

Term Training Student Handbook

Term Training is a nationally registered training organization ([RTO 32251](#)) and was launched in 2010. Our aim is to provide quality training, allowing you to grow your skills and knowledge. Term Training aims to provide the highest quality training and education which will allow growth and development in personal skills but also development of your career and broaden your employment opportunities.

Term Training offers a variety of units/courses which includes the following:

UEENEEG197A – Apply currency of safe working practices and compliance verification of electrical installations.

UEENEEG175A - Develop compliance policies and plans to conduct a electrical contracting business

UEENEEP026A - Conduct in-service safety testing of electrical cord connected equipment and cord assemblies

UEENEEF102A - Install and maintain cabling for multiple access to telecommunication services

HLTCPR211A – Conduct CPR

UETTDRRF06B - Perform rescue from a live LV panel

BSBSMB401A – Establish legal and risk management requirements of small business

NWP30107 - Certificate III in Water Operations

There are many facets to your training which you will need to be aware of before you commence. Please read the information contained in this document, it is included to help you with your training with us.

Regards,



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General Manger



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Table of contents

Enrolment	2
Guarantee of services	2
Course fees and additional costs	3
Refund Policy	4
Recognition of Prior Learning (RPL)	5
Student Matters	6
Additional information	11

Enrolment

Enrolment in any course shall be completed prior to the commencement of that course.

An enrolment form is available from Term Training via email or post. Alternatively an enrolment form is issued on the day of the training session.

Class sizes will be determined by Term Training and will endeavor to keep classes small to ensure quality outcomes.

A student cannot commence a course without paying the course fee.

All information collected by Term Training through the enrolment process will be treated as confidential. Term Training has an obligation to collect and store personal information under the Standards for NVR Registered Training Organisations 2011.

Guarantee of services

At Term Training we guarantee our training and assessment services to all students upon commencement of their paid course/s. In the event that Term Training is unable to uphold this guarantee we will ensure that students are provided access to an alternative Registered Institute to enable them to complete their studies at no further cost to the student or alternatively Term Training will issue a full refund of course fees to the student in line with our refund policy.

Course fees and additional costs

Fees include:

- Tuition and classroom lecturing
- Study workbooks
- Student counselling and support
- Australian Goods and Services Tax (GST) where applicable to items listed above
- 1 copy of a statement of attainment

Additional costs not included:

- Stationery (books, pens, photocopying etc)
- Additional or supplementary Assessments
- Replacement learning materials
- Australian Standards (e.g AS/NZS 3000:2007)
- Personal Protective Equipment (e.g. footwear, trousers, etc)

An enrolment fee is required from all students and must be paid in full prior to engaging in any course.

The fees for all courses offered are available on the “Fees and Charges” form.

Term Training reserves the right to suspend a student’s enrolment in the program when fees remain unpaid and to follow legal processes for monies outstanding. Suspension of enrolment will include the removal of access to Term Training services, records of training and online course access (if applicable).

Term Training will not issue a Statement of Attainment to any student who has overdue fees.

For re-issuing a Statement of Attainment, a fee of \$20 will apply.

Payment

Course payment can be made via Electronic Funds Transfer (EFT), Credit Card or cash payment. Please contact a Term Training employee for more information on payments.

Refund Policy

Enrolment fees are not refundable.

Once a course has commenced there are no refunds of course fees. Where a student withdraws from a course before completion no refund is applicable.

Term Training reserves the right to alter timetables and class locations without notice. Term Training reserves the right to cancel, terminate or defer courses without notice. If any course is cancelled or deferred and does not start on the agreed starting day, or is started but terminated before it is completed for whatever reason, Term Training will refund all course money within 2 weeks after the default day.

Term Training reserves the right to withdraw all its services if the student's conduct disrupts the normal operation of classes. In this case no fee will be refunded.

The student must agree to indemnify Term Training and/or its staff from any responsibility and/or claim for any possible injury, damage or loss during attendance at any Term Training program, course or activity arranged by Term Training.

This agreement does not remove the right to take further action under Australia's consumer protection laws. The Term Training dispute resolution processes do not circumscribe the student's rights to pursue other legal remedies.

Obtaining a refund

If a student believes they are entitled to a refund they must lodge a written request for refund to Term Training within 10 working days of the date of termination of enrolment. Requests for refunds will be processed within 5 working days and written notice of the outcome given to the student. If a refund amount is due, this will be paid within 10 working days of the notice.

Courses or units that have a set study period

Students that exceed the set study periods will not be eligible for a refund of their course fee. Their enrolment will be canceled and will require re-enrolment to continue their study. Extensions to the study period may be granted upon request by the General Manager.

Recognition of Prior Learning (RPL)

If you believe you are competent in the learning outcome detailed in a unit you are enrolled in, you may be eligible for RPL.

RPL is a form of assessment used to determine whether a person has achieved through formal or informal learning and experience, the required learning outcome of a unit or units of competency.

Recognition is granted as a result of identifying and assessing your previous and current formal and informal education and training, work experience and/or life experience and knowledge.

The details are measured against pre-determined performance standards, which has been determined by industry, from a unit or element of competency listed in an accredited training package or course.

If you believe that you already have competencies in the course you apply for, contact Term Training for more information on RPL.

Please note, the unit UEENEEG005 is not available for RPL.

What are the fees associated with RPL?

The RPL assessment is charged at the same rate as normal enrolment (RPL is charged at 100% of the unit cost).

Credit Transfer (CT)

Credit transfer involves assessing a previously completed course or subject to see if it provides equivalent learning or competency outcomes to those required within your current course of study.

The purpose of Credit Transfer is to make it easier for students to move between courses and institutions. This gives people more opportunities to fulfill their potential and respond to changing employment needs.

It means a student can gain credit for previous study and complete current qualifications more quickly.

Credit transfer allows students to count relevant, successfully completed studies at TAFE institutes, accredited private providers, professional organisations or enterprises and universities toward their current course of qualifications.

To apply for Credit Transfer for units of competency, submit a certified copy of qualification or statement of attainment to Term Training.

Student Matters

Access to your records

Term Training retains all assessment outcomes for 30 years. If you wish to have access to your personal records, please contact the Term Training office on 07 5665 9141.

Language, literacy and numeracy

Term Training recognizes the diverse learning experiences of students especially regarding language, literacy and numeracy needs.

We support individual learning needs, utilizing specialized staff and other organisations for specialized support.

If at any time in the course you feel you would like further assistance, please speak to your educator who can arrange the appropriate support.

Code of behavior

While at Term Training courses, all students, staff and visitors are expected to behave in a considerate and courteous manner when dealing with other staff, students, clients and members of the general public. Unacceptable behaviour can hinder the academic progress or work performance of others. Failure to observe these conditions will be considered unacceptable behaviour and will be treated accordingly.

Students should:

Respect the right of others, respect differences and diversity, respect people's right to privacy and confidentiality, treat people in a fair and non-discriminatory way, undertake studies in a diligent manner by attending all sessions, complete all requirements to the best of your ability and behave in a co-operative manner with other students and staff, give requested feedback to other students and staff in a specific and sensitive way, bring any matters requiring attention to the notice of a Term Training employee as soon as practicable.

Students can expect staff to:

Treat people in a fair and non-discriminatory way, be professional in performing their duties respect the rights of others, respect differences and diversity, respect people's right to privacy and confidentiality, be supportive of your education, give appropriate consultation about your progress, give clear and specific feedback in assignments and if appropriate in subject sessions

Unacceptable behaviour includes:

Disobeying any reasonable direction by a staff member, discrimination, harassment and victimization, bullying and intimidation, making racist or sexist comments, behaving in a disruptive manner such as swearing or using offensive language, viewing or distributing offensive material via the internet, email or other means, illegal use of drugs or alcohol, vandalism causing willful damage to the education centre, endangering the safety of self or others

Consequences of unacceptable behaviour - disciplinary action will be taken:

The educator may ask a student to leave the classroom, or refuse entry to a lecture room if behaviour is disruptive or dangerous, a student may be suspended, or expelled, from the program for behaviour that threatens the safety of others, interferes with the duties of staff, or other student's study. The police will be contacted where necessary.

Disciplinary procedures

Misconduct includes but is not limited to:

Theft, fraud, violence / assault, discrimination, harassment, intimidation or victimization, serious negligence including OH & S non compliance, inappropriate staff/student relationships serious breach of confidentiality, refusing to carry out lawful and reasonable instructions, willful disobedience, being affected by alcohol or drugs (both illegal and legal) during course hours in that their faculties are so impaired that they are unfit to undertake studies or any other activities involved in the course, serious misconduct may result in immediate termination from the course without refund.

Suspension and Termination

Tuition may be suspended in the following instances:

After counselling a student who fails to meet the academic requirements of the course, counselling sessions are not attended, course fees are not paid, academic misconduct.

Termination may occur if any of the above issues are unresolved or due to a gross breach of the student code. Students have the right to appeal a suspension or termination decision.

Academic misconduct

Term Training does not condone the practice of cheating or plagiarism.

Plagiarism is a form of cheating and occurs when a person presents someone else's work or ideas as their own. It is a very serious issue and can result in dismissal from your course. In today's internet society information is far more accessible and is therefore much easier to plagiarise. However, this also means that plagiarism is easier to detect.

Plagiarism can take several forms. Deliberate plagiarism is where you intentionally copy directly from someone else's work without acknowledging the source and present it as your own. This can occur as a 'word for word' copy or can also be in the form of paraphrasing i.e. putting someone else's ideas into your own words. Reproducing graphics or diagrams in a document without acknowledging the source is also plagiarism.

Accidental plagiarism occurs when a person misunderstands the rules of referencing i.e. acknowledging the source.

Cheating is defined as:

Handing in someone else's work as your own (with or without the original authors knowledge), allowing someone to hand up your work as his or her own, several people writing an assignment and handing up multiple copies, all represented (implicitly or explicitly) as individual work; or using any part of someone else's work without proper acknowledgement.

Academic misconduct means:

Presentation of data with respect to laboratory work, field trips or other work that has been copied, falsified or in other ways obtained improperly; inclusion of material in individual work that has involved significant assistance from another person, where such assistance is not expressly permitted in the relevant Study Guide or Stage outline; providing assistance to a student in the presentation of individual work, where such assistance is not expressly permitted in the relevant Study Guide or Stage outline; falsification or misrepresentation of academic records; plagiarism, as defined above; other actions not covered by the above clauses that may be judged to be acts of academic misconduct.

If your assessor suspects plagiarism, the issue will be addressed with the General Manager of Term Training in the first instance. If it is established that deliberate plagiarism has occurred, the participant will be excluded from further involvement in the course. There will be no refund of fees available to participants who are excluded from a course for plagiarism. If the General Manager suspects the plagiarism has been genuinely unintentional the participant will be counselled and given the opportunity to resubmit their work. No further instances of plagiarism by that participant will be tolerated.

Complaints, Academic Appeals and Appeals

Term Training aims to provide high quality training and education which will allow students to grow their skills and knowledge. It is committed to implementing an effective complaint resolution procedure that, where possible, are managed quickly, at the local level and with a minimum number of people involved. The resolution process will focus on a rapid re-establishment of good educational working relationships and positive outcomes. The procedures aim to avoid blame and undue investigation.

This policy applies to all students and staff undertaking study or training in courses offered by Term Training. This policy applies to all complaints requiring resolution except those covered under equal opportunity or access and equity.

Complainants can choose to utilise resources outside Term Training to resolve their complaint.

In handling a complaint, whether formal or informal, confidentiality will be maintained to:

- Protect all parties involved in a complaint under the principles of natural justice
- Prevent the possibility of a defamation or other legal action
- Involve the minimum number of people possible

All students and staff are to be informed of the complaint resolution procedures. The focus for resolution will be on issues rather than individuals. Students and staff are to be protected from victimisation. Natural justice principles will be used to ensure procedural fairness.

A complainant has the right to withdraw the complaint at any stage.

If a student is utilising this process, their enrolment must be maintained while the complaints and appeals process is ongoing.

Process

There are two types of complaint: Informal and Formal. Students and Staff may choose either process. Specific procedures for Staff and Student complaints resolution should be referred to as each circumstance indicates.

Informal complaint

A complaint is considered to be informal when it is made verbally. It is also considered to be informal when it is made in writing and addressed to the person against whom the complaint is being made unless a signed copy of that letter is also sent to the General Manager. An informal complaint will be referred to an appropriate person to assist the effective and rapid resolution. Resolution of a complaint is to be achieved as quickly as possible, at the local level and with a minimum number of people involved.

Formal complaint

Students may make a formal complaint by forwarding a signed written complaint to the General Manager, Term Training within three months of the incident.

All parties have a right to confidentiality and privacy, subject to necessary legal responsibilities and the complaint will be forwarded to the most appropriate person (as determined by the General Manager) to assist the effective and rapid resolution of any complaint.

At all times, parties to the complaint may be accompanied by an advocate of their choosing, except where that advocate is a legal practitioner. Each party will have opportunity to formally present their case should they wish to do so.

Academic appeals

All students have the right to make an academic appeal. Where a student is dissatisfied with the assessment of an assignment and/or an examination result, the student should discuss this informally in the first instance with their Educator.

Where a student is dissatisfied with the assessment of practical work and/or vocational placement assessments performed in the workplace, the student should discuss this informally in the first instance with their workplace mentor/supervisor. If the student remains dissatisfied, the issue should be discussed informally with their Educator.

If the issue cannot be resolved informally, a student may submit a formal academic appeal in writing to the General Manager within twenty (20) working days of receiving the reviewed academic result. The appeal must outline why the student has requested a formal review of the result. The student will be advised in writing that the appeal has been received.

The General Manager will seek to resolve a formal academic appeal through the appointment of an independent and impartial educator to conduct an investigation and make a recommendation.

All parties involved in any formal academic appeal will be advised of the outcome in writing within twenty (20) working days of the date of the appeal.

If a student's formal academic appeal is successful the academic result will be amended.

A student, whose formal academic appeal is not upheld by the General Manager, will be advised in writing of the option to either access the appeals procedure or the process for external mediation.

Appeals process

If a complainant is dissatisfied with the outcome of their formal complaint or academic appeal they may lodge an appeal. Term Training provides the right of appeal against decisions made following the resolution or completed investigation of a complaint or academic appeal, whether informal or formal or a breach of policy. At all times, parties to the appeal may be accompanied by an advocate of their choosing, except where that advocate is a legal practitioner. Each party will have opportunity to formally present their case should they wish to do so. An appeal must be lodged in writing within twenty (20) working days of the date of notification of the original decision. Any appeal must set out the grounds for the appeal. The General Manager or nominee may convene an Appeals Panel to assess the appeal, and act as Chairperson. In addition to the Chair, an Appeals Panel will consist of at least 2 staff from Term Training and not less than 1 student counselor. The appellant will not normally have the right to be present when the Appeals Committee convenes. An appellant will be notified in writing of the outcome of the appeal within twenty working days of the date of lodgment of the appeal. Non-academic appeals do not ordinarily require the convening of an Appeals Panel; however the General Manager may seek the input of suitably qualified staff that are independent of the grounds of the appeal. Where the grounds of an appeal involve statutory issues such as harassment or discrimination the General Manager, Quality and Systems will participate in the appeals process. The appellant will be notified in writing of the outcome of the appeal outlining the reasons for the decision within twenty working days of the date of lodgment of the appeal. The report will further advise the appellant of their right to access the external mediation process if they are not satisfied with the outcome of their appeal.

External mediation services

Should a complaint or appeal not be resolved using the Term Training complaints, academic appeals and appeals process, then impartial mediation by an external mediator is available. A mediation service recommended by Term Training is the Australian Council for Private Education and Training (ACPET). Contact with the mediator should be initiated by the student in all cases.

Costs

The total cost per external mediation is \$400 which is shared equally between the student and Term Training. Students are required to pay the \$200 fee upon lodgment of the appeal however if the student's appeal is successful \$100 will be refunded to the student.

Contact

The contact for External Appeals with ACPET is via Student.appeals@acpet.edu.au.

Students must lodge appeals via this email address by completing the external appeals form which includes payment details. Appeals will not be processed until funds have been cleared. The appeals form is available from the ACPET website - www.acpet.edu.au. The form should be lodged at Student.appeals@acpet.edu.au. Any further enquiries should be directed to this email address. Turnaround time for appeals managed by ACPET will be within one (1) month of lodgment. The police may be contacted in cases of possible criminal behavior. Each complaint, grievance, appeal and its outcome is recorded in writing and each party to the complaint is given a written statement of the appeal outcomes, including reasons for the decision. If after the services of an external mediator have been accessed and no resolution can be found, either party may contact Term Training on 07 5665 9141 and discuss the outcome further. If the problem resolution fits within equal opportunity guidelines, it will be managed under those guidelines.

Victimisation

All complaints will be handled with fairness in accordance with the principles of natural justice. Term Training is committed to ensuring that students do not experience any victimisation as a result of making either an informal or formal complaint. Whether a complaint is formal or informal, steps will be taken to ensure that neither party is victimised or disadvantaged as a result of a complaint being made. The Nominee appointed to manage a formal complaint will be responsible for ensuring that no victimisation occurs.

Defamation

Defamation may be defined as the publication or making of false statements about another, which damage that person's reputation. The defamatory statement must be untrue and also intended to be taken seriously. Its effect must be damaging to the reputation of the plaintiff. A defamatory statement may be in one of two forms – libel or slander. Libel is a defamatory statement in written words, pictures or other visual form, or broadcast over radio or television with an element of permanence about it. Slander is a defamatory statement in spoken or written words or other transitory form. All parties to a problem resolution process should ensure that they limit their discussions to details of the complaint and that they act within their role in pursuing Term Training's Complaints, Grievance and Appeals policy.

Natural justice

The duty to act fairly includes two rules: the fair dealing rule and the no bias rule. This means that all parties must be given the opportunity to present their case, be fully informed about allegations and decisions made and have the right to be represented by another person. In addition, a decision maker must have no personal interest, beyond the scope of their role in this process and must be unbiased. If the decision maker cannot meet these requirements they must immediately withdraw from the process. The procedure shall have regard to the duration of an overseas student's stay in Australia. In order to expedite the process, students shall also have regard for this and not unduly interfere with the mediation agent or the procedure. Should interference by the student affect the normal process of events, Term Training shall not be held responsible for the consequences.

Additional information

Student Assistance

If you are finding your study is conflicting with your work and domestic responsibilities, PLEASE do not hesitate to speak with a Term Training employee. There may be a simple solution when viewed from another perspective.

Counseling Support

Term Training is able to provide you with a list of suitable counseling services available.

Occupational Health Safety and Welfare

Term Training is committed to ensuring the health, safety and welfare of its staff, contractors, students and volunteers while working for or participating in activities and courses.

All students have the responsibility to:

- protect their own health and safety and to avoid adversely affecting the health and safety of any other person
- not willfully or recklessly interfere or misuse anything provided by Term Training in the interest of health, safety or welfare
- co-operate with health and safety directives given by staff
- ensure that they are not, by the consumption of drugs and alcohol, in such a state as to endanger their own health and safety or the health and safety of another person.

If you have a personal health condition that may become acute while attending your course, please advise your educator before commencement of enrolment. All information will be treated in confidence and is only needed so that appropriate support or treatment can be provided should an emergency arise.

Should you be involved in any accident during training which results in personal injury and/or damage to equipment or facilities, please notify the Term Training immediately.

Alcohol and other drugs policy

Term Training is committed to providing a worksite and learning environment which is free from any kind of substance abuse. To maintain this, students and staff are not to indulge in the consumption of alcohol and/or illegal drugs during class/tuition hours regardless if they are on-site or off-site. The use of drugs prescribed by Medical Practitioners for health reasons are excluded from this policy statement.

Academic record keeping

Term Training maintains comprehensive records of each student, including academic results, personal details and financial records. To assist in the resolution of any dispute each student is encouraged to maintain their own similar records.

Personal details record keeping

It is the students responsibility to keep Term Training informed of their contact details. If, at any stage while you are enrolled, your personal contact details change, you are obliged to inform Term Training. Your new details should be communicated to Term Training as soon as practicable. This allows the Term Training to send any communication to you in an efficient manner.