure is to define the rules for the issuance of AQF vocational education and training testamurs, records of results and statements of attainment. The appropriate documents will be released to a student:

- Once the student has competently met all requirements of a unit/units or qualification;
- Within 30 days of the student being assessed as competent to all requirements;
- After confirming that all fees have been paid (where relevant);
- Provided that we have the Unique Student Identifier on file; and
- Once all issued training devices (i.e. laptop, modem etc.) have been returned.

A student who is enrolled in an accredited vocational education and training course and has successfully completed all the required units of competency is entitled to receive the following certification documentation upon completion:

- A testamur and associated record of results.

A student who has successfully completed a number of units of competency within an accredited vocational education and training course but does not meet the requirements of the full qualification is entitled to:

- A statement of attainment (SoA), documenting the units of competency awarded.

An original document of either a Diploma, Certificate or a statement of attainment will be posted to the student's nominated postal address. Students must ensure their address details are up to date with Student Services at all times.

NB. Any student requesting any replacement documents must refer to 1.2.3 Students Records Request Policy and the 'Schedule of Administrative Fees and Services' (available at Student Services).

### 3. Tranby Academic Policies

Tranby has a number of Academic Policies in place to maintain a positive and safe learning environment for all students and staff. These policies provide important information relating to Training and Assessment. They impact upon organisational procedures and student processes and responsibilities. All of these policies are consistent with both NSW and Australian law.

Our key Academic Policies are:

1. Assessment Submission Policy;
2. Grading Policy;
3. Class Participation Policy;
4. Plagiarism Policy; and
5. Academic Appeals Policy.

Each section provides important information about:

1. The Policy Framework;
2. Specific Policies relevant to students;
3. Tranby and Student Responsibility Guidelines (where applicable);
4. The required steps for a related process (if relevant);
5. The Notes part: Provides additional information, including definitions related to key words or phrases (where applicable); and
6. Information about who to contact with a question.

Each policy is designed to provide clear information about the policy framework and the processes available for staff and students.

#### ***Training and Assessment Policy Framework***

Tranby is responsible for compliance of training and assessment. At Tranby we recognise that assessment is a core service offered to our students and is at the centre of our operation as a Registered Training Organisation. Quality assessment ensures that the skills and knowledge of students are evaluated using four principal determinants:

- That assessment decisions are based on the assessment of skills and knowledge described within units of competency drawn from training packages or accredited courses.
- That the target industry requirements are contextualised and integrated within the assessment.
- That assessment is conducted in accordance with the principles of assessment (see below).
- That evidence is gathered that meets the rules of evidence (see next page).

### The Principles of Assessment

In the delivery of assessment services, Tranby applies the principles of assessment in the following way.

**Validity** – assessment is conducted against the broad range of skills and knowledge identified within each unit of competence.

**Reliability** – evidence is gathered and interpreted in a consistent manner that provides for reliable assessment both for the student and assessor. This is achieved by using assessors who have the required competencies in assessment and the relevant vocational competencies, the provision of model answers to guide consistent assessor judgements and moderation of assessment judgements to ensure consistency across assessors.

**Flexibility** – assessment strategies provide for recognition of a student's current competence, and employ a range of methods appropriate to the context of the industry, the competency and the student.

**Fairness** – the student's needs and characteristics are considered and reasonable adjustments are made when required. Assessors achieve this through clear communication with a student to ensure that the student is fully informed about, understands and is able to participate in, the assessment process, and agrees that the process is appropriate.

### Benchmarks for assessment

Tranby uses units of competency drawn from nationally endorsed industry training packages and accredited courses as our primary benchmark for assessment. Supporting this are industry standards or codes of practice. These and other industry



specific publications inform the context and standard of performance during assessment.

In order to identify the precise assessment criteria, we apply a methodology of unpacking a unit of competence in order to assess the full scope of the unit including elements and performance criteria, skills and knowledge requirements and the specific requirements of the evidence guide.

### Engagement with industry

Consultation with Indigenous enterprises or industry will provide information about assessment requirements relevant to workplaces. Regulatory requirements that relate to specific units of competency will be incorporated to ensure our students are well prepared for their workplace duties.

### The Rules of Evidence

In collecting evidence, Tranby applies the rules of evidence to inform the assessment strategy. Assessment strategies have been designed to ensure:

**Sufficiency** – We prioritise the collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly.

**Validity** – We collect evidence that is specified in the benchmarks for assessment. Tranby places significant emphasis on evidence that is gathered through realistic simulations along with a detailed assessment of underpinning knowledge.

**Authenticity** – We seek evidence that is authentic. To support this, assessors must be assured that the evidence presented for assessment is the student's own work. All submissions are to include a signed statement by the student that the work is their own.

**Currency** – We must be satisfied that the student currently holds the skills and knowledge relating to a particular assessment. This will mostly relate to recognition applications where a student has been in the workplace for many years and is seeking recognition of skills and knowledge obtained through workplace experience or previous training.

Tranby has a number of academic policies in place to assist students to maximise their learning opportunity and complete the work to the best of their ability.

### Reasonable Adjustment

Students may make a request for reasonable adjustment. The purpose of reasonable adjustment is to make it possible for all students to participate fully in education and training. It is not to give a student an advantage over other students, to change course standards or outcomes or to guarantee success. Reasonable adjustment to assessment activities needs to be justifiable and uphold the integrity of the qualification.

In consultation with the student, trainers and assessors will institute reasonable adjustment to training and assessment material.

Where it is not possible to meet the student's needs, Tranby will refer the student to a professional organisation for further assistance.

### Resubmission of Assessments

Students will be permitted to resubmit any assessment up to two (2) times. The Assessor will provide written feedback on each occasion and be available to discuss the assessment and feedback.

In the event that a student's work is not deemed satisfactory on the third attempt (i.e. the original submission and the 2 resubmissions), with the agreement of the Assessor, the student may be allowed to submit the assessment again.

## **3.1 Recognition of Prior Learning (RPL) & Credit Transfer**

Tranby acknowledges the requirement as a Registered Training Organisation (RTO) to offer Recognition of Prior Learning (RPL) and to recognise the awards issued by other RTOs. Recognition of awards issued by other RTOs is limited to outcomes that are drawn from the national skills framework being units of competency awarded and accurately identified in statements of attainment and qualifications.

There are two ways that a student may be marked competent in a unit without participating in Tranby training:

1. Recognised Prior Learning; and
2. Credit Transfer.

Students can apply to Student Services for RPL and / or a 'Credit Transfer'. Students must talk to the Program Manager about RPL and Credit Transfer to assist in making a decision about their suitability to apply.

### 3.1.1 RPL Policy

In accordance with the requirements of the Standards for NVR Registered Training Organisations, Tranby provides the opportunity for students to apply to have their prior learning recognised toward a qualification or units of competency for which they are enrolled. Tranby's RPL policy is consistent with the principles and process of our Training and Assessment Policy Framework detailed in '3: Tranby Academic Policies' section.

#### **3.1.1.1 Process to apply for RPL**

The following process applies for students who wish to apply for RPL:

1. Students who wish to request consideration of RPL must first complete an 'Application for Recognition of Prior Learning' Form and a self-assessment guide (See Annexure I).
2. Students must lodge their form and self-assessment via email to [studentservices@tranby.edu.au](mailto:studentservices@tranby.edu.au)
3. Tranby will process the application.
4. The student will be advised in writing of the outcome of their application.
  - Approved: Student will be invited to a meeting with a Tranby representative to discuss their application and assist with the Evidence requirements.
  - Rejected: Student will be advised they do not meet the basic requirements for applying for RPL.
5. Students invited to an RPL interview will address the following with a Tranby representative:
  - Understand the assessment process.
  - Identify appropriate forms of evidence.
  - Use the RPL tools provided to them.
6. Students must then complete an 'RPL Evidence' Report to record their documentary evidence against each unit of competence and to attach evidence as required.
7. Students must lodge their 'RPL Evidence Report' via email to [studentservices@tranby.edu.au](mailto:studentservices@tranby.edu.au)

If a student has supporting documentation, then this must also be lodged with the form.

8. The application will be processed.
9. The student will be advised of any of the following outcomes in writing:
  - The student may be invited to attend another meeting to undertake an interview to answer verbal questions.
  - The student may be asked to complete a practical assessment or provide further documentary evidence. In these cases, feedback will be provided on the assessments.
10. Once step 9 is complete the student will be advised in writing of the outcome of their RPL.
  - Accepted / Partially Accepted.  
This may include issuing a statement of attainment or qualification, in accordance with Tranby Qualifications Issuance policies and procedures.
  - Declined.
11. The outcome of the application will be recorded on the student file.
12. A student can appeal the decision by following the Academic Appeals process.

#### **3.1.1.2 Process to appeal a RPL decision**

Students who wish to appeal a decision in relation to their RPL application must do so in accordance with Tranby's '3.5 Academic Appeal's Policy'.

#### **3.1.1.3 Notes**

##### What is RPL?

RPL involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. RPL assesses this learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved.

RPL is just another form of assessment and requires the same application of policy and procedures outlined in the Assessment Policy (3.2).

##### Recognition guidelines

The following guidelines are followed when an application for RPL is received:

- Any student is entitled to apply for RPL in a course or qualification in which they are currently enrolled.

- Students may not apply for RPL for units of competency or a qualification which are not included in Tranby's scope of registration.
- Students may apply for RPL at any time; however, we encourage students to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a training program are eligible to apply for RPL in that program at no additional charge.
- Assessment via RPL must apply the principles of assessment and the rules of evidence.
- RPL may only be awarded for whole (i.e. not part) units of competency.

### Forms of evidence

RPL acknowledges that workplace skills and knowledge may be gained in a variety of ways including both formal and informal learning or through work-based or life experience.

In evaluating assessment evidence, Tranby applies the Rules of Evidence (i.e. sufficient, valid, authentic and current).

Like assessment, RPL is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by students of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a student's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward RPL may include:

- Work records.
- Records of workplace training.
- Assessments of current skills.
- Assessments of current knowledge.
- Third party reports from current and previous supervisors or managers.
- Evidence of relevant unpaid or volunteer experience.
- Examples of work products.
- Observation by an assessor in the workplace.
- Performance appraisal.

- Duty statements.

Many of these forms of evidence would not be sufficient evidence on their own. When combined together as a number of evidence items, it will start to provide a strong case for competence.

Tranby reserves the right to require students to undertake practical assessment activities relating to required skills and knowledge in order to satisfy itself of a student's current competence.

### Who to contact?

If you have any questions about this Policy, please email [studentservices@tranby.edu.au](mailto:studentservices@tranby.edu.au)

### 3.1.2 Credit Transfer Policy

As a Registered Training Organisation, Tranby must recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competency awarded and accurately identified in statements of attainment and qualifications. Students can apply to Student Services for a Credit Transfer.

#### **3.1.2.1 Process to apply for a Credit Transfer**

The following procedure is to be applied by Tranby for students requesting a credit transfer:

1. The student must complete a 'Credit Transfer Form' (see Annexure J) and provide a certified copy of the transcript of units via email to [studentservices@tranby.edu.au](mailto:studentservices@tranby.edu.au)
2. Tranby will process the application.
3. The student will be notified in writing of the outcome.

#### **3.1.2.2 Notes**

### What is Credit Transfer?

Credit Transfer (also known as 'National Recognition') is the recognition of learning achieved through formal education and training.

Under the Standards for NVR Registered Training Organisations, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows units of competency previously achieved by a

student to be recognised when they are enrolling in a related course where those units can assist them in meeting the requirements for a qualification.

#### When unit codes and titles are different

If credit transfer is being sought for a unit of competence which has a different title or code, then it is necessary to establish the equivalence between the unit held and the unit being sought. In many cases this information can be found in a mapping guide published in the relevant Training Package. The Tranby Director of Compliance will obtain this information and validate claims of equivalence.

As a general guide, if there is no such mapping available then we are not obliged to recognise the unit through credit transfer. In these circumstances, the applicant should be referred for recognition in accordance with our Recognition of Prior Learning policies and procedures. Under no circumstances is a comparison between units to be used as the basis for credit transfer.

#### Evidence requirements

A student will be required to present a course completion transcript for examination by Tranby. These documents will identify the units of competency the student has been previously issued.

Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework, Second Edition, 2013. The student is required to only submit copies which are certified as a true copy of the original by a Justice of the Peace (or equivalent).

#### Credit transfer guidelines

The following guidelines are to be followed when an application for credit transfer is received:

- Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Students may apply for credit transfer at any time; however, we encourage students to apply before commencing a training program in order to reduce unnecessary training and provide the student with a more efficient path to competence.
- The student does not incur any fees for credit transfer nor do we receive any funding.

- Credit transfer is applicable to whole units of competency. Where a mapping guide identifies a partial credit, this will not be considered and the student will be advised to seek Recognition of Prior Learning.
- Credit transfer will only be issued when a student's enrolment includes at least one other unit of competence for which the student is participating in training or is seeking recognition of prior learning. Students may not enrol only for credit transfer.

### Who to contact?

If you have any questions about this Policy, please email [studentservices@tranby.edu.au](mailto:studentservices@tranby.edu.au)

## **3.2 Assessment Submission Policy**

To maximise the learning experience and to best follow the course delivery structure it is vital that students complete assessments by the due date stated on the Course Outline. Students place a great deal of unnecessary stress on themselves when they allow assessments to overlap. The Assessor will provide timely feedback for student assessments to assist students with their learning.

Students who do not submit an assessment task by the end of the first Block or Module will be withdrawn from the course.

A student's failure to submit an assessment task by the submission date will result in a reminder email.

A student's repeated failure to submit an assessment task/s within the Block/Module in which those assessments appear will result in a warning email/s.

A student's failure to submit any assessment tasks by the end of the subsequent Block/Module may lead to withdrawal from the Course.

Tranby understands that extenuating circumstances may arise in a student's life whilst they are studying and that this can impact upon their ability to complete their work by the 'Assessment Due Date'. Students who have received a Notification of Intention to Withdraw from the course can appeal the decision. Please refer to the Complaints and Appeals Policy.



### 3.2.1 Process to Apply for ‘Special Consideration’

These are the steps you must take to apply for ‘Special Consideration’:

1. Fill in an ‘Application for Special Consideration’ form (see Annexure K).
  - Please note, you must meet the requirement of ‘extenuating circumstances’ to be granted ‘Special Consideration’.
  - Poor time management is not a basis for a ‘Special Consideration’ Application.
  - Illness, personal hardship or family circumstances may be a basis for a ‘Special Consideration’ Application.
2. Provide copies of relevant documentation to support your claim for ‘Special Consideration’.
  - The documents must support the application for ‘Special Consideration’. For example, if the extenuating circumstances are due to illness then the supporting document would usually be a doctor’s certificate stating that the student is unfit for work or study during a particular timeframe.
3. Students must email their ‘Special Consideration Application Form’ and supporting documents to the Student Services email.
4. Staff will review the application and notify the student in writing whether or not the application has been accepted.

If the application is accepted and the student is granted an extension, they will be advised of the new ‘Assessment Due Date’ by email. We encourage students to continue working on assessments whilst their application is being processed.

5. Following receipt of a warning, students who continue to fail to submit outstanding assessment tasks, or fail to submit further assessment tasks by their submission date without special consideration, may be withdrawn from the program in which they are enrolled.
6. Students who are notified of withdrawal may submit a complaint by following the Complaints Policy.

We understand that if a student has extenuating circumstances then they may need extra support. Trainers and Student Services are here to support students and are happy to discuss things with the student, informally as well as formally. 'Special Consideration' cannot be granted over the telephone, this can only be done through this written 'Special Consideration' Application process.

#### Who to contact?

If you have questions about any aspect of our 'Assessment Submission' Policy, please contact the Program Manager by sending an email to [studentservices@tranby.edu.au](mailto:studentservices@tranby.edu.au)

### **3.3 Grading Policy**

#### Assessment Outcomes

All courses: All assessments for all units will be marked *Satisfactory* or *Further Evidence Required*. When a student has been marked Satisfactory for all assessments in a unit they will be marked as *Competent* for that unit.

#### Assessed as Competent for a Unit:

For a student to be assessed competent for a unit they must be marked Satisfactory for each Assessment.

To receive a Diploma or Certificate, students must be deemed Competent in all units for the course.

A statement of attainment will record all units in which a student has been deemed competent.

### **3.4 Plagiarism Policy**

#### ***Policy Framework***

Tranby is committed to ensuring a great learning experience for its students. It aims to provide a learning environment that fosters the qualities of independent learning and academic integrity.

This policy seeks to encourage ethical conduct and to inform staff and students about required standards of academic behaviour. Students have a responsibility to maintain the highest standards of academic integrity in their work. Students must not cheat in assessments and must ensure that they do not plagiarise. Any student

found to have plagiarised their work may be withdrawn from the course in which they are enrolled.

### 3.4.1 Process if Plagiarism is Detected

The following process applies in circumstances where Tranby staff suspect plagiarism in a student's work.

1. If an Assessor suspects plagiarism in a student's work, they must consider the following factors:
  - The extent of the plagiarism (noting that the more extensive the plagiarism, the more likely it was intentional).
  - Review the course profile and other information provided to students to determine if adequate information had been given.
  - Identify if the student has been previously warned of plagiarism.
  - Determine whether the student is new to adult vocational education and training (it would be expected that continuing students would be more likely to understand plagiarism and its consequences).
2. The Program Manager must issue the student with a Formal Warning in writing and invite the student to attend a 'Student Meeting'.
  - The student can invite a support person to attend the meeting.
3. If deemed appropriate the Assessor may provide written feedback and ask for the student to resubmit the assessment. The resubmission can be taken into account at the 'Student Meeting'.

### Referral for investigation

The Program Manager has discretion to refer any suspected cases of plagiarism for investigation by the Quality Assurance Committee.

### Who to contact?

If you have questions about any aspect of our 'Plagiarism' Policy, please contact the Program Manager.

### **3.4.1.1 Notes**

### Responsibility Guidelines

#### Staff responsibilities

Tranby staff will:

- Inform all students of expectations related to assessment.

- Inform all students of referencing techniques and provide clear examples of what is acceptable.
- Explain to students what constitutes plagiarism.
- Set realistic assessment activities and vary assignments and questions.
- Assist students to understand and apply correct referencing techniques.
- Set appropriate conditions for group activities and make clear the distinction between group work and individual work.

### Student responsibilities

Students must:

- Submit only work that is their own or that properly acknowledges the ideas, interpretations, words or creative works of others.
- Avoid lending original work to others for any reason.
- Be clear about assessment conditions and seek clarification if in doubt.
- Be clear about what is appropriate referencing and the consequences of inappropriate referencing.
- Discourage others from plagiarising by observing the practices above.

### What is plagiarism?

Plagiarism is the act of misrepresenting the ideas, interpretations, words or creative works of another as one's own original work. These include published and unpublished documents, designs, music, sounds, images, photographs, computer codes and ideas gained through working in a group. These ideas, interpretations, words or works may be found in print and/or electronic media.<sup>1</sup>

### Cheating

Cheating is defined as a form of deceit with a view to gaining an advantage for the cheat. At Tranby, cheating is usually related to taking unauthorised material into assessments. Trainers will clearly explain expectations related to any assessment, and what constitutes cheating.

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<sup>1</sup> Merriam-Webster Online Dictionary

### Academic integrity

Tranby acknowledges that you will study the work of others via textbooks, learning material or your own research. However, it is important that students acknowledge, through appropriate referencing, earlier work from which they have drawn information.

#### 3.4.2 Referencing Guidelines

Referencing demonstrates that the student has read the issued material or has undertaken research in other sources. Failure to reference appropriately is considered unethical academic behaviour and will result in a student's work not being accepted.

Work submitted for assessment must consist of original effort. It is insufficient to simply copy work from other sources and submit it, even if those sources are appropriately acknowledged. Work must have an original component.

The following are examples of plagiarism:

- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence.
- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence with an end reference but without quotation marks around the copied text.
- Copying ideas, concepts, research results, computer codes, statistical tables, designs, images, sounds or text or any combination of these.
- Paraphrasing, summarising or simply rearranging another person's words, ideas, etc., without reference or explanation.
- Offering an idea or interpretation that is not one's own without identifying whose idea or interpretation it is.
- A 'cut and paste' of statements from multiple sources.
- Presenting work done in collaboration with others as independent work.
- Copying or adapting another student's original work into a submitted assessment item.

### Common Knowledge

In every field, there is a body of knowledge and material that has become part of the public domain and which can be drawn on without specific acknowledgment. Common knowledge includes facts that are generally known, such as common facts of history, common sense information, accepted folklore and aphorisms that have been adopted as part of common English language.

For example, it would not be necessary to reference the following:

- That Bob Hawke was the Prime Minister of Australia (common fact of history).
- That humans need food and water for survival (common sense observation).

### How to reference?

There are different systems of referencing depending on the area you work in. Some use 'in-text' referencing, while others require you to use footnotes.

### **The Harvard Referencing System**

You should apply the Harvard Referencing System of in-text citation. This approach requires the following three pieces of information about a source to be included within the text of your work:

- The name of the author/s.
- The year of publication.
- The page number.

Citations may be placed at the end of a sentence (before the concluding punctuation) in brackets:

To succeed, the team will rely on both task process and group process (*Dwyer, Hopwood 2010, p. 239*).

A reference may also be placed in the text by integrating the author's surname into the sentence, followed by the year of publication and page number, in brackets:

*Dwyer and Hopwood (2010, p. 239)* identify that to succeed, the team will rely on both task process and group process.

### Reference List

A List of References must be included at the end of the document. This should include all the books, journal articles and other sources of information used to research the submission.

The reference list should be laid out alphabetically and the title of the source should be italicised. Each reference must include:

- The name of the author/s;
- The year of publication;
- The title of the publication;
- The edition of publication;
- The publisher; and
- The place of publication.

For example:

*Dwyer, J and Hopwood, N, 2010, Management Strategies and Skills, Sydney, McGraw Hill Australia.*

### **3.5 Academic Appeals Policy**

Tranby is committed to providing a fair academic appeals process. Applications by students for reconsideration of an unfavourable decision or finding relating to their assessments will be treated with the highest importance. An appeal must be made in writing and specify the particulars of the decision or finding in dispute.

#### **3.5.1 Appeals Process**

If a student wishes to appeal an academic decision, then they must follow these steps:

1. If the student is not satisfied they must complete an 'Academic Appeals' form. A copy is attached to this Handbook (see Annexure L). Copies are also available at the Student Services Office and on Moodle.
2. Students must complete and lodge their 'Academic Appeals' Form via email to [studentservices@tranby.edu.au](mailto:studentservices@tranby.edu.au)
3. The appeal form must be lodged within five (5) days of receiving the assessment outcome.

4. Student Services will process the application.
5. The student will be invited to a 'Student meeting' to discuss the assessment with the assessor and request a review of the evidence.
  - The assessor may require further evidence.
6. The assessor may decide to:
  - i. Let the mark of Needs Further Evidence stand; or
  - ii. Overrule the decision and substitute a mark of Satisfactory.
7. This outcome is recorded on the Appeal form and a copy is given to the student.
8. If the student is still dissatisfied with the Assessor's decision, they may request the CEO make arrangements for a suitably qualified assessor to review the decision. To do this, the student must complete the appropriate section of the 'Academic Appeals' form and lodge it with Student Services.
9. The student will be advised in writing of the CEO's decision.
  - If such a person is not available at Tranby, the CEO may employ an independent and external assessor to review the evidence. This may require the student undertaking the assessment again and providing evidence of their competency to the appointed assessor.
  - The student may be required to contribute towards the costs of the external assessor.

If, after this process is completed, the student remains dissatisfied, the student may make a Complaint and the matter will be dealt with in accordance with the complaint handling procedure.

### **3.5.1.1 Notes**

#### What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within five (5) days of the assessment decision being communicated to the student.



## **4. Tranby Student Behaviour Policy**

Tranby has a number of Student Behaviour Policies in place to maintain a positive and safe learning environment for all students and staff. These policies provide important information relating specifically to behavioural expectations for students. All these policies are consistent with both NSW and Australian law.

These policies impact upon organisational procedures and upon student processes and responsibilities.

Our key Student Behaviour Policies are:

1. Behaviour Misconduct Policy; and
2. Classroom Behaviour Policy.

Each section provides important information about:

1. The Policy Framework;
2. Specific Policies relevant to students;
3. Tranby and Student Responsibility Guidelines (where applicable);
4. The required steps for a related process (if relevant);
5. The Notes part: Provides additional information, including definitions related to key words or phrases (where applicable); and
6. Information about who to contact with a question.

Each policy is designed to provide clear information about the policy framework and the processes available for staff and students.

### **4.1 Behaviour Misconduct Policy**

Tranby seeks to provide an environment that is free from unacceptable behaviour and promotes a positive learning environment for all students. This policy seeks to encourage acceptable behaviour and to inform all staff and students about Tranby standards of behaviour.

All students studying on campus are required to sign a Code of Conduct agreement during the first Block of the course.

#### 4.1.1 Process for Dealing with Behaviour Misconduct

The following processes describe how Tranby staff must deal with a student if there is a behaviour misconduct incident.

##### Stage 1: Misconduct Incident = Verbal Warning

This policy applies in circumstances where a behaviour misconduct incident has occurred.

1. The student will be advised in writing that they must attend a Student Meeting with a representative from Student Services.
  - The student can bring a support person.
  - The student can prepare a submission in writing and submit it prior to the meeting.
  - The purpose of the meeting is to discuss the issues and put an agreed plan in place to prevent the incident occurring again. All parties must sign the 'Action Plan'.
  - A Formal Verbal Warning will be issued.
2. All documents will be placed on the Student file.
3. The CEO will be advised in writing of the incident and its outcome.
  - The CEO discretion rules apply in all cases. These are detailed in the notes part, 4.1.1.1.
4. The student can lodge a 'Complaint Form' if they disagree with the outcome of this decision.

##### Stage 2: Misconduct Incident = Written Warning

This policy applies in circumstances where:

- A second behaviour misconduct incident has occurred; or
  - If there has been no significant behavioural improvement for a student who has received a verbal warning.
1. Student Services will issue the student with a 'Written Warning'.
  2. The student can request a 'Student Meeting' to discuss the matter.
    - The student can bring a support person.
    - The student can prepare a submission in writing and submit it prior to the meeting.

- The purpose of the meeting is to discuss the issues.
3. All documents will be placed on the Student file.
  4. The CEO will be advised in writing of the incident and the outcome.
    - The CEO discretion rules apply in all cases. These are detailed in the notes, part, 4.1.1.1.
  5. The student can lodge a 'Complaint Form' if they disagree with the outcome of this decision.

### Stage 3: Misconduct Incident = Final Written Warning and Withdrawal from Course

This policy applies in circumstances where:

- A third behaviour misconduct incident has occurred; or
  - If there has been no significant behavioural improvement for a student who has received a 'Written Warning'.
1. Student Services will issue the student with a 'Final Written Warning' and advise them that their enrolment is cancelled and that they will not be entitled to a refund.
  2. The student can request a Student Meeting to discuss the matter.
    - a. The student can bring a support person.
    - b. The student can prepare a submission in writing and submit it prior to the meeting.
    - c. The purpose of the meeting is to discuss the issues.
  3. All documents will be placed on the Student File.
  4. The CEO will be advised in writing of the incident and the outcome.
    - a. The CEO discretion rules apply in all cases. These are detailed in the notes, part, 4.1.1.1.

#### **4.1.1.1 Notes**

#### Support Person

Where considered appropriate and helpful to the student, they may have someone of their preference present in disciplinary process meetings. This person may be another student, a friend, a family member, a staff member from Tranby or another appropriate support person.

### CEO Discretion Rules

Student Services must advise the Chief Executive Officer (CEO) of all Student 'Behaviour Misconduct' matters. The CEO maintains their discretion to intervene in any of these matters, notwithstanding the outcome of stage 1, 2 or 3 above.

The CEO may, in respect of any behaviour misconduct by a student:

- Immediately suspend the student for a period not exceeding fourteen (14) days.
- Advise the student in writing of the alleged incident of misconduct and that they have twenty (20) working days to make oral or written representations regarding the alleged incident of misconduct.
- Where State or Commonwealth laws appear to have been breached, the matter will be referred to the police or other appropriate authority.

The Chief Executive Officer may also impose one or more of the following behavioural management strategies:

- Reprimand and warn (formal warning in writing) the student against repetition of the misconduct.
- Suspend the student from using all or some RTO facilities and / or services for a designated period of time.
- Instigate a behavioural management contract with the student including agreed monitoring arrangements and consequences based on repetition of the misconduct.
- Cancel the student's enrolment in cases of serious misconduct involving violence to others, damage to property or breach of State or Commonwealth law.

Documentation of reason and action will be placed on the student's personal file.

### What is behaviour misconduct?

Behaviour misconduct is defined as actions that breach Tranby policies. This includes but is not limited to:

- Breaches of Commonwealth or State law which impact on Tranby's operations.
- Behaviour that impairs the reasonable freedom of other students to pursue their studies and participate in the activities of Tranby.
- Refusing or failing to identify themselves truthfully.
- Any act or failure to act that endangers the safety or health of any other person.

- Actions that impair any person's participation in a legitimate activity of the organisation or, by act or omission, disrupts the peace or good order of Tranby.
- Acting in a way that causes students or staff or other persons within Tranby to fear for their personal safety.
- Acting in a way that causes damage to property.
- Wilfully obstructing or disrupting any official meeting, ceremony, activity, class or examination/assessment.
- Any form of harassment, whether based on gender, race, age, sexual preference or religious belief.
- Wilfully damaging or wrongfully dealing with any Tranby property, or the property within Tranby of any person, including theft.
- Being under the influence of prohibited drugs and/or substances including alcohol.
- Trespassing or knowingly entering any place within the premises of Tranby that is out of bounds to students.
- Making a false representation as to a matter affecting student status.
- Possession of dangerous articles or banned substances.
- Abusive behaviour.

A student must at all times maintain a high standard of behaviour while engaged in activities either within the premises of the Tranby or while representing Tranby at another location.

#### Students' responsibilities:

- Behave in a way that supports the freedom of other students to pursue their studies and participate in the activities of Tranby.
- Identify themselves truthfully.
- Behave in a way that supports the safety or health of any other person.
- Maintain the peace and good order of Tranby.
- Treat property with respect and prevent damage or destruction of property.
- Behave in a way that supports the conduct of official Tranby activities, such as a meeting, ceremony, activity, class or examination/assessment.

- Treat others with respect.
- Not discriminate based on gender, race, age, sexual preference or religious belief.
- Not be under the influence of prohibited drugs and/or substances including alcohol during attendance at Tranby or whilst representing Tranby at other locations.
- Not trespass or knowingly enter any place within the premises of Tranby that is out of bounds to students.
- Give truthful information relating to student status.
- Communicate in a way that demonstrates respect for others.

## **4.2 Classroom Behaviour Policy**

The Behaviour Misconduct policy applies in all Tranby learning environments. This policy is in place so that a staff member can immediately deal with a misconduct situation if one arises in the classroom or any other learning environment.

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

- Warn the student that their behaviour is unsuitable, or ask them to leave the class; or
- Immediately cancel the class.

If the staff member considers that the student may be violent or likely to cause harm to other students and /or staff, or damage property at Tranby, the Chief Executive Officer will be contacted immediately to assess the risk. If necessary, the police will be contacted.

Subject to the seriousness of the incident and the discretion of the Tranby Staff member this matter can be dealt with as a 'Behaviour Misconduct' Incident and this process will apply to the student.

### Who to contact?

If you have questions about any of our 'Misconduct Policies', please email [studentservices@tranby.edu.au](mailto:studentservices@tranby.edu.au)

# Annexure A

## Media Consent Form

1. I,

(full name)

the *Participant*, grant to Tranby National Indigenous Adult Education and Training (ABN 82 479 284 570) (*Tranby*), the right to:

- (a) Make an audio and/or visual recording of me, such as an individual or group photograph, or participation in a group Q&A session (*Recording*); and
- (b) Use the Recording (or any part of it) in connection with Tranby in all media, including online, throughout the world, in perpetuity, including but not limited to:
  - i. for educational purposes;
  - ii. in educational publications and websites or other consistent purposes for promotional material;
  - iii. to promote special events or courses delivered at Tranby;
  - iv. in national or regional mainstream or Indigenous newspapers, social media websites such as Facebook or Twitter; and
  - v. in print material produced at, or on behalf of, Tranby such as brochures, course booklets, annual reports etc.

- 2. I acknowledge that I will not own any copyright in the Recording.
- 3. I agree that Tranby may use my name in association with the Recording.
- 4. I confirm that there are no restrictions that prevent me from granting these rights and that I have the right to grant these rights under this Deed.
- 5. If any protocols apply in relation to the use of the Recording I acknowledge and agree that it is my responsibility to inform Tranby of such protocols.

EXECUTED AS A DEED

Signed by the **Participant** in the presence of:

.....	.....	.....
Participant's Signature	Witness Signature	Date

Signed for and on behalf of Tranby in the presence of:

.....	.....	.....
Representative's Signature	Witness' Signature	Date



## Annexure B

### Student Records Request Form

Please attach Proof of Identity with your application.

#### PERSONAL DETAILS

**Name:** \_\_\_\_\_

**Previous Name/s:** \_\_\_\_\_

**Postal Address:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ **Postcode:** \_\_\_\_\_

**Contact Phone Number:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**Date of Birth:** \_\_\_\_\_

#### COURSE DETAILS

**Course/s Studied at Tranby:** \_\_\_\_\_

\_\_\_\_\_

**Year/s of Study:** \_\_\_\_\_

**Award/s received:** \_\_\_\_\_

**Records requested:** *Please tick one*

☐ Administrative Records

☐ Activity data

☐ Statement of attainment

**Please specify details of what you are requesting:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Please specify how you wish to access the records:**

☐ Hard copy (an administrative fee applies per request form)

☐ Access and view by appointment (no fee)

**SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

## Annexure C

### Request Assistance Form

Name: \_\_\_\_\_  
Course: \_\_\_\_\_  
Date: \_\_\_\_\_  
Program Manager: \_\_\_\_\_

Please indicate the areas in which you require assistance:

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Please detail the assistance you would like to request:

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Have you received assistance previously at Tranby? Yes / No (please circle)

If yes, please specify when and on what basis you received the assistance:

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## Annexure D

## Suggestions Form

Name: (Optional) \_\_\_\_\_

Date: \_\_\_\_\_

Course attended: (Optional) \_\_\_\_\_

General area for improvement: (e.g. computers, library services, assessments, etc.)

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Please provide specifics regarding your suggestion:

This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

*(Attach additional pages if required)*

Please provide your completed form to Student Services by emailing [studentservices@tranby.edu.au](mailto:studentservices@tranby.edu.au)

## **Annexure E**

**This form is no longer in use and has been deleted.**

## Annexure F

### Student Meal Allowance Form

Student Name:	
Block:	
Arrival Date:	
Departure Date:	

**Note:** Breakfast, Lunch and Dinner are provided; meal allowances are to supplement costs of meals whilst travelling.

Prepared by	Name:	Signature			
	Date:				
Approved by	Name:	Signature			
	Date:				
Day	Breakfast @ \$11	Lunch @ \$8	Dinner @ \$16	Total Meals	Total Amount
Saturday					
Sunday					
Monday					
Tuesday					
Wednesday					
Thursday					
Friday					
Saturday					
Sunday					
<b>TOTAL:</b>					

#### Student Declaration

I, \_\_\_\_\_, authorise the Finance Department to deposit meal allowance to the financial institution details confirmed below.

I understand that failure to provide the correct or new bank details may result in meal allowance being delayed.

#### Bank Details:

BSB Number	<input type="text"/>	Account Number	<input type="text"/>
Name of Account	<input type="text"/>	Bank	<input type="text"/>

#### Office Use ONLY

Payment paid: ☐ Yes ☐ No

**Date:** \_\_\_\_\_ **Paid by (print and initial):** \_\_\_\_\_



## Annexure G

### Leave of Absence Form

*This form applies to students studying on campus. It must be completed and approved by the Program Manager for any class absences of 30 minutes or more. Prior notice must be given where possible.*

Attention: \_\_\_\_\_ (Program Manager)

Student Name:	
Student contact details:	Mobile:
Course Code and Title:	
Class code:	
Date(s) of proposed absence:	No. of days: _____ OR No. of hours: _____ First date: ____/____/202x - Last date: ____/____/202x

**Reason for Absence:** Work / Family / Medical / Community / Other (please circle)

Additional comments:

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#### Supporting Evidence:

*I have attached the following document/s to support my request for leave (e.g. Doctors certificate, letter from Employer, proof of sorry business):*

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Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

***Please return this form and any supporting evidence to the Program Manager***

<b>Office Use Only</b>	
<input type="checkbox"/> APPROVED	<input type="checkbox"/> NOT APPROVED
Program Manager Comments: _____ _____ _____	
Signature: _____	Date: _____

## Annexure H

### Complaints Form

This section is the FIRST STEP of the formal complaints process.

This document is a CONFIDENTIAL report of the incident that triggered the complaint.

Please complete all relevant fields clearly and honestly.

#### NOTE:

**Complaints must be documented in writing.**

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**This Complaint has been initiated by -**

Person involved in the incident / Trainer / Program Manager / Other \_\_\_\_\_

#### REPORTER INFORMATION

Reporter's Name: \_\_\_\_\_

Role of the Reporter: Staff / Student/ Program Manager / Other \_\_\_\_\_

Contact details - Phone Number: \_\_\_\_\_ Email \_\_\_\_\_

Date: \_\_\_\_\_

#### INFORMATION ABOUT THE PERSON INVOLVED IN THE INCIDENT

Student's Full Name: \_\_\_\_\_

Course Name: \_\_\_\_\_

Block Period: \_\_\_\_\_

Program Manager's Name: \_\_\_\_\_

## INFORMATION ABOUT THE INCIDENT

Date of Incident: \_\_\_\_\_

Location: \_\_\_\_\_

Detailed Description of Incident (what happened, how it happened, factors leading to the event, any substances involved) **Attach additional pages if required**

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**Were there any witnesses to the incident? (please circle)**

Yes

No

If yes, please provide details of the Witness:

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

Phone Number: \_\_\_\_\_ Email \_\_\_\_\_

### DECLARATION:

I hereby declare that the above details are a true and accurate record of the incident.

Full Name of the Reporter: \_\_\_\_\_

Signature of the Reporter: \_\_\_\_\_ Date Report Filed: \_\_\_\_\_

Full Name of the Involved Party (Optional): \_\_\_\_\_

### COMPLAINT OUTCOME

[illegible]

## Date Complaint Received: \_\_\_\_\_

Signed by the student:

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

### INFORMATION ABOUT THE APPEAL

Information about the appeal **Attach additional pages if required**

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Full Name of the Appellant: \_\_\_\_\_

Signature of the Appellant: \_\_\_\_\_ Date Report Filed: \_\_\_\_\_

### *Office Use Only*

Program Manager's Name: \_\_\_\_\_

Program Manager's Signature: \_\_\_\_\_

Date Appeal Received: \_\_\_\_\_

# Annexure I

## Application for Recognition of Prior Learning

### Evidence Summary

Applicant's Name: .....

When completed this summary, together with the documentary evidence to be provided, should be handed to the Compliance Manager so that the RPL assessment can commence.

The details requested have been divided into three sections, education and training, work experience, and life experience. Please complete each section fully, including reference to all activities you think might be relevant, and enclose with your application documentary evidence wherever possible. Attach additional pages if required.

#### Education and Training

This section should include information about your formal education, adult education courses, training courses at work and elsewhere etc. Include brief details of content where it is appropriate.

Qualification or Course	Course Content	Length	Year Completed

## Work Experience

This section should include details of where you have worked and the nature of that work, full-time or part-time work experience, and any voluntary or unpaid work you have carried out.

Begin with your present job if you are currently employed, followed by your previous job, and so forth. Add additional pages as required.

### Present Employment

Employer:

Location:

Current Position:

Duties:

### Previous Employment

Employer:

Location:

Current Position:

Duties:

Employer:

Location:

Current Position:

Duties:

Employer:

Location:

Current Position:

Duties:

### Life Experience

This section should include information about any other activities that you have been involved in which have provided you with knowledge, skills or experience that you believe could be relevant to the units for which you are claiming recognition of prior learning. For example: leisure, recreation, hobbies, church, community, family and home-based activities.

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Applicants Signature: ..... Date: .....



## Annexure J

### Credit Transfer Application Form

<b>Student Name:</b>	
<b>Contact Number:</b>	
<b>Course title of current or intended enrolment:</b>	
<b>Issuing Institution</b>	
<b>Identify the Units for which Credit Transfer is Sought</b>	
<b>Unit Code</b>	<b>Unit Title</b>

***Official use only***

***Approved / Not approved / Comments***

## Annexure K

### Application for Special Consideration

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

Date: \_\_\_\_\_

Name of Course: \_\_\_\_\_

Blocks with no submission (e.g. Block 2 and Block 3): \_\_\_\_\_

Reason requesting special consideration:

*Attach additional pages if necessary.*

Checklist before submitting:

☐ Supporting documentation attached.

Signed by the student:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Email this completed form together with attachments to  
[studentservices@tranby.edu.au](mailto:studentservices@tranby.edu.au)

## Annexure L

### Academic Appeals Form

Students must attach a copy of their assessment to this completed form and lodge it with Student Services.

Student Name: .....

Course: .....

Address: .....

Postcode: ..... Ph / Mobile: .....

Course enrolled in:

Unit of Assessment:

Name of Assessment:

Block:

#### The Appeal

##### Details of Appeal

(Describe what you are appealing.)

.....

.....

.....

.....

.....

.....

##### Meeting with Assessor

Discussed:

Agreed deadline for resubmission?

.....

.....

.....

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

Student: .....

(Signature)

Assessor: .....

(Signature)

Date: .....

The above action proposed to resolve the appeal is approved.

Authorised Officer: .....

(Signature)

Position: .....

Date: .....

**Outcome of meeting with original assessor:**

- ☐ Satisfied with outcome
- ☐ Dissatisfied with outcome
- ☐ Request for CEO to arrange for suitably qualified assessor to review the decision

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

## **Annexure M**

### **Discrimination, Harassment and Bullying**

What can happen if you discriminate, harass or bully?

Behaviour that discriminates against, harasses or bullies another person will result in consequences that reflect the seriousness of the individual circumstances.

These may include one or a combination of the following:

- Counselling.
- Apology.
- Conciliation / mediation.
- Warning for withdrawal from course.
- Withdrawal from course.

By implementing this policy, we strive to achieve the following objectives:<sup>2</sup>

- Create an environment which is free from discrimination and harassment and where everyone is treated with dignity, courtesy and respect.
- Implement training and awareness-raising strategies to ensure that everyone knows their rights and responsibilities.
- Provide an effective procedure for complaints based on the principles of natural justice.
- Treat all complaints in a sensitive, fair, timely and confidential manner.
- Guarantee protection from any victimisation or reprisals.
- Promote a productive and cohesive environment.
- Encourage the reporting of behaviour which breaches this Discrimination and Harassment Policy.
- Promote appropriate standards of conduct at all times.

What is discrimination and harassment?

Under federal and state legislation, unlawful discrimination occurs when someone, or a group of people, is treated less favourably than another person or group because

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<sup>2</sup> Adapted from: Good practice, good business: Eliminating discrimination and harassment from your workplace: Writing an effective anti-discrimination and harassment policy, page 2, © Human Rights and Equal Opportunity Commission.

of their: race; colour; national or ethnic origin; sex; pregnancy or marital status; age; disability; religion; sexual preference; trade union activity; or some other characteristic specified under anti-discrimination or human rights legislation.

Harassment occurs when someone is made to feel intimidated, insulted or humiliated because of their: race; colour; national or ethnic origin; sex; disability; sexual preference; or some other characteristic specified under anti-discrimination or human rights legislation. It can also happen if someone is working in a hostile or intimidating environment.<sup>3</sup>

Harassment can include behaviour such as:

- Telling insulting jokes about particular racial groups.
- Sending explicit or sexually suggestive emails.
- Displaying offensive or pornographic posters or screen savers.
- Making derogatory comments or taunts about someone's race or religion.
- Asking intrusive questions about someone's personal life, including their sex life.

There is legislation specifically protecting against discrimination and harassment on the grounds of:

- Race, colour, descent or national or ethnic origin, as defined under the *Racial Discrimination Act 1975*.
- Sex, marital status or pregnancy as defined under the *Sex Discrimination Act 1984*.
- A disability as defined under the *Disability Discrimination Act 1992*.
- Age as defined under the *Age Discrimination Act 2004*.
- Some grounds under the *Human Rights and Equal Opportunity Act 1986*.

### The nature of discrimination and harassment

Harassing or discriminating behaviour can range from serious to less serious levels; however, one-off incidents can still constitute discrimination or harassment. Also, where continued, such behaviour can undermine the standard of conduct, which may erode the wellbeing of the individual or group being targeted and lead to lower overall performance.

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<sup>3</sup> Adapted from: Good practice, good business: Eliminating discrimination and harassment from your workplace: What is discrimination and harassment? Page 1, © Human Rights and Equal Opportunity Commission.

The absence of complaints is not necessarily an indication that no discrimination or harassment is occurring. The person subjected to harassing or discriminating behaviour does not always complain. This is not necessarily because the act is trivial, but because the person may lack the confidence to speak up on their own behalf or feel too intimidated or embarrassed to complain.<sup>4</sup>

#### What is not discrimination or harassment?

Discrimination or harassment must not be confused with legitimate comment and advice (including relevant negative comment or feedback) on the performance or skills and knowledge development of an individual or group.

The process of providing you with assessment feedback will not always be free of stress. Staff, trainers and assessors will manage these processes with sensitivity, but they will not avoid their responsibility to provide full and frank feedback.<sup>5</sup>

#### What is workplace bullying?

One definition of workplace bullying is ‘the repeated less favourable treatment of a person by another or others, which may be considered unreasonable and inappropriate. It includes behaviour that intimidates, offends, degrades or humiliates a worker’.<sup>6</sup>

Bullies usually utilise power attributed to their status, skills or position, and both men and women can be the targets and/or the perpetrators. Bullying can occur between staff, or between trainers/assessors and students.

Bullying behaviour can range from very obvious verbal or physical assault to very subtle psychological abuse. This behaviour may include:<sup>7</sup>

- Physical or verbal abuse.

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<sup>4</sup> Adapted from: Good practice, good business: Eliminating discrimination and harassment from your workplace: What is discrimination and harassment? Page 1, © Human Rights and Equal Opportunity Commission.

<sup>5</sup> Adapted from: Good practice, good business: Eliminating discrimination and harassment from your workplace: What is discrimination and harassment? page 2, © Human Rights and Equal Opportunity Commission.

<sup>6</sup> Adapted from: Good practice, good business: Eliminating discrimination and harassment from your workplace: Workplace Bullying, page 1, © Human Rights and Equal Opportunity Commission.

<sup>7</sup> Adapted from: Good practice, good business: Eliminating discrimination and harassment from your workplace: What is discrimination and harassment? Page 1, © Human Rights and Equal Opportunity Commission.

- Yelling, screaming or offensive language.
- Psychological harassment.
- Intimidation.

Tranby will not tolerate bullying of any individual or group, including Tranby staff and students.



## Annexure N

### Smart and Skilled Funded Students

Please note that the information in the Tranby Student Handbook (this document) applies to all students, including Smart and Skilled funded students. The following information applies to Smart and Skilled funded students only.

#### Smart and Skilled

Smart and Skilled is a reform of the NSW Vocational Education and Training (VET) system.

Smart and Skilled provides eligible students with:

- an entitlement to government-subsidised training up to and including Certificate III
- government funding for higher-level courses (Certificate IV and above) in targeted priority areas.

To be eligible for Smart and Skilled funding you must be:

- 15 years old or over
- no longer at school
- living or working in NSW
- an Australian citizen, Australian permanent resident, humanitarian visa holder or New Zealand citizen.

As an RTO (Registered Training Organisation) receiving Smart and Skilled funding Tranby is required to comply with the Smart and Skilled Guidelines.

Prior to enrolling please read this annexure and the identified sections of the Tranby Handbook to be informed about the Smart and Skilled requirements.

For information on Smart and Skilled, please visit the Smart and Skilled website: <https://smartandskilled.nsw.gov.au/>

## Smart and Skilled Notification of Enrolment

Tranby will follow the procedures below when enrolling students in Smart and Skilled training courses.

Pre-enrolment information: Prior to enrolment students will be provided with the following information, either on Tranby's website or as included in this document:

- Information about the Course
- A student's rights and responsibilities
- Information about obtaining a USI
- The fees chargeable (if applicable)
- Recognition of Prior Learning (RPL) and Credit Transfer (CT) information
- Consumer protection information
- Subcontractor information- if relevant
- Procedures required if a student wants to defer or discontinue training
- Student Support
- Contact details for any support services provided.

On enrolment, we will check a student's eligibility for the program. You can also check out your eligibility on the Eligibility Checker on the Smart and Skilled website <https://smartandskilled.nsw.gov.au/are-you-eligible>

You will also be required to read and consent to the following documents:

- *Consent to Use and Disclosure of Personal Information* as outlined in the enrolment form (and reproduced at the end of this annexure)
- *Privacy Form* if you would like us to apply for USI on your behalf
- *Consumer Protection Strategy*

On completion of this process a copy of the Notification of Enrolment Report will be generated and kept on your file, you will also be given a copy. A Student Commitment ID will also be issued.

Students will be informed of all fees and schedule of payments, where any fees are applied. Aboriginal and Torres Strait Islander students do not pay fees for any Smart

and Skilled courses and you must provide proof of your aboriginality as part of your enrolment.

## **Training Plan**

To assist with your progress through your course we will prepare a Training Plan with you.

The Training Plan will include Tranby contact details, specify the training activity including scheduled hours for each unit, timeframes and delivery modes, include details of support services, any RPL and or credit transfer if granted and the list of units that meet the training package requirements relating to the qualification in which you are enrolled.

The training plan must be agreed to by the learner and a Tranby representative. This can take the form of a signature or a recording of the student's agreement with the plan.

## **Recognition of Prior Learning / Credit Transfer**

Please refer to the *Recognition of Prior Learning (RPL) Policy* and *Credit Transfer Policy* in Section 3 of this handbook.

## **Deferring or Continuing Subsidised Training**

Students are required to complete their course within the timeframe set out for that course. In rare circumstances Tranby may provide additional time for students who wish to continue their study beyond the end date of the course. This additional time usually applies to the submission of outstanding assessments.

Tranby is not obliged to extend an enrolment if a student has not made appropriate arrangements prior to their end date.

Unfortunately Tranby is unable to provide students with the opportunity to defer from the course. When a student is unable to continue their study within the course's scheduled timeframe they must withdraw from the course. They may reapply when that course is offered again.

Students who withdraw from a course will not be guaranteed entry into a subsequent offering of the same course.

## **Withdrawal Policy and Discontinuing Students**

Please refer to the *Notice of Enrolment Cancellation Policy* in Section 2 of this handbook.

Once your withdrawal is confirmed, you will receive (within 21 days) an updated Training Plan listing all Units of Competency where an outcome has been achieved, as well as a Statement of Attainment for any completed units.

## **Complaints Policy**

Tranby aims to provide quality service at all levels of its operation, and is committed to providing an effective, efficient, timely, fair and confidential complaints handling procedure for all students. It is Tranby's intent that all complaints are taken seriously and used as a mechanism for continuous quality improvement.

Please refer to the *Complaints Policy and Process for an Appeal* in Section 2 of this handbook.

Please note that in the event that a student cannot resolve a complaint with Tranby they can contact Training Services NSW by:

- Applying online  
[www.training.nsw.gov.au/online\\_forms/general\\_enquiry\\_form.html](http://www.training.nsw.gov.au/online_forms/general_enquiry_form.html)
- Phone on 1300 772 104
- In person at a Training Services NSW regional office  
[http://www.training.nsw.gov.au/about\\_us/sts\\_contacts.html](http://www.training.nsw.gov.au/about_us/sts_contacts.html)

## **Consumer Protection Information**

Approved Smart and Skilled training providers are obligated to:

- Provide the training and support necessary to allow you to achieve competency
- Provide a quality training and assessment experience for all students
- Provide a clear, accessible feedback and consumer protection system, including an identified consumer protection officer
- Maintain procedures for protecting consumers' personal information.

The *Smart and Skilled Consumer Protection Strategy* is available here:

[https://www.training.nsw.gov.au/forms\\_documents/smartandskilled/contract/consumer\\_protection\\_strategy.pdf](https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/consumer_protection_strategy.pdf)

As a first step, you are encouraged to discuss your concerns with **Tranby's Consumer Protection Officer** on **0404 822 903** or [e.collis@tranby.edu.au](mailto:e.collis@tranby.edu.au) who will be able to help you with your concerns.

You can also contact the Smart and Skilled customer support centre to seek assistance, ask for advice, make a complaint or provide feedback. You can do this by email to: [enquiries@smartandskilled.nsw.gov.au](mailto:enquiries@smartandskilled.nsw.gov.au)

Alternatively you can call on 1300 772 104, or visit a State Training Services centre.

## **Unique Student Identifier**

Please refer to the *Unique Student Identifier (USI) Policy* in Section 2 of this handbook.

You will be required to set access controls to allow the Department of Education and Communities and Tranby the appropriate levels of access to your USI records.

For further information please refer to the USI Student Help Line <https://www.usi.gov.au/help>

## **Consent to Use and Disclosure of Personal Information**

As a prospective student of Tranby funded by Smart and Skilled, you understand and agree to the statement below. The statement is included as part of your enrolment and you will be required to accept the statement to complete your enrolment.

*I understand and agree that, under the Data Provisions Requirements 2012, Tranby National Indigenous Adult Education and Training ('Tranby') is required to collect personal information (information or an opinion about me), collected by me, my parent or guardian, such as my name, Unique Student Identifier, date of birth, contact details, training outcomes and performance, sensitive personal information (including my ethnicity or health information) and other enrolment and training activity-related information (together **Personal Information**) and disclose that Personal Information to the National Centre for Vocational Education Research Ltd (**NCVER**).*

*My personal information (including the personal information contained on my enrolment form and my training activity data) may be used or disclosed by Tranby for statistical, regulatory and research purposes. Tranby may disclose my personal information for these purposes to third parties, including:*

- School – if I am a secondary student undertaking VET, including a school-based apprenticeship and traineeship;*
- Employer – if I am enrolled in training paid by my employer;*
- Commonwealth and State or Territory government departments and authorised agencies; including the NSW Department of Industry (Department);*
- NCVER*
- Organisations conducting student surveys; and*
- Researchers.*

*Personal information disclosed to NCVER may be used or disclosed by NCVER for the following purposes:*

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;*
- facilitating statistics and research relating to education, including surveys;*
- understanding how the VET market operates, for policy, workforce planning and consumer information; and*
- administering VET, including program administration, regulation, monitoring and evaluation.*

*I may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. I may opt out of the survey at the time of being contacted.*

*NCVER will collect, hold, use and disclose my Personal Information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).*

*The Department may disclose my Personal Information to other Australian government agencies, including those located in States and Territories outside New South Wales.*

*The above government agencies may use my Personal Information for any purpose relating to the exercise of their government functions, including but not limited to the*

*evaluation and assessment of my training, the determination of my eligibility to receive subsidised training or for any Fee Exemptions or Concessions. My Personal Information may also be disclosed to other third parties if required by law.*

*I also acknowledge and agree that the Department may contact me by telephone email or post during or after I have ceased subsidised training with Tranby for the purposes of evaluating and assessing my subsidised training.*

*I declare that the information I have provided to the best of my knowledge is true and correct.*

*I consent to the collection, use and disclosure of my Personal Information in the manner outlined above.*





*Tranby Aboriginal Co-operative Limited, trading as:*

# ***Tranby National Indigenous Adult Education and Training***

RTO ID: 90492

13 Mansfield Street Glebe

Gadigal country NSW 2037

Free Call: 1800 601 988

Student Services: 0420 379 617

Digital Support: 0420 363 461

Email: [studentservices@tranby.edu.au](mailto:studentservices@tranby.edu.au)

Website: [www.tranby.edu.au](http://www.tranby.edu.au)