

TCPTRAINING

The Training Course Professionals

Student Handbook

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Welcome

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

TCP Training is a Registered Training Organisation (RTO); 91118, that delivers nationally recognised Vocational Education and Training (VET) and skills courses. As an RTO, TCP Training must comply with regulatory requirements for Registered Training Organisations Standards 2015.

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

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

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

Kind Regards,



Brendan Garrod
Director

About TCP Training

Established in 2003, TCP is a Registered Training Organisation (RTO) with the Australian Skills Quality Authority (ASQA). ASQA is the national regulator for Australia's vocational education and training sector. We specialise in the delivery of hospitality, safety and construction courses for individuals and industry.

Our mission is to provide professional training outcomes by industry professionals to comply with regulatory obligations while commercially preparing students to be job ready.

We offer most of our courses on a daily basis making it easy for you to book a class that's convenient for you.

Our staff and trainers are committed to providing quality training and assessment services. We provide the following training programs:

Construction Industry

- NSW White Card
- Forklift truck
- Traffic Controller

First Aid

- First aid
- CPR

Hospitality Industry

- Professional Bartender
- RSA - Provide responsible service of alcohol
- RGS - Provide responsible gambling services (also referred to as responsible conduct of gambling - RCG)
- Food hygiene
- Food Safety Supervisor

We also provide a range of short courses that support our accredited course offerings.

Hospitality

- Bar Skills
- Barista Skills
- Cocktail Skills

Health & Safety

- Armed robbery
- Confined space training
- Driver Safety
- Incident investigation
- Injury management
- Hazardous chemicals
- Risk management
- Warden training

Management Training

- Bullying and harassment
- Conflict resolution
- Equal employment opportunities
- Identifying poor performance
- Electronic communications and social media in the workplace
- Managing the discipline principles
- Duty of care for managers
- Office ergonomics
- Alcohol and other drugs in the workplace

Course information

A comprehensive range of information that will help you can make an informed decision about the course you are interested in studying is available on our website. There are links to detailed course descriptions, and booking and conditions. You can also speak to one of our student service officers in our Sydney office if you have any queries.

Code of conduct

Students are expected to behave in a considerate, respectful and courteous manner when dealing with staff, other students, clients and members of the general public so that learning and teaching can take place freely, safely and without interference due to the misconduct of others. Students are expected to respect the property of TCP Training, their fellow students and staff. All students are to maintain high standards of academic honesty and integrity to maintain equality and validity of their work.

Your responsibilities

- Treat all trainers, staff and students with respect, fairness and courtesy
- Be punctual and regular in your attendance
- Submit your assessment tasks by the due date or ask for an extension of time
- Contribute equally to any group assessments where you will be assessed
- Use protective equipment, where required, and follow all workplace health and safety (WHS) instructions
- Report any workplace health, safety or environmental incidents to your trainer or office staff immediately

You must not

- Plagiarise, collude or cheat in any assessment event or examination
- Use offensive language
- Be under the influence of alcohol or illegal drugs in the learning environment
- Not use mobile phones and other electronic equipment while in class
- Smoke in any designated non-smoking areas
- Litter on or around the college or any other sites
- Harass fellow students, staff, either face to face, over the phone or through any social media
- Engage in behaviour which may offend, embarrass, threaten or harm other students, staff or the general public - including SMS messaging or any form of cyber bullying
- Damage, steal, modify, misuse TCP Training property

Your rights

- Be treated fairly and with respect by trainers, office staff and students
- Learn in an environment free of discrimination and harassment
- Respect your right to privacy and confidentiality
- Have records and personal information stored and maintained in a confidential, secure and professional manner
- Pursue educational goals in a supportive and stimulating learning environment
- Give appropriate consultation about your progress
- Present recognition of prior learning (RPL) and credit transfer (CT) at the commencement and within the duration of my studies
- Defer or discontinue my studies through a formal notification. Please refer to the booking conditions

Emergencies

Each venue has an evacuation plan to deal with emergencies, such as fires.

If you need to report an emergency situation, advise your trainer or the reception staff.

What to do in an emergency?

If you hear the fire alarm bell (continuous ringing) and/or sirens or you are told to evacuate the area:

- leave the building via the nearest emergency exit. do not use the lifts
- go to the nearest evacuation assembly point for the building
- avoid walking through smoke – it is hot and toxic.

In the case of a lockdown you need to follow your trainer's or other staff member's instructions and:

- lock yourself in a room
- close the windows and blinds and turn off the lights
- stay out of sight and remain quiet and turn your mobile phone to silent
- avoid use of social media
- remain where you are until told to move or leave.

First aid

First aid officers are located at each venue. If you need first aid, advise a member of staff and they will contact a first aid officer to assist you.

Privacy

Policy

TCP Training will follow and comply with the Privacy Act and Australian Privacy Principles.

Collection

TCP will:

- collect personal information at enrolment such as name, address, contact details, date of birth, citizenship, educational history and prior academic results, work history (if required as a basis of admission), emergency contact details, details of parents or guardians (for students under 18 years of age at the time of enrolment) and credit card details.
- collect any additional information post enrolment which may identify racial or ethnic origins (including proficiency in languages other than English), information about health or disability (where this is relevant to accommodating specific needs) and membership of professional or industry associations (where required as a basis of admission or for credit transfer/recognition of prior learning).

TCP may:

- collect personal information from other educational institutions where necessary to verify qualifications and course credits for enrolment and assessment purposes:
 - from organisations where a work integrated learning placement, internship or practical component is completed as part of a TCP Training course
 - from an employer if a course of study is being supported or incorporated into employment
 - from other educational institutions or organisations that work in partnership or affiliation with TCP Training to provide, accredit or recognise courses of study

Use and disclosure

TCP will use and disclose personal information for the purposes disclosed at the time of collection, or otherwise as set out in this policy. Personal information will not be used or disclosed for any other purposes, unless consent has been given or TCP Training is authorised or required to do so by law.

Personal information will generally only be used or disclosed as follows:

- to comply with legal and regulatory obligations, including disclosure and reporting to Commonwealth, State and Territory government agencies for planning, evaluative, and administrative purposes
- for students under 18, information regarding attendance, progress and general well-being may be provided in order to keep parent/s and/or guardian/s adequately informed

Access and correction of personal information

TCP will:

endeavour to keep all personal information accurate, up-to-date and complete; however, if information held by TCP Training is considered to be inaccurate, out-of-date, incomplete, irrelevant or misleading, a request can be made for a correction of the information. Please contact the TCP Training Sydney office.

A request to remove or delete personal information may not be possible to comply with where the personal information must be retained by TCP Training for a period specified by applicable legislative and regulatory requirements. TCP Training may refuse a request to access, correct or delete personal information in certain circumstances. In such instances, we will provide a reason for the decision.

Anonymity

Wherever possible, TCP Training will provide the opportunity for the individual to interact with them without identifying themselves.

Marketing

We do collect data for market research purposes (such as target markets) to gain a better understanding of our customers and thus provide more valuable service. TCP has sister companies and affiliate partners who would like to provide you information about their services. All students have the option to opt out of any marketing information which comes from TCP and a third party.

Cookies

"Cookies" will collect anonymous data (which is not personal information) relating to your activity on our websites (including IP addresses).

Unique Student Identifier (USI)

What is a USI?

The Unique Student Identifier (USI) is a reference number made up of 10 numbers and letters that:

- creates a secure online records of your recognised training and qualifications gained in Australia from all training organisations where you do your study
- will give you access to your training records and transcripts (available mid 2016)
- can be accessed online
- is free and easy to create, and
- stays with you for life

Do I need to register for a USI?

If you are enrolled in the following courses, yes.

- Traffic Controller
- Implement traffic control plan
- Forklift

Note: If you are enrolled in a course that is delivered in a single day or less, you do not need to register for a USI. If you would like to have access to your training records from your course you have studied with TCP in the future, you can register for a USI.

Please note: USI's will be compulsory for all students from 1 January 2017.

I am an international student. Do I need to register for a USI?

Yes. If you are an international student completing any study in Australia with an Australian training organisation you will need a USI.

You will have been issued an Australian visa. This will allow you to use your passport as proof of ID when creating your USI.

New Zealand citizens can only register for a USI once they are in Australia and have had their passport registered with the Australia Department of Immigration.

How do I register?

It's easy to register and won't take long at all. Just follow these simple steps.

- Log on to: <http://portal.usi.gov.au/student>
- Complete your personal contact information,
- Provide one of the following valid Australian forms of ID:
 - Driver's license
 - Medicare card
 - Australian passport
 - Visa (with non-Australian passport)
 - Birth certificate (Australian)
 - Certificate of registration by descent
 - Citizenship certificate

You can also watch this video to help you register <https://www.usi.gov.au/video/create-your-own-usi-student-video>

Once you have had confirmation of your USI number, please keep that information somewhere you can access it in the future.

If you would like to know more please visit <http://www.usi.gov.au>

I have a USI already and my course is a half day or a single day. Do I need to provide my USI?

Yes. Regardless of whether you are registered for a course delivered in a single day or less, you will need to provide your USI.

What if I do not provide my USI?

If you have a USI already, or you need one for your course, and you do not provide us with your USI, you will not be issued your certificate.

Guarantee of Training

TCP Training will:

- guarantee to complete the training and/or assessment once the student has commenced study in their chosen qualification or course, or where for unforeseen circumstances the course is discontinued, will advise students as soon as practicable and find a suitable training provider to complete the training
- where training is cancelled, we will advise students as soon as practicable, and, where appropriate, re-schedule them to another class
- in the event we are unable to deliver training, for any reason, that has been paid for we will refund the course fees or make alternate arrangements with another training provider

Affiliate partnerships

Where we have arrangements with other registered training organisations (RTOs) or other affiliate partners we will advise you before you enrol in the course information on our website.

Harassment free environment

TCP Training will not tolerate any harassment of any kind by students, staff, trainers or any other third party. Disciplinary action will be taken against any person who is found in breach of this policy.

Harassment is any behaviour that offends, humiliates or intimidates any other person on any grounds, where the behaviour is not welcome. Harassment may be sexual or non-sexual. Harassment due to race, sex, pregnancy, religion, marital status, sexual preference, disability, transgender status or age is against the law under the NSW anti-discrimination act (1977). Harassment can take many forms:

- material that is racist, sexist, ageist, sexually explicit, anti-gay, anti-transgender that is displayed publicly, circulated or put in someone's workspace or belongings, on a computer (including e-mail) or on the internet including social media platforms
- verbal abuse or comments that put down or stereotype people generally, or an individual particularly, because of their sex, pregnancy, race, homosexuality, disability, transgender (transsexual), age or marital status, or physical characteristics such as height and weight
- jokes based on gender, race, marital status, homosexuality, disability, age or transgender (transsexual). There is a difference between harmless humour which may refer to gender, race and so on, and using a racist or sexist joke to have a "dig" at someone - and therefore to harass them
- offensive gestures
- ignoring, isolating or segregating a person or group
- referring to a person who is transgender by their previous name or gender, or calling them "it"
- staring or leering in a sexual manner;
- sexual or physical contact, such as grabbing, kissing or touching;
- intrusive questions about sexual activity;
- unwelcome wolf whistling; or
- repeated sexual invitations when the person has refused a similar invitation before.

Harassment does not have to be an ongoing pattern of behaviour or number of incidents. Just one act can be enough to be harassment. Someone does not have to say "no" before any particular type of behaviour or action can be considered harassment. If at any time you are not sure if your behaviour is offending or will offend someone, then that behaviour should stop immediately. It is also against the law for anyone to:

- victimise anyone because they complained about harassment, or
- victimise anyone because they supported someone who complained about harassment.

Complaints and appeals

Definitions

Complaint

A complaint is any verbal or written complaint, grievance or accusation made to the college.

Appeal

If a student is dissatisfied with a decision made by the college, they have 20 working days, from the date of the written notification by the college, in which to lodge an appeal and have their case reviewed.

This includes decisions relating to complaints outcomes and assessment appeals, as well as notifications of unsatisfactory academic progress, unsatisfactory attendance, misbehaviour, and/or pending cancellation of enrolment.

Natural Justice

Natural justice is concerned with ensuring procedural fairness:

- decisions and processes should be free from bias
- all parties have the right to be heard
- the respondent has a right to know of what s/he is accused
- all parties are told the decision and the reasons for the decision
- A student has a right to continue in course without prejudice while the complaint or appeal is being investigated

Person

In this policy a person refers to:

- students
- trainers / assessors
- staff
- third parties

Policy

TCP Training aims to:

- maintain a culture that views complaints as an opportunity to improve the organisation and how it works
- operate a complaints handling system that is client-focussed and helps the college to prevent complaints from recurring
- ensure that any complaints are resolved promptly, objectively and with sensitivity and in complete confidentiality
- ensure that there is a consistent response to complaints.

How to make a complaint or appeal

Step 1: have an informal discussion. Complainants are encouraged to attempt to resolve the matter informally through discussion and negotiation. TCP Training trainers and staff will assist in the informal discussion process. Any complaint in relation to facilities, we encourage you to make a suggestion on a student feedback form.

Step 2: If unresolved, lodge a formal complaint. The complainant completes the TCP Training *Formal Complaint form* including all information about the complaint; that is, the course or service the complaint relates, and provides any relevant documents to support the complaint.

How TCP Training will respond to the complaint or appeal

We will:

- send an acknowledgment of the complaint in writing within 10 working days.
- contact the complainant for further information to help college management investigate the complaint equitably, if required
- aim to complete all complaints and appeals processes within a reasonable timeframe
- regularly updates the complainant and other parties on the progress of their complaint or appeal
- inform the complainant and other parties in writing if we consider more than 60 calendar days will be required to process and finalise the complaint or appeal, including reasons why more than 60 calendar days are required.

How TCP Training will decide the complaint or appeal

We will:

- consider the policies applicable to the conditions of enrolment and the VET Quality Framework Standards for Registered Training Organisations (RTOs) 2015 when determining the outcome of a complaint or appeal
- apply the principles of natural justice and fairness

Independent review

In the event of person is not satisfied with the outcome of the complaint or appeal they may seek review of the decision by referring their complaint or appeal to a mediator. The cost of the mediator will be borne by the losing party of the mediation.

Records and review

TCP Training maintains records of all complaints and appeals, and their outcomes. Only authorised staff have access to compliant and appeals records.

The college aims to identify potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

Work Health and Safety (WHS)

TCP Training has a duty of care to ensure the health, safety and welfare of all staff, students and visitors. When you enrol you will be told about any protective clothing and equipment you need for your course. In your course you will learn about workplace health and safety relevant to your industry area.

You are required by law to take reasonable care for the health and safety of others in the workplace and at any TCP Training venues.

You must not interfere with or misuse anything provided for you in the interest of health and safety.

You should report any safety issues or concerns to your course trainer or reception staff as soon as possible including situations where your level of distress is making you feel unsafe or you feel another student may need assistance due to their level of distress. It is a compulsory requirement of some courses that personal protective equipment is worn for all practical training environments.

Alcohol and other drugs

Alcohol and other drugs at TCP Training or any of its venues is not permitted. It is based on the principle of harm minimisation and promotes the safety and welfare of all students and staff in their learning and workplace environments. Such use may compromise safety and place both students and staff at risk of harm. Staff have a duty of care to students and therefore have the right and responsibility to discuss possible alcohol and/or other drug concerns with them. Staff also have the right to ask a student to leave their class and the venue if the student is affected by alcohol and/or other drugs. Anyone who breaches of this policy will be subject to disciplinary action.

Plagiarism and cheating

TCP has an expectation that all students produce their own independent work and acknowledge the ideas and material of any authors work. Plagiarism occurs when a student submits an assessment which includes the words or ideas of another person without reference to the original author. Cheating in an exam includes any action or attempted action where the learner seeks to gain an unfair or dishonest advantage academically.

Cheating and plagiarism is not acceptable. Academic penalties may apply to any student suspected or found cheating or plagiarising work.

TCP Training will:

- develop and maintain knowledge of the legislation and policy concerning plagiarism
- comply with the legislation and policy relating to plagiarism
- provide information to students regarding their obligations and potential ramifications in relation plagiarism legislation and policy
- ensure that students have information regarding obligations and requirements relating to plagiarism and referencing
- be conscientious in the detection of plagiarism
- ensure a tight control over the distribution of assessment materials
- check the use of referencing in all submitted assessment tasks
- ensure assessments are conducted by the relevant and consistent academic assessors.

Trainers and assessors will:

- ensure that they remain diligent and monitor all students work for plagiarism and report any concerns of potential plagiarism
- compare student's work against other samples / assessments
- look for inconsistency in writing styles / language used within a document
- ensure that students understand the difference between cooperative learning, group work, and enabling plagiarism

Students:

- to read, understand and comply with information and obligations relating to plagiarism
- use suitable referencing
- appropriately acknowledge work that has been sourced from others
- submit all assessments with the 'Assessment Coversheet' with the signed plagiarism declaration
- take reasonable steps to avoid work being reproduced by other students.

Student support

TCP will ensure that students are assessed for and provided with all necessary support services.

Support services may include, but are not limited to:

- language, literacy and numeracy (LLN) assessment or referrals to LLN programs
- equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity
- flexible scheduling and delivery of training and assessment
- referral to counselling services
- information and communications technology (ICT) support
- learning materials in alternative formats, for example, in large print
- learning and assessment programs contextualised to the workplace
- any other services that the TCP considers necessary to support learners to achieve competency.

If you have a disability or require support during your studies, please contact the Sydney office for a confidential conversation.

Access and equity

TCP is committed to provide all students with equal opportunity and equity to pursue their training and development.

Access and equity principles include:

- equity for all people through the fair and appropriate allocation of resources
- equality of opportunity for all people without discrimination
- access for all people to appropriate quality training and assessment services
- increased opportunity for people to participate in training

Disadvantaged groups include but are not limited to:

- people with a disability
- aboriginals and Torres Strait Islanders
- people from an English as additional language background
- people in rural and remote areas
- long-term unemployed

Discrimination

the unjust or prejudicial treatment of different categories of people, especially on the grounds of race, age, or sex.

Equity is treating people with impartiality and fairness.

TCP aims to:

- have students receive fair and equitable treatment in all aspects of training without regard to political affiliation, race, colour, religion, national origin, sex, marital status or physical disability
- remove barriers and to open up learning opportunities for all students by creating a training environment that is free from discrimination, harassment, prejudice, racism and offensive behaviour
- have all trainers and assessors responsible in the advocacy of students in regards to access and equity
- have policies, procedures and practices will be monitored and reviewed to ensure that this policy is practiced equitably
- for any person with a disability may be excluded under this policy if the disability could cause occupational health and safety risks to the person and/or other students.

Recognition of prior learning (RPL) and credit transfer

Definitions

Recognition of prior learning (RPL) is a process that involves assessment of an individual's prior learning (including formal, informal and non-formal learning) to determine the extent to which that individual's previous learning is equivalent to the learning outcomes of the components of another qualification.

Formal learning takes place through a structured program of learning delivered by a registered education provider, and which leads to the full or partial achievement of an officially accredited qualification.

Informal learning is that gained through work, social, family, hobby or leisure activities and experiences.

Non-formal learning takes place through a structured program of learning, but does not directly lead to full or partial achievement of an officially accredited qualification, e.g. business in-house training programs.

Currency relates to the applicant's ability to demonstrate current industry skills, knowledge and understanding, so the evidence provided should be from either the present or the very recent past (i.e. within the last 5 years).

Credit transfer assesses a completed course or unit from another training provider where a determination of equivalency is made to a current course or unit a student is seeking enrolment.

Policy

TCP Training will:

- apply a systematic approach to the granting of course credit which does not unfairly advantage or disadvantage any existing or prospective student
- allow students not to repeat learning activities, regardless of how or where the learning was acquired, providing the learning is current and relevant to the competencies applicable to the qualification in which they are or seek to be enrolled
- recognise learning experiences including the individual's relevant formal, informal and non-formal learning
- recognise other registered training organisations (RTO) transcripts when a student is applying for credit transfer or RPL
- consider all applications for Recognition of Prior Learning on a case-by-case basis and in a timely manner to ensure that all applicants are able to make well-informed choices about study options, pathways and alternatives by taking into account the credit they can expect
- request all applicants complete the appropriate section of the Application for Recognition of Prior Learning and provide evidence in support of each unit of competency for which RPL is sought
- accept forms of evidence including but not limited to:
 - high school transcripts
 - TAFE and other provider's transcripts
 - course subject outlines
 - detailed resume (CV) with referee details
 - results/statements of attendance/certificates relating to business in-house courses, workshops and seminars
 - position descriptions
 - relevant licences
 - references/Statements of Service/letters of support from past employers (these must be on the relevant company letterhead, dated and signed)
 - diaries//task sheets/job sheets/log books
 - membership of relevant professional associations, etc.

- accept all evidence presented only in the English language. It is the applicant's responsibility to have the documents translated into English by a recognised authority, such as an official translator or government official.
- assess all evidence and, if necessary, an interview held at which the applicant may provide additional evidence of the relevant competencies or demonstrate the relevant skills.
- Conduct the interview by telephone for applicants not living within reasonable travel distance to a TCP venue and/or demonstration given on arrival at the venue. In such circumstances, prior to the telephone interview commencing the student must provide the TCP with a copy of all of the supportive evidence. These documents must have been verified by a Justice of the Peace or equivalent authority as being true copies of the original.
- reserve the right not to recognise part or all of any previous experience if the assessor believes that the competencies or knowledge demonstrated and recorded fall significantly short of the industry standard as stated within the relevant National Training Package or accredited course. In such a case, the applicant will be required to complete further related training
- not limit the amount of RPL that can be granted to any one student. A full qualification can be attained in this way, and a special RPL fee would apply in such circumstances. This fee will vary, depending on the course fees, and the type of prior learning.

Refunds, and rescheduling, transfer or cancelling your course

This policy informs you of your obligations with regard to your student fees and additional costs, and of eligibility requirements for refunds.

TCP Training will:

- if a class is cancelled by TCP at any time, the student will be rescheduled to another date or receive a full refund of the course fee paid. No further monies will be paid for any other expenses the participant has or may incur
- if a student cancels their course, in the required timeframe as listed below, full monies minus a \$20 administration fee will be refunded
- where a student reschedules or transfers to another course outside the required timeframe, a reschedule fee will be charged, as listed below
- not refund students who do not attend their course due to not completing their online component of their course before attending the face-to-face session
- not refund students who do not attend their course
- not refund a student once an enrolment has been received for an online or correspondence course who wishes to transfer, reschedule, cancel or complete their course
- for extenuating circumstances, receive refund requests in writing by the student stating the reason for the refund and providing supporting information
 - all refund requests will be considered on a case-by-case basis
 - requests for a refund will be acknowledged within two working days of receipt
 - refunds will be processed within three weeks of receiving a written claim once you have provided us with all relevant documentation
- if a student's refund is approved, monies will be returned to you by the means in which it was paid
 - if the course fee was paid by a third party, the third party will be refunded the course fee
- no refund or exchange will be given for any goods purchased from TCP unless they are proven to be faulty
- not refund postage fees

Cancellations

TCP Training

- **More than 48hr** before the course start time = 100% refund minus a \$20 cancellation fee
- **Less than 48hr** before the course start time = No refund
- **No attendance** = No refund

Sydney Bar School, NSW White Card, and First Aid Professionals

- **More than 72hr** before the course start time = 100% refund minus a \$20 cancellation fee
- **Less than 72hr** before the course start time = No refund
- **No attendance** = No refund

Rescheduling and transfers

TCP Training

- **More than 48hr** before the course start time = \$10 reschedule fee
- **Less than 48hr** before the course start time = 50% course fee

Note: all courses must be completed within 3 months of the original booking date.

Sydney Bar School, NSW White Card, First Aid Professionals

- **More than 72hr** before the course start time = \$10 reschedule fee
- **Less than 72hr** before the course start time = No reschedule

Note: all courses must be completed within 3 months of the original booking date.

Forklift training

Students who arrive without a completed workbook will not be permitted entry to the course and will incur a rescheduling fee of 50% of the course fee.

Certificates cannot be issued until all course paperwork requirements have been completed.

Cancellation:

- **More than 5 days** before the course start time = 100% refund minus a \$20 cancellation fee
- **Less than 5 days** before the course start time = No refund
- **No attendance** = No refund

Rescheduling:

- **More than 5 days** before the course start time = \$20 reschedule fee
- **Less than 5 days** before the course start time = No reschedule

Withdrawing from a unit or course

Before you withdraw from a course, we highly recommend that you speak with your trainer or a member of the TCP staff. Please also refer to the refund policy above. To withdraw from a unit or course you will need to complete an *application for withdrawal form* found on the TCP website.

Repeating a unit

If you need to repeat a unit or units as a result of not achieving during the first enrolment period of the unit/s, you will have the option to repeat the unit/s by re-enrolling and paying a fee for each unit/s you wish to repeat. Fees for repeating unit/s are available on our website. Re-enrolment to repeat unit/s may not be able to occur until the next delivery period of the unit/s.

Replacement certificate

In an event that your certificate is lost, stolen or damaged, you can request to get a replacement of that certificate. You will need to complete a *replacement certificate form* found on our website.

TCP Training will:

- provide a replacement certificate to any current or former student who has their certificate lost, stolen or damaged
- request applications in writing for a replacement certificate; students need to complete the *replacement certificate form*
- charge a fee for replacement certificates as outlined in the *fees schedule* and on our website

Process for requesting a replacement certificate

Lost, stolen or damaged certificates can be replaced at a re-issuance cost.

- A student must send a completed *replacement certificate form* to the Customer Service team
- The following documents will need to be supplied at time of submission by the student:
 - Lost or stolen: Statutory declaration attesting the original was lost or stolen
- Damaged: Explanation outlining how and what the damage is to the certificate. The student will surrender the original copies to the Customer Service team
- Pay the re-issuance fee and postage fee, where required
- The Customer Service team will undertake verification process:
 - In person: student must show a valid ID when submitting the completed form in person.
 - Email: student must send the request from the email address stated on the college student management system. If the event that this has changed, the student must complete a *change of details form* providing sufficient ID
- The replacement certificate may be:
 - posted to the student's nominated address, or
 - collected in person or by proxy
 - if the student's nominated address is different to the student's recorded address and the latter is no longer current, the student will have to submit *change of details form*.
 - if the document will be collected by proxy, the representative must be able to show:
 - a valid ID
 - written authorisation to collect the document with the student's signature

Reasonable adjustment

To ensure fair and equitable learning and assessment, reasonable adjustment can be made for a student.

Reasonable adjustment activities could involve:

- modifying or providing special equipment such as special computer software and keyboard, and large screen monitors
- provision of special assistance such as an interpreter for deaf candidates
- adaptation of the assessment methodologies, without impacting on the validity of the attainment of the relevant competencies. For example: allowance of extra time, varying question and response modalities (such as use of oral questioning rather than written, and audiotaped or videotaped answers instead of written answers).

Reasonable adjustment requires consultation and negotiation between all parties with a focus on the needs of the individual student. Assessing whether a particular adjustment for a student is reasonable will depend on whether it balances the interests of all parties affected. Reasonable adjustment does not mean that all student requests are granted.

Contact our Sydney office to discuss an assessment for a reasonable adjustment.

Further information

For any further information about your course, learning, assessments or general enquiries, any of the TCP staff are happy to have a discussion and answer your questions. We can be contacted by email at info@tcptraining.com, by phone on 02 9232 1010 or you can come and visit us at our Sydney office at the Dymocks Building, Suite 1, Level 7, 428 George St, Sydney.

We are here to support our students through our training programs and to ensure they have an enjoyable learning experience.