



# Student Handbook

RTO #1826

*Fraser Coast Training Employment Support Service Inc  
Trading as Fraser Coast TESS*

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This Student Handbook sets out the policies and procedures for Training Employment Support Service Inc. (TESS), providing a comprehensive guide for all students. As a condition of enrolment, all students and prospective students are required to read this information carefully to fully understand how TESS operates and where they can find information to assist them throughout their enrolment with TESS.

TESS is a Registered Training Organisation with the Australian Skills Quality Authority (ASQA). This means TESS implements a Quality Management System that has passed registration, entailing strict monitoring audits with ASQA; and State/Territory Government regulatory agencies. Programs delivered by TESS reflect contemporary best practice as advised by Industry Reference Groups; aligning with the National Quality Framework and complying with the Australian Skills Quality Authority (ASQA) regulator.

TESS was founded in 1993 by community leaders who identified the need for quality training of job seekers. The name TESS stands for Training Employment Support Service Inc. however we are now more commonly recognised as TESS.

TESS employs highly skilled industry Trainer Assessors across Queensland to support you in gaining your qualifications.

TESS welcomes you and looks forward to supporting your progression in becoming a more experienced; knowledgeable; industry sought; and dedicated professional.

## Office Locations

PREMISES	ADDRESS	PHONE NUMBER
<b>Head Office</b> PO Box 655 Maryborough Qld 4650	<i>9 Woocoo Drive Maryborough Qld 4650</i>	(07) 4123 4102
<b>Training Centre</b>	<i>60 John Street Maryborough Qld 4650</i>	(07) 4122 4444
<b>Training Farm</b>	<i>79 Mungar Road Maryborough Qld 4650</i>	0427 116 761
<b>Training Centre</b>	<i>8-10 Lady Mary Terrace Gympie Qld 4570</i>	(07) 5482 9413
<b>Training Centre</b>	<i>40 Charles Street Aitkenvale Qld 4814</i>	1800 224 442

## Our Vision

*“Everyone in our community, regardless of their income or social position, will be able to access education and training that will benefit them in gaining employment and advancing their career aspirations.”*

Students graduate from TESS with the required skills and knowledge to enable success in their career. TESS is committed to promoting equal opportunity in employment and education and to ensuring freedom from all forms of discrimination. This commitment to equity and justice is consistent with our mission of achieving and maintaining excellence.

Our expertise is to provide quality; contemporary; and relevant training and assessment with an emphasis on meeting the practical requirements required for working in the Health and Community sector.

TESS takes pride in the level of dedication and personalised attention we offer to our students. This is what distinguishes us from other Training providers. TESS employees make particular effort to get to know each student personally in order to provide a service which best suits their individual needs. It is our vision to provide individualised, quality education through professional training. TESS’s training positively impacts our students; employers; children and families; and the broader community.

## Organisation Overview

TESS is committed to supporting you through your training and assessment. Your key contact will be your Trainer Assessor who is assigned to you upon enrolment. You will also have the support of Student Administration and the TESS Management team for the duration of your studies; however we recommend that your first point of contact be your Trainer Assessor.

Who to contact for assistance	
Academic assistance	Administration assistance
<p>For academic support including: training; assessment; study progression; release of units; academic assistance; please contact your nominated Trainer Assessor directly via mobile or email.</p> <p>Your Trainer Assessor will be available to answer queries regarding your training and assessment. Your Trainer Assessor will be available to support you in the following ways:</p> <ul style="list-style-type: none"><li>• Regular classroom study reviews to ensure you are progressing at a reasonable rate to complete your qualification within the enrolment period</li><li>• Follow-up phone calls to check on your progress (You should also advise your Trainer Assessor if you have any queries or concerns related to completing your coursework.)</li><li>• Provision of tutoring via phone, email, and scheduled visits to the workplace</li><li>• Coordinating On-the-job training</li><li>• Conducting an induction/orientation meeting once enrolment has been confirmed</li><li>• Consultation and assessment of RPL application</li></ul>	<p>For administration queries such as: payment of fees; or progression of your enrolment application, please contact the Student Administration team at TESS Head office. The administration team will be able to assist you with:</p> <ul style="list-style-type: none"><li>• Course application information</li><li>• Enrolment/commencement date information</li><li>• Enrolment activation process</li><li>• Concessions available</li><li>• Assistance with study leave of absence or deferred assessment</li><li>• Assistance with unit withdrawals and course cancellations</li><li>• Student fees and charges</li><li>• Student debt enquiries</li><li>• Archiving and student administration</li></ul>

## **Scope of Registration**

TESS delivers contemporary, industry respected accredited and non-accredited programs.

### Accredited Training Programs:

Accredited Training is training which provides a person with a nationally recognised qualification on completion. It is sometimes referred to as Nationally Recognised Training and has been developed based on the National Training Package for the given industry or where a Training Package does not exist and a course has been accredited for national recognition.

By undertaking a nationally recognised course, participants learn in accordance with nationally agreed industry standards. On successful completion of the course, participants receive a qualification (or statement of attainment if doing part of the course). The qualification is recognised in every State of Australia.

### Non- Accredited Training Programs:

Non accredited training is referred to as professional development; it can be designed for individual training needs and does not involve assessment. Through participation in professional development sessions, you will be issued with a Certificate of Participation or Statement of Attendance.

Non-accredited courses do not carry national recognition, however they carry several advantages if gaining a qualification is not a key reason for the training as the program can be built around specific training needs; and there is no assessment requirement.

A sample of professional development opportunities offered by TESS includes, (but are limited to):

- Communicating with influence
- Challenging conversations
- Turning conflict into opportunity
- Emotional intelligence in the workplace
- Innovation
- Problem-solving
- Process improvement and continuous improvement.

- Staff engagement
- Healthy relationships with stress
- Business writing for success
- Developing strategic spreadsheets
- Risk management
- Workplace health, and safety
- First aid
- Developing a policies framework and project management
- Training needs analysis
- Vocational Qualifications
- Business, Leadership and Management
- Project Management and Finance.

### **Core and Elective units**

Each program comprises of core units and elective units. The number of core units and allocated electives vary with each program.

### **Core units**

Each program comprises of Core units are compulsory units which you must complete as part of your chosen course of study.

### **Elective units**

Each program comprises of Elective units are option units that TESS incorporates into a program. Each qualification has a specific number of electives that are to be incorporated into a course.

TESS, in consultation with industry, selects the most relevant and up to date elective units to form part of the qualification. This occurs through consultation with key industry bodies and employers regarding the regulatory framework. Through our close connection with industry, we identify the industry trends and future requirements. Industry instructs TESS as to the units they believe should be incorporated that best reflects industry requirements.

### **Fees**

TESS will charge the learner for the enrolment application and training product as per the fee schedules available on the TESS website – [www.tess.org.au](http://www.tess.org.au) The Student upon submitting the enrolment application will agree to pay the published costs as advertised on the TESS website. All TESS fees and charges are listed GST exempt and include the provision of resources and materials.

TESS may review prices for learning programs; courses; and/or services from time to time without notice. Subject to this policy, TESS will not increase the amount payable by a learner for the relevant courses; products and/or services once the learner's enrolment has been accepted and confirmed.

Students who are not C3G eligible nor have access to any other government loans/subsidies, can enrol under our Fee for Service structure as self-funded students. As at print date this fee structure is as follows:

Enrolment fee = \$150.00 once only (non-refundable)  
Recognition of Prior Learning (RPL) = \$200.00 per unit

Unit fee = \$200.00 per unit  
Credit Transfer = no charge

Students who receive one or more eligible Commonwealth benefits or allowances at the time of their enrolment may be eligible to pay a concession fee rather than the full fee under (but not limited to) the following subsidised training programs:

- Certificate 3 Guarantee (QLD)
- Higher Level Skills (QLD)

Where payment is required, an invoice will be issued, detailing:

- the fees to be paid;
- how to make payment; and
- the time period in which the payment is required to be made

### Payment methods

The standard payment methods preferred by TESS include:

- Visa
- MasterCard
- EFTPOS
- Electronic Bank Transfer (EFT)
- Cheque
- Payment plan

### Prepaid fees

‘Prepaid fees’ (sometimes referred to as ‘fees collected in advance’) means fees collected before the relevant services have been provided. These include payments made at any time before, during or after the learner enrolls.

TESS will **not**:

Accept more than \$1000 *prior* to the commencement of a qualification; or collect more than \$1500 in advance from a learner, *following commencement of enrolment*

Students will pay; work off a ‘pay as you go’ system.

TESS requires the learner to pay for each unit of study before commencing that unit. A learner may pay for a maximum of 2 upcoming units, at the one time. When an enrolment fee is charged for a course, it is to be paid before commencing the first unit.

### Sundry Costs

Where applicable a student may incur additional sundry levies, in the following instances:

Reprint/Re-issue of a Qualification or Statement of Attainment	\$50
Progression evidence reports for current students – to demonstrate to an industry employer or agency, active participation of working towards a qualification	First two progression evidence reports are free of charge. A third progression evidence report, TESS will incur a cost of \$25
Additional letters to departmental agencies, over and above the standard Confirmation of Enrolment	\$25
<p><i>* TESS may review prices for sundry expenses. Subject to this policy, TESS will not increase the amount payable by a learner for the relevant courses; products and/or services once the learner's enrolment has been accepted and confirmed.</i></p> <p><i>**Sundry costs may not be applicable under some funded study contracts. Please contact the administration team via the contact details on page 6 of the Student Handbook.</i></p>	

### Cancellations and Refunds

TESS allows for a standard cooling off period of 14 calendar days from the date of commencement of an enrolment. New students may receive a refund or partial refund of their fees as outlined in the Refunds section of the Fees and Refunds policy.

For existing students, TESS allows for a standard cooling off period of 5 calendar days which applies for new units/Units commenced. Students may receive a refund or partial refund of their Units fees as outlined in the Refunds section of the Fees and Refunds policy. The standard cooling off period applies to all training products and services.

When a student has withdrawn or cancelled their enrolment within the cooling off period, for new enrolments as outlined in this policy, the learner will receive a full refund of tuition fees paid, less the Enrolment Fee. Where the learner has only paid the Enrolment Fee, no refund will be granted with the exception of learners under State or Federal subsidised training. Under State or Federal subsidised training, learners may receive a full or partial refund of their co-contribution fees.

If you cancel your training and you are under a funding contract, TESS has an obligation to inform the Department issuing the contract.

### **Financial Appeals**

If you are unhappy with the decision relating to your application for a refund, you can appeal the decision. Please refer to the Complaints and Appeals Policy:

This section outlines the process to follow when lodging a financial appeal.

- TESS prefers for a student to contact the Student Administration team for clarification on any financial invoices.
- If the student is dissatisfied with the information provided by the Student Administration department, the student is entitled to formally lodge an appeal for their financial account to be reconsidered.
- Once a financial appeal has been lodged, the Financial Manager in consultation with the TESS Principal will undergo a review of the financial account.
- The outcome of the financial appeal will be communicated to the student by the Financial Manager; or TESS Principal. The appellant will be provided with contact details of an external party in the event they are not satisfied with the outcome of their appeal.

Training Ombudsman:

Website: <https://www.qld.gov.au/education/training/training-ombudsman/>

The Training Ombudsman provides a free, confidential, and independent service to review and resolve enquiries and complaints from apprentices, trainees, students, employers and other stakeholders about the VET system.

### Lodging a financial appeal

Via the 'contact us' option on the TESS website:

In writing: PO Box 655, Maryborough Qld 4650

By emailing: [admin@tess.org.au](mailto:admin@tess.org.au)

By telephoning: 1800 224 442

*\*please note that in the event that we receive a verbal complaint and we consider it appropriate, we may ask you to put your complaint in writing.*

### Responsibilities within an appeal process

- All appeal requests are received by the Training Manager.
- Where applicable, the Training Manager will consult with the relevant Trainer throughout the review phase of the appeal process.
- The Training Manager or the relevant Trainer will communicate the outcome to the appellant.

### **Deferring your Studies**

If you wish to defer your studies you may do so within the first six months of your study. The permission to defer a course cannot be granted for more than 6 months and is granted at the discretion of the Training Manager.



### **Consumer Protection**

TESS maintains compliance with the national Competition and Consumer Act 2010 and associated Australian Consumer Law (ACL) requirements as specified in the Act and enacted in various state legislation across Australia. The ACL protects clients and ensures fair trading in Australia. Under the ACL clients have the same protections, and businesses have the same obligations and responsibilities, across Australia.

### **Privacy & Confidentiality**

TESS is committed to safeguarding your privacy. The Privacy Act 1998, Australian Privacy Principles and any relevant registered privacy codes govern the way we manage your personal information.

### **Collection of personal Information**

In order to process your enrolment, TESS is required to collect personal information from you such as: your name; Unique Student Identifier; date of birth; contact details; training outcomes and performance; sensitive personal information (*including my ethnicity or health information*).

### **Sharing of Personal Information**

TESS ensures that, except as required under the Standards of the National VET Regulator 2011 or any other relevant legislation or by law, information about a client is not disclosed to a third party without the written consent of the client.

Upon enrolment, you will be required to complete a privacy consent declaration enabling TESS to disclose your personal information to Commonwealth, State and Territory regulatory agencies; and other government agencies.

Your privacy declaration will consent for the relevant government agencies to use your personal information for any purpose relating to the exercise of their government functions, including but not limited to the evaluation and assessment of your training; the determination of your eligibility to receive subsidised training or for any Fee Exemptions or Concessions. Your personal information may also be disclosed to other third parties if required by law.

TESS will also seek your consent to contact relevant Training Providers to authenticate the issuance of a qualification/Statement of Attainment you submit for recognition purposes.

### **Storage and security of Personal Information**

TESS takes all reasonable steps to maintain the privacy and security of your personal information.

- Information stored electronically is kept on a secure server and access is restricted to authorised employees. This server is regularly backed up and kept in a secure location.
- Paper-based documents containing personal information are in a locked filing cabinet and held within a secure area within the RTO premises.
- Where documents are required to be transferred to another location, personal information is transported securely in an envelope, folder or document bag.
- Reasonable steps will be taken to destroy or permanently dis-identify personal information when it is no longer required for any purpose. Student information will be kept electronically for 30years.

### **Successful Participation**

Your successful participation is very important for us at TESS. We are committed to providing optimal participation and successful outcomes with your study.

### **Recruitment of Students**

Recruitment of students is conducted at all times in an ethical and responsible manner, consistent with the requirements of the courses on offer. TESS ensures that student selection decisions comply with equal opportunity legislation. Appropriately qualified staffs assess the extent to which the applicant is likely to

achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiencies. Industry experts at all times guide us.

All potential students are provided with sufficient information to enable you to make informed decisions at to their enrolment with TESS. All enrolments are granted a standard cooling off period of 14 calendar days from the date of commencement of an enrolment.

### **Access and Equity**

TESS has an access and equity policy, which reflects a total diverse philosophy and anti-bias approach. Enrolment is solely based on the ability to complete the course requirements, and does not *in any way* consider students backgrounds, genders, religions, abilities, cultures, sexuality or similar.

If you feel you need assistance to participate in the course, then please contact TESS to discuss your circumstances before enrolling. On most occasions, adjustments can be made to course structure, requirements and/or additional funding/support provided to support your full participation within the course. TESS endeavours to support all people of all abilities to complete the courses through Competency Based Training and Assessment.

### **Language, Literacy and Numeracy**

Before commencing each course you will be required to complete a Language Literacy and Numeracy (LLN) diagnostic assessment to determine an LLN indicator against skills required to complete the course. This diagnostic assessment is based on the Australian Core Skills Framework (ACSF).

The Australian Core Skills Framework (ACSF) is a tool which assists both specialist and non-specialist English language, literacy and numeracy practitioners describe an individual's performance in the five core skills of learning, reading, writing, oral communication and numeracy. It provides a consistent national approach to identifying and developing the core skills in three diverse contexts; personal and community; workplace and employment; and education and training.

TESS recognises that people with language, literacy and numeracy challenges often have qualities and skills well suited to working with children and families. TESS has access and arrangements for language, literacy and numeracy assistance for trainees/apprentices who may need additional assistance in these areas. If you are not on a contract and need assistance, please talk to the enrolments team to discuss options for completing the course successfully.

If you're completing a contracted course, we will assess your literacy and numeracy skills, via a diagnostic assessment, in a very informal and non-threatening manner during the development of your training plan. If together we identify any areas that will hinder your ability to complete your qualification we will suggest strategies for literacy/numeracy development. We can provide one-on-one assistance to help you develop these skills. The Language, Literacy and Numeracy diagnostic tool will assist the Trainer Assessor in adjusting assessments, where applicable, to provide you with optimum participation.

### **Working with Children Checks/AFP Checks & Vocational Placement**

Working with children checks are mandatory in most States and Territories in Australia. These checks provide a safer environment for children. If you are enrolling in a course which involves working with children under 18 years, you must ensure you are eligible to obtain the relevant card/document e.g. Certificate III in Individual Support (Disability). If you are employed in a service, your employer is responsible for checking that you hold the proper suitability to work with children.

If you are enrolling in a course which requires an Australian Federal Police Check e.g. Certificate III in Individual Support (Ageing), you shall be required to obtain this police clearance before being permitted to participate in vocational placement.

Students enrolling in any of our packages within the Health and Community Services Sector, should also note that you shall be required to provide evidence that you have had a current Influenza Vaccination

before you shall be permitted to go on Vocational Placement in an approved health care provider environment (this is an industry requirement).

**TESS will ensure you hold the correct vaccination, clearance and/or card before you are approved to participate in Vocational Placement.**

If you are unsure if you meet the requirements for working with children or AFP checks, please contact the relevant state/territory department in your region.

To read more about the relevant legislation and state and territory screening programs, click on the following link or type the web link into an internet web browser: <https://aifs.gov.au/cfca/publications/pre-employment-screening-working-children-checks-and-police-checks/part-overview> Please contact TESS if you are unable to access the information in the link provided above.

### **Study and Training Schedules**

Once your enrolment has been confirmed, your Trainer Assessor in consultation with you, will negotiate a personalised training schedule. This schedule will outline the requirements for completing your course based on your training needs and previous study. You will receive a copy of the Training Plan which will include a training schedule.

Your Trainer Assessor will update your training schedule/Training Plan to reflect your achieved competencies as units are completed. This document will be evidence of you 'actively working towards' your qualification.

If you have any questions about your study or training plan, please see your Trainer Assessor.

Both Training Plans and training schedules have a nominated start date and expected end date allocated for each unit. These become the stepping stones towards completing your qualification within the nominated timeframes. Your progression will be monitored against these dates and schedules negotiated where required.

### **Maintaining Active Enrolment**

Where students meet the requirements to be actively enrolled, they may request a letter of enrolment at any time by phoning or emailing our admin team.

Met all the requirements for a new enrolment as above and adhere to all requirements within the agreement:

- Completed a unit of competency (both in theory and practice) within the required time frame within your state
- Be currently enrolled in a qualification

Aged and Disability Care Services and/or relevant Government Departments often request that students obtain a letter of enrolment. If you require a letter, please telephone TESS to organise one. TESS is happy to provide letters when the student is considered actively enrolled as per the definition outlined in satisfactory progress requirements.

### **Inactive enrolment**

Where you have not met the ongoing active enrolment requirements above, you are not considered actively studying. If a request is made to provide evidence of active progress, this will be denied until you can meet the *ongoing active enrolment* conditions above. TESS may be compelled to notify the funding contract administrator and/or your employer where your active enrolment is conditional for contract or employment purposes. The following applies:

- Where your enrolment lapses beyond three months and there is no valid explanation for this occurring, your file will be inactive and returned to TESS Head Office for archiving.

- No completed assignments submitted within a 3 month period
- If no contact can be made with you at any stage of the course e.g. your Trainer Assessor contacts you, and the message is not returned on more than 3 consecutive occasions, then your file will be returned to head office for archiving.
- To reactivate your enrolment you will need to re-enrol in the course unless there are extenuating circumstances for your inactivity, unto which you will be able to submit a financial appeal.

### **Meeting Timeframes**

Your Trainer Assessor will provide ongoing support to enable you to meet the contract requirements and timeframes. At all times, it is your responsibility to abide by timeframes as set as a result of agreeing to the contract.

If you are claiming an entitlement or benefit from Centrelink, you are reminded to abide by the agreements you made. Centrelink regularly obtains progress information from TESS and may make determination of previous or current payments or contracts should you not meet your obligations. TESS Trainer Assessors will provide support to you to meet your agreement with Centrelink, however it is ultimately your responsibility to meet any conditions you agreed to, for example to finish the course in 24 weeks for the Certificate III.

Students are also reminded they are bound by any legislative requirements for holding their employment positions. TESS does not regulate this nor is responsible for students meeting these timelines. However, Trainer Assessors will support the student's progress to meet these or their own timeframes within reasonable limits.

Please remember that all students are important to TESS and will be treated equitably. Therefore, Trainer Assessors may not be able to move appointments or mark your assessment out of order received just to meet your unexpected or last minute deadline or requirement.

Please plan all assessment items and completions in advance, and ensure you have arranged the on the job assessments to meet both yours and your TESS Trainer Assessor's availability. In addition, always leave a month between submitting your final assessment items and meeting your contract/ employment deadline.

### **Change of Details**

If your personal details change from what is included on your enrolment form, please notify TESS as soon as practicably possible, so we can ensure your file is updated to reflect your current contact details. During monthly monitoring contact visits with your Trainer Assessor, you will be asked to confirm your contact details.

### **Student Code of Conduct**

To avoid any confusion in the future, the following expectations of behaviour are provided. Compliance with these expectations is required by all students. Failure to do so may result in cancellation of your enrolment.

#### **Be Punctual**

Punctuality shows that you are committed and displays a mutual regard for the other professionals you work and study with.

#### **Absenteeism**

If you are going to be away from Class and/or Vocational Placement you will need to contact the Trainer Assessor or Head office and/or the Placement.

#### **Assessment due dates**

All Assignments MUST be completed by the due completion date unless extension had been granted from your Trainer Assessor.

### **Familiarise yourself with TESS requirements and class routines quickly**

This shows that you are willing to be responsible for yourself and others and that you acknowledge those around you as being leaders in their field.

### **Follow safety requirements**

As a student and worker you have a duty of care to behave in a safe manner at all times. By doing this, you are not only fulfilling your duty of care, but also showing a willingness to take responsibilities for yourself and others.

### **Follow all reasonable and lawful directions of TESS staff**

An ability to follow directions engenders mutual trust and professional regard. If you feel the direction is unreasonable or unlawful, contact your TESS Trainer Assessor.

### **Familiarise yourself with resources available to you at TESS and in your Workplace.**

This includes access and maintenance of resources. And remember if you have used it, you are responsible for its return.

### **Become part of the TEAM**

By participating in available activities, you are demonstrating a willingness to work with others, and an interest in what could be learnt from each situation.

### **Be aware of appropriate standards of dress at ALL times**

You are a representative of TESS, and the profession you have entered into. The way you dress and present yourself contributes to how those around you engage and respond to you.

### **Understand you are bound by professional and ethical standards of confidentiality**

Confidentiality is one of the most important responsibilities you will be given.

### **Learn as much about your clients/colleagues as you can**

This includes learning their names, their skills, their needs and the special things about them that make them unique.

### **Inappropriate Behaviour**

Inappropriate aggressive language and behaviour by yourself, towards a TESS staff member, clients, or fellow students will lead to immediate cancellation of the course and the appropriate authority will be notified.

### **Maintain a sense of humour**

Sometimes the ability to laugh at yourself or the situation is the best way to deal with it.

### **Training & Assessment**

Your training will depend on your study mode and whether you are class based, external or centre based. These include:

- **Classroom:** This requires students to attend a class either part time or full time. The Trainer Assessor leads students through the course or unit. Students wanting to complete some units only through classroom study should contact TESS. Classes are subject to timetables and availability.
- **External:** Students receive a Learning Guide which includes readings, activities and assessment. Students are able to study at a time and place convenient to them. All external students have a Trainer Assessor who provides regular support, on the job training and assessment.

- Recognition of Prior Learning (RPL): TESS recognises prior experience and learning. Students work through a booklet which allows them to demonstrate their knowledge and skills without completing additional learning. Students are assessed on these skills and knowledge through the Recognition process. RPL is an assessment process, where the student collates evidence of work skills and knowledge of industry. The Trainer Assessor will assess the evidence provided by the student to make a judgement.

### **Competency Based Training and Assessment**

Assessment activities are an important part of any training program. They provide participants the opportunity to confirm their knowledge via written responses, by presenting information gathered from the workplace and by demonstrating their practical skills to their Assessor. They also provide valuable feedback that participants can discuss further with their Trainer Assessor.

Competency Based Training and Assessment (CBTA) is a method of training and assessment where an Assessor will make an overall judgement of Competent or Not Competent from the evidence that is provided by the learner. There is no graded assessment beyond these two categories. CBTA reinforces the idea that learning happens at different rates for different students and allows students to focus on their own strengths and ways to learn. Assessment occurs as a natural finalisation of the student's learning journey.

You will have three (3) attempts to be deemed as Competent on each assessment item. Prior to a third attempt of an assessment task, the learner will be required to engage in further training to address knowledge and skills gaps. Where competency isn't achieved, you will be advised what is needed to make it competent and provided with training to allow competency to be achieved. Time is given to you to practice tasks before reassessment takes place. If you are unsuccessful after 3 attempts, re-enrolment in the unit may be required.

### **Evidence of Competence (Assessment)**

Each unit and RPL (Recognition of Prior Learning) will outline the requirements for Evidence of Competence. This is generally a four phase assessment process that must be followed to achieve competence. Assessment will include:

1. Theoretical Assessment - Completing a theoretical component of assessment to ensure there is a satisfactory understanding of the skills and knowledge relating to the unit. This may include submission of answers to questions, case studies and/or workplace evidence
2. Supervisor Report - A supervisor verifies the skills and knowledge required for the unit are in place in the Approved Service by completing the Third Party Report.
3. On the Job Assessment - Trainer Assessor completes the On the Job assessment in an Approved workplace at a time convenient to both the student and the centre. Where completion of hours is required for the unit, then assessment must be conducted within the last 4 hours of the time frame, or after the time frame has lapsed.

When both on the job and off the job assessment is deemed sufficient, competency in the unit will be awarded.

### **Theory Assessment**

Assessment of theory is the first stage in the assessment phase. After you complete all the learning for the unit, you should commence the theory assessment. We recommend you read the whole assessment task/s before commencing to ensure you know all the assessment requirements. If you are unsure of what the question means, contact your Trainer Assessor.

Before you submit an assessment, you must ensure:

- Your assessment items clearly state your NAME, and the UNIT you are completing.
- Every part of the theory assessment is complete. If you submit an incomplete assessment, it will be considered Not Competent.
- You have completed the declaration on the 'Evidence of Competence Marking Guide and Feedback Sheet' found in each unit.
- You are only submitting your own work.
- Ensure you have kept *copies* of everything you submit, you MUST keep this until you graduate from the course.
- Submit the assessment by the due date as agreed with your Trainer Assessor.
- You will also need to ensure assessments are to be written neatly in permanent ink or typed in size 11 or 12 font with single spacing. Assessments not meeting this requirement will be returned.

### **Practical Assessment**

Students are required to demonstrate the skills and knowledge they learn in each unit of competency. Most units need to be completed at an appropriate workplace, which is a requirement of the training package.

#### **Vocational Placement Agreement**

Students who are not currently in paid employment at a centre will need to complete a Vocational Placement Agreement. Vocational placement is unpaid work however you will be considered an additional staff member. TESS holds the necessary insurances to cover unpaid students. Students MUST hold the "Working with Children's check" before commencing.

Students not undergoing/holding a successful working with children's check will not be able to engage in vocational placement.

Some units will have specific requirements for number of hours required for you to work in an industry regulated workplace. Where possible, TESS will aim to encompass the integration of skills across the qualification, providing a contextualised holistic learning environment. Your course outline will stipulate specific work placement requirements.

### **On the Job Assessment**

Through a practical assessment, your assessor determines your ability to perform the required skills. Evidence will be collated by a Supervisor Report an Observation Report.

- Supervisor Report

The nominated workplace supervisor will verify the skills of the student in the workplace via the *Supervisor Report*. TESS requires that the supervisor must hold qualification equal to or higher than the qualification the student is enrolled in whom is willing to provide support and verify competency. Additionally, the nominated workplace supervisor must work alongside the student.

Once the Supervisor Report has been completed by the nominated workplace supervisor, the student will be assessed by the Trainer Assessor in the workplace (On the Job Assessment) via the *Observation Checklist*.

### **Observation Report**

An assessor will complete the Observation Report, whilst observing your work practices, in the workplace. Skills observed by the assessor will be recorded on an Observation Report.

### **Recognition of Prior Learning**

Recognition of Prior Learning is where a student possesses the necessary skills and knowledge gained through avenues other than formal training such as work experience, life experience, informal training and formal training. RPL assesses and acknowledges the skills and knowledge students may possess, matching evidenced knowledge, skills, and experience to the components of a qualification/unit of competency.

RPL is not a quick process. RPL is an assessment process that will often require a number of interactions with the student and Trainer Assessor.

During the RPL process, the student will be required to provide evidence of and samples of work experience/work practices; perform tasks; talk about and explain how they perform and have performed specific tasks (competency conversation); have employers verify work experience and work evidence. With RPL, a student's evidence of prior learning is systematically assessed for recognition purposes in alignment with the *rules of evidence* as determined by the Vocational Education Training (VET) industry regulatory body, the Australian Skills Quality Authority (ASQA).

### **Credit Transfer**

TESS does not require a student to repeat any unit in which they have previously been assessed as competent, unless a regulatory requirement or license condition requires this. Where a student provides suitable evidence of having successfully completed a unit at another Registered Training Organisation, TESS will award a credit transfer. Prior to awarding a credit transfer on the basis of a qualification, statement of attainment or record of results, TESS authenticates the evidence provided by the student.

### **Cancellation of appointments**

We understand that sometimes you are unable to make your scheduled training or assessment appointment; however, the visits from your Trainer Assessor make up a critical component of your course.

If you need to cancel a training appointment, please provide your Trainer Assessor at least 24 hours' notice. If you are unable to contact your Trainer Assessor, please contact TESS head office on (07) 4122 4444 or email us at [admin@tess.org.au](mailto:admin@tess.org.au) so that we can notify your Trainer Assessor.

### **Mentoring and Support Services**

Ongoing mentoring and support is provided by TESS for students who have training included in their mode of delivery (all apart from RPL). RPL is assessment only.

TESS Trainer Assessors arrange to contact all students on a regular basis either in the workplace to support the development of skills, assessment and to support progress or via Teleconference or SKYPE when a Trainer Assessor is unable to see the student regularly due to distance.

Where the student has not begun practical placement, arrangements to meet in a public place such as a café or library can occur. Please note that TESS Trainer Assessors will not visit your home at any time.

If you need to see us before your next scheduled visit, please ring or email your Trainer Assessor. If you can't reach your Trainer Assessor please call the Training Manager by contacting Head Office on (07) 4122 4444.

If you are having difficulties in meeting the course requirements at any stage, it is important to talk with your Trainer Assessor. We can help you overcome difficulties early before the problem escalates.

If you need additional assistance to complete your course, we can also help you access support services from other agencies on a fee for service basis. These services include interpreting services, tutoring, adaptive technology and counselling.

### **Copyright and Plagiarism**

Plagiarism is the reproduction without acknowledgement of another person's/students words, work or thoughts from any source. This also covers diagrams, drawings, sketches, pictures, objects, text, artistic works and other such expressions of ideas. Internet downloading and using it uncredited into one's own work is plagiarism. Additionally, copying the work of another student or work colleague and submitting it as your own work, is considered plagiarism.



TESS takes copyright matters seriously. When you submit an assignment, you will be asked to sign it is your own work. TESS will not mark any part of the assessment submitted without this signed declaration of authenticity.

In the event, evidence of plagiarism is identified; you will be contacted for further information. If plagiarism is confirmed, the student's enrolment in that unit will be cancelled and re-enrolment (at the associated cost) will be required. Your employer is also notified if your enrolment is bound by a contract such as an apprenticeship, employer based contract or the employer has a vested interest in your enrolment. Where the student is on a funded program, the organisation/person responsible for the funding will be notified. To avoid this, when using another person's work or ideas, please ensure appropriate referencing is used and abide by copyright legislation. TESS supports the use of the Harvard referencing system.

### **Assessment Results**

You will have three (3) attempts to be deemed as 'Satisfactory' on each assessment item. Prior to a third attempt of an assessment task, the learner will be required to engage in further training to address knowledge and skills gaps.

Where an individual assessment outcome of 'Satisfactory' isn't achieved, you will be advised what is needed to make it 'Satisfactory' and provided with training to allow a satisfactory outcome to be achieved. Time is given to you to practice tasks before reassessment takes place. If you are unsuccessful after 3 attempts, re-enrolment in the unit may be required.

Upon successful completion of an assessment task, a Trainer Assessor will award an outcome of 'Satisfactory'. All assessment tasks must be deemed 'Satisfactory' for the student to be eligible for an award of competency.

### **Appealing results**

A student is entitled to lodge an appeal when they are dissatisfied with an assessment result awarded by a Trainer Assessor. This section outlines the process to follow when lodging an academic appeal.

TESS prefers for a student to approach their Trainer Assessor in the first instance when they are questioning an assessment result.

- If the student is dissatisfied with the outcome of the initial discussion with the Trainer Assessor, the student is entitled to formally lodge an appeal for their assessment to be reassessed.
- Any student wishing to lodge an appeal should do so by completing the QF18.05b Record of Appeal located on the TESS Website. The QF18.05b Record of Appeal should either be emailed to [admin@tess.org.au](mailto:admin@tess.org.au) addressed to the Managing Director OR sent to our Head Office postal address (refer to front cover for details).
- Once an assessment appeal has been lodged, the assessment tasks in question will undergo a reassessment by an alternate Trainer Assessor, nominated by the Training Manager in consultation with the Managing Director.
- The outcome of the reassessment will be communicated to the student by the Training Manager; or Trainer Assessor
- *Any student wishing to lodge a complaint should do so in writing and it should be addressed to the attention of the Managing Director.*

The appellant will be provided with contact details of an external party in the event they are not satisfied with the outcome of their appeal.

Please refer to the QP38 TESS Student Complaints and Appeals Policy and Procedure available on the TESS website for more information on the process regarding complaints and appeals.

In the event that you are not satisfied with the outcome of your appeal, you will be able to consult the Training Ombudsman, to escalate your concerns. Training Ombudsman Website: <https://www.qld.gov.au/education/training/training-ombudsman/>

**Issuing of Qualifications**

In alignment to the ASQA Standards for Registered Training Organisations (RTOs) 2015, qualifications and Statement of Attainments are issued by TESS within 30 calendar days of a student being assessed as meeting

the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to the RTO have been paid.

Timeframes for issuing qualifications/Statement of Attainments may vary pending contractual requirements under funded training contracts. For example: under the Certificate 3 Guarantee contract, TESS is required to issue a Statement of Attainment (partial completion of a qualification) within 21 days of notification of a discontinuation of enrolment.

### **Full Qualification**

A formal testamur is awarded to a student who successfully complete the full requirements of the qualification in which they are enrolled. Successful completion means that all nominated units have been deemed 'competent'.

### **Statement of Attainment**

The issuance of a statement of attainment recognises that students do not always study a whole qualification in which they are enrolled. They may choose to complete only a unit or units of competence from a qualification or part of qualification.

### **Eligibility for Qualifications**

- To receive a full Qualification – you must successfully complete all qualification requirements (core units and required electives).
- Statement of Attainment – you must be assessed as competent in one or more units of competency within a qualification.

### **To avoid delays**

- Any documents requested by your Trainer Assessor or our Administration team need to be provided in a timely manner. This may include certified copies of previous qualifications or statements, a certified/current First Aid/CPR certificate or similar. Where these documents are not provided, your Testamur cannot be processed until these are received.
- Your course costs paid in full. Where an account is not paid in full, a Letter of Completion may be issued if special circumstances apply. The Qualification will be issued but held by TESS until a time when payment of fees has been finalised.
- Your personal details (address, telephone number etc.) are correct. If these have changed since you enrolled, please phone TESS to advise them of your details.

### **Qualification Validation**

TESS provides a qualification validation service to prevent the forgery of Qualifications. Under this scheme, if a person provides the details of an already issued TESS qualification including the name on the qualification, the person listed on the qualification, the date it was issued and unique identifier number, TESS will provide a 'yes' or 'no' answer to confirm the validity of the qualification. No further information about the qualification will be provided beyond a 'yes' or 'no' answer.

### **References**

Please note it is a policy of TESS not to provide students with references, testimonials or similar. This also includes our Trainer Assessors providing verbal and/or written references of student's performance.

### **Graduation Ceremonies**

TESS hosts regular graduation ceremonies, celebrating with students, families and friends achievements. Invitations to these are posted to students who graduated since the last ceremony approximately 4 weeks before the ceremony takes place (therefore please notify us of a change of address if you have completed your qualification). Students are welcome to bring family and friends to these events to help celebrate your achievements. If you missed a graduation ceremony and would like to attend the next one, please let us know.

## Ongoing Support

TESS takes pride in the ongoing support we offer our students, before, during and *after* your time with TESS. After you have completed or withdrawn from your training activity we will continue to assist you:

- Helping you identify pathways to further training
- With career advice
- Further professional development opportunities

Please feel free to talk to us at any time, either while you are in the course or after you have completed your studies. If we can't assist you directly, we will certainly be able to put you in contact with an appropriate organisation that can help.

## Complaints

TESS believes that complaints and appeals handling is a fundamental component contributing to the provision of a quality service. TESS is committed to providing access to a fair and impartial complaint and appeal resolution process.

Any student wishing to lodge a complaint should do so by completing the QF18.05a Record of Complaint located on the TESS Website. The QF18.05a Record of Complaint should either be emailed to [admin@tess.org.au](mailto:admin@tess.org.au) addressed to the Managing Director OR sent to our Head Office postal address (refer to front cover for details). The MD will coordinate the investigation, consulting with the relevant Trainer/Assessor throughout the investigation phase of the process. The Training Manager or the MD will communicate the outcome to the complainant.

As per the QP38 TESS Student Complaints Policy and Procedure, all formal complaints will be acknowledged by email within three (3) business days of receipt of the complaint. Once a complaint or appeal has been received, the resolution process will commence within five (5) working days. The complainant or appellant will be notified of a complaint or appeal outcome, in writing.

In summary, the process for managing formal complaints is as follows:

1. Student lodges complaint in written format and addressed to the MD
2. MD acknowledges receipt of the complaint (within three (3) business days)
3. MD undertakes initial review to determine resources/information required for investigation
4. Planned investigation occurs within five (5) business days of receipt of the complaint
5. Outcome determined, and communicated with the complainant
6. Complaint listed on Complaint Register and where applicable improvement actions implemented as a continuous improvement process

In the event that you are not satisfied with the outcome of your complaint, you will be able to consult the Training Ombudsman, to escalate your concerns. Training Ombudsman Website: <https://www.qld.gov.au/education/training/training-ombudsman/>

## Procedures for Disciplinary Issues

Students who are studying with TESS are treated as adults who are learning in a supportive and motivational environment. Trainer Assessors approach the learning on an individual basis, recognising that not all participants will learn in the same manner.

Every effort is taken to make sure that the Trainer Assessors and administration team at TESS are responsive to the needs of students. All of our students and clients are treated with respect and professionalism. In return, we expect our team members to be treated with respect and professionalism as well. These are the strategies which we use to manage disciplinary issues if they arise. If the student is under 18 years, a parent or guardian will be involved.

On occasion, disciplinary actions may be required when a student is not meeting the terms and conditions of their enrolment. Upon receipt of information of student misconduct, the TESS Principal may temporarily suspend any student until final determination of complaints against the student, when the physical or emotional wellbeing of the student; children; industry employers; other students; TESS employees.

Please see below a list of examples of issues (but not limited to) and the disciplinary that TESS will take.

<b>Issue</b>	<b>Action</b>
Inadequate progress	Discuss with student/employer, set shorter timelines See if smaller tasks can be completed Monitor on a weekly basis
Ongoing Failure to submit successful assessments	Counsel the trainee/student Discuss the deficiencies with the assessment activity. Consult with the employer and get their feedback. Suggest alternative strategies for assessment and gathering of evidence Set a time frame for the assessment to be submitted, at which time a Not Yet Competent will be issued if the candidate has not successfully completed the unit.
Student not attending Vocational Placement.	This is a contractual obligation and students should be reminded of such All avenues will be explored to resolve situation. If a student completes all theory components, they must complete their Vocational Placement during the period of their enrolment.
Student repeatedly cancels training/progress visits with TESS Trainer Assessor	Discuss the issue with student and/employer (if applicable) If situation is not resolved TESS Trainer Assessor visits will cease If no work is submitted after three months (and no reason given), a letter may be sent and student may be asked to re-enrol.
Inappropriate behaviour or misconduct	Trainees issue will be raised with the student and/or the employer and the parent/guardian if necessary. TESS will notify DESBT regional office for assistance. Student issues will be raised with student and employer (if applicable) and parent/guardian if necessary. If issues remain unresolved student may be asked to withdraw from the course.
Student is not making adequate progress in line with the training/study plan:	Discuss with student/employer, set shorter timelines, see if smaller tasks can be completed Monitor on a weekly basis

In the event that a student is not happy with the suspension or disciplinary action, they are invited to formally lodge a complaint as per the Complaints and Appeals Policy.

### **TESS Website**

The TESS website is designed to be the most current and up to date information about TESS, its operation and services. Students are advised to consult this when looking for information.

[www.tess.org.au](http://www.tess.org.au)