

# Student Handbook

**Qualification:** \_\_\_\_\_

**Level:** \_\_\_\_\_

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

**Employer:** \_\_\_\_\_

**Start Date:** \_\_\_\_\_

We are proud to be a registered training organisation with the Australian Skills Quality Authority (ASQA). This means that the qualifications we issue are nationally recognised under the Australian Qualifications Framework.

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## About Us

Target Training is a privately owned, national training company, with head office based in Sydney, Australia.

Established in 1999, the organisation provides nationally accredited training and assessment services from Certificate II level to Diploma level, with a focus on business and management qualifications.

Other areas of specialty include Finance, Hospitality and Retail qualifications. The organisation has other services including business and marketing planning, customised non-accredited workshop series and mystery shopping.

Business growth has become more and more difficult in most industry sectors as a result of online purchasing, increased competition, industrial relations issues, greater expenses, economic conditions, social and technological changes, and internationalisation of the marketplace. With this in mind, consideration should be given to continuous improvement systems in order to continue to grow sales, revisit product lines, revisit expenses, improve staff motivation, improve customer service standards, improve visual presentation of the business, or simply staff accountability systems.

All of our programs are planned and executed in conjunction with the relevant industry to facilitate the highest achievable outcomes in terms of participant competencies.

Target Training is flexible with its delivery structure. The training and/or assessing can be structured as self-paced learning workbooks, recognition of prior learning, online learning, off the job workshops or workplace assessment.

## Our Vision

Is to combine resources, experience and knowledge-sharing processes with innovation and inspiration.

The goal is to empower people to understand that with willingness an invincible competitive position is gained, a superior and dominant product offer will be created, and excellence in customer service will result.

ASQA is the Australian Government training body that oversees the delivery of vocational training and education throughout Australia and the accreditation of training organisations.

This logo will appear at the bottom of your certificate. The Nationally Recognised Training logo means that the course material has been approved and that the qualification will be recognised throughout Australia.



## Expectations of Participants

You are asked to read these expectations thoroughly before agreeing to commence any training or assessing:

1. All participants are expected to attend workplace training to successfully complete their training (where agreed as a key component of the course). **Attendance is mandatory.** Participants may be able to complete the qualification by missing one session, however, more than that and it may be hard to catch up. Participants must maintain 80% attendance (eg minimum of 7 attendances for 9 sessions). For every session missed, a doctor's certificate or a supervisor statement is required to explain non-attendance.
2. You must maintain a high standard of presentation at all times.
3. To participate in all training activities and carry out any tasks that may be asked by your training consultant to the best of your ability.
4. To complete self-paced learning workbooks, on line guides and/or assessments as required. **Submission of assessment tasks is mandatory.** An assessment task (mostly written) is given out at each session (or online at the end of the unit) and relates directly to what was covered in that session. Participants are required to work **INDIVIDUALLY** (group assignments not accepted), to complete these. Participants are given a month to complete assessment tasks, as a guide, and the trainer will collect the completed tasks from all participants at the beginning of the next session. For online student, you are required to submit the unit assessment electronically within the e-learning system. Extensions may be possible, however, participants will need to advise their trainer/assessor of the need for an extension before the due date.
5. To produce a Doctor's Certificate for all sick days in the case of face-to-face training. You must advise your Trainer/Assessor if you will be unable to attend a particular session. Absenteeism may result in units not being completed, or competencies not being achieved. Excessive absenteeism may result in your removal from the program. Excessive tardiness may result in you being marked absent for that training session.
6. If you are unable to attend off-the-job training or structured training sessions/workshops, you must contact your employer and your trainer/assessor.
7. Any concerns that you may have regarding your progress throughout the training program should be discussed with your trainer/assessor.
8. You must advise *Target Training* of any changes in your personal details on the Student Enrolment Details form.
9. You must keep training areas and facilities tidy at all times.
10. Consumption, or being under the influence of alcohol or illicit substances during the training hours is unacceptable and will result in you being asked to leave the premises. Continued abuse of this policy may result in your removal from the program.
11. Your behaviour must not interrupt or threaten other participants. Abusive behaviour or physical violence can result in instant expulsion from your program.

12. You may receive a “National Student Outcomes Survey” inviting you to participate. The purpose of this is to quality check the processes and outcomes of Australian recognised qualifications.

## Overview of Government Funded Courses

You may have the opportunity to complete a qualification because of access to Australian Government funding. Each state of Australia has pockets of funding applicable to that state, and we try to access them, for your sake where possible.

The Australian Traineeship Program is a Federal Government initiative and the most common form of Government funded course. There are 2 distinct traineeship types. These are:

1. New Employee Traineeship
2. Existing Worker Traineeship

New Employee Traineeships are for staff that have been with their employer for a period no longer than nominated by the Department of Education & Training (normally 3 months for fulltime and 12 months for part time staff). These traineeship typically run for a minimum of 1 year (some can be longer or shorter) and involves the introduction of new skills to be learnt through on-the-job training manuals and employer guidance.

Existing Worker Traineeships are for staff that have been with their employer for a period longer than nominated by the Department of Education & Training (normally 3 months for fulltime and 12 months for part time staff). This traineeship typically run for a minimum of 2 years and involves some recognition of existing skills combined with the introduction of new skills to be learnt through on-the-job training manuals and employer guidance.

If you are enrolled into any Government funding arrangement, we will guide you through the process and assist you with paperwork as required. An Australian Apprenticeship representative is also nominated to assist you. You would normally meet them at your course enrolment.

## Structure of Courses

As a general rule, training courses and programs are divided into various subject areas.

Depending upon which course or program you are doing, these subject areas are called *modules or units of competency*

Within each module or unit, there is a series of learning outcomes that reflects the skills or competencies that you need to be able to show that you can do in order to satisfy the assessment requirements.

We recommend a 2 hour high impact training session as a minimum for each unit of the qualification you are completing, if you are completing the course via face-to-face delivery.

The session times and dates are at your convenience and are usually agreed to by your employer. If you have any queries in regards to this please don't hesitate to contact us on our contact information provided.

## Competency Based Training

Competency-based training relies on 4 areas to be effective – Skill, Knowledge, Understanding and Attitude.

Some people are very good at applying skills but do not understand why they are required to complete the tasks. Some people have a great amount of knowledge yet can not put it into practice.

Being COMPETENT in competency-based training and assessment means that you can learn and retain knowledge, understand how it fits into the big picture of your organisation AND put it into practice in the workplace in line with their standards and procedures. Of course the right attitude is required to make all this work.

Competency-based training requires staffs to gain knowledge/understanding of workplace standards and procedures and then put them into action.

## Foundation Skills

Foundation Skills describe non-technical skills and competencies which play an important part in contributing to an individual's effective and successful participation in the workplace. They may also be called key skills, core skills, essential skills, employability skills, or transferable skills.

Foundation Skills Summaries for your qualification can be downloaded from <http://training.gov.au>

## On-The-Job Training

Unlike staff that attend off-the-job training, on-the-job staff need to be self motivated and dedicated. The use of manuals will assist in the introduction of new skills but it is up to the staff, with the employer's guidance, to put these skills in to practice.

Your employer is there to assist with the application of new skills, understanding the processes, application of standards and will be ready to answer any questions in relation to the day to day functions required of the staff.

## Training Manuals

The training manuals (hard copy or online) are to be used as a guide only in learning new skills and knowledge. They are not to be used to change workplace standards or procedures. Training manuals should encourage you to look at your workplace and discover the standards or procedures there.

There will be instances where a training manual will deal with an area within your workplace that you are already familiar with. This will not mean that you do not need to address that manual. It will simply mean that you can work through the manual faster.

Never assume that you already know how a skill is done or assume you know an answer. You need to find the correct workplace information and use it. Ask lots of questions and become a confident team member.

## Assessment

Assessments play a large part in achieving your qualification. Apart from Induction, this is where your Registered Training Organisation will become involved. Target Training is the training organisation in this instance.

On the job assessments requires the attendance of the following people:

1. Staff
2. Workplace Supervisor/employer
3. Registered Training Organisation Assessor

Assessment generally takes place by way of assignments and course exercises. Sometimes there is demonstration involved, or special projects. Further specific details of assessment are specified in each course or program outline.

Where on-the-job assessment is specified, assessment will normally be by way of a supervisor's report, although additional assessment tasks may be set to test competency in some outcomes. Competency-based assessments DO NOT require you to sit an exam.

On the contrary, it is an opportunity for you to demonstrate your new skills and knowledge to the standards or in line with the workplace practices.

To demonstrate competency in a course or training program, you must show that you are competent in all learning outcomes. Consequently, assessment tasks will measure all necessary competencies.

## Assessment Outcomes

A student is deemed competent when all outcomes are successfully completed within a module or unit of competency. To demonstrate competency, you must satisfactorily complete each assessment task.

The stated assessment outcomes in competency based courses are:

- **Competent:** the participant has demonstrated competency in all learning outcomes.
- **Not Yet Competent:** the participant has not yet demonstrated competency in all learning outcomes and further information or further evidence is required. Your assessor will always give you feedback to help you fulfil this.

Any areas that do not meet the standards at assessment time will be given extra time for re-assessment and in some instances re-training. This will not mean that you fail the course. It simply means you are entitled to a re-assessment. We work with you to tailor the assessment to your workplace and individual needs in order to help you through this. You will need to resubmit your assessment every time you receive a 'Not Yet Competent' result. There is not limit to the numbers of times you can submit. Our goal is to assist you through to completion.

## Completion and Return of Assessment Tasks

The final dates for assessment tasks are set after consideration of the work required with the module or unit as a whole. If you are unable to submit an assessment task by the due date, you should contact us before the due date and give the reasons by you need an extension.

Other than e-learning, all completed assessment tasks, with the appropriate Assessment Task Cover Sheet, are to be posted to:

Target Training  
PO Box 765  
TURRAMURRA NSW 2074

**It is your responsibility to keep a copy of your written work in case it gets lost in the mail.**

You must also sign a statement on the cover sheet of each assessment task that the work done in the assessment task is your own work and not the work of any other student or person.

Target Training will return all assessment tasks, duly marked, to students progressively and timely throughout the program.

## Assessment Q & A's

### **1. What will be assessed?**

During this course, each staff will be assessed for the each required unit of competency so that it can be credited towards their qualification.

### **2. How will my assessment take place?**

Within the assessment process, different types of assessment take place for specific purposes and situations. Such a flexible approach ensures that the assessor gains sufficient evidence of your competence and that assessment is fair, relevant and valid.

Sometimes, a single assessment exercise may assess a number of competencies .eg. a role play or a workplace project. The most common forms of assessment will be written using workplace examples.

### **3. What if I am unhappy about the assessment process?**

If you are unhappy with the assessment process in any way, please talk to your assessor or to a staff member of Target Training.

### **4. What if I am unhappy about a particular assessment result?**

If you are unhappy with the result of an assessment, you are able to request a re-assessment. We would issue your work to another assessor for marking. Alternative assessment methods can be designed to meet specific needs of staffs e.g. people with disabilities or with literacy/language problems.

### **5. What if I am absent from training or assessment activities?**

If you were unable to be assessed as competent due to your absence during any of the training/assessment sessions, there may be an opportunity for you to join another class or another appointment at your workplace.

If this is not possible, we can arrange for you to undertake some other form of training and assessment such as assignments or work experience.

### **6. Will I get some form of evidence to show what I am competent in?**

If you complete the qualification you are issued with an accredited Certificate of Completion and an Academic Transcript. If you part complete the qualification, you will be issued with a Statement of Attainment for all units of competence which you are proven competent in. You have to be competent in all elements of a unit of competence before being deemed competent for that unit.

**7. How will assessment take place in this particular course?**

This varies depending on the qualification you are doing and the units selected. Most units include a few short answer questions to test your knowledge, and a written task or project for you to research and complete. Some units require demonstration. Your trainer will inform you at the beginning of your course of HOW the assessment will take place and will seek assistance from you to establish the assessment strategy suitable to you.

**8. What if I need to defer or discontinue my course?**

If your course is subsidised through State Training arrangements, there are formal processes and timelines we will discuss with you, that is specific to your situation. If your course is not subsidised you can defer or discontinue simply by calling or emailing our office with your reasons. Any fees you have paid in advance will be refunded to you. Any units completed towards your qualification means we will issue you with a Statement of Attainment to reflect these units.

**Appeal/Re-Assessment Process**

The provisions within the principals of competency based training does provide, that all students will have the right to be re-assessed and to be given ample opportunity to complete their required competencies in full.

If a participant is not satisfied with the assessment result, it is within their rights to appeal the decision. Below is an example of a procedure Target Training applies, when participants appeal a judgment.

STAGE	WHO IS TO BE NOTIFIED	WHO IS TO REVIEW THE ASSESSMENT	SUPPLEMENTARY ASSESSMENT
1	Student & Target Training [TT] qualified Assessor	Student & TT Assessor carefully review each section that was deemed NYC.	If both parties consent, a supplementary assessment may be designed by the assessor. If the staff prefers, this assessment can be performed by another assessor.
2	Student, TT Assessor & third party [could be Business Owner or nominated Manager]	Student, TT Assessor & Business Owner or a nominated Manager	As above
3	Independent consultant through DET or another training organisation and TT assessor.	Independent consultant / alternate training organisation, TT Assessor.	As above

Each appeal is recorded in writing and therefore if you have a grievance, please contact our office for a copy of the form. If you feel you are not receiving prompt

attention to this matter, you can take the matter to the Grievance Manager at Department of Education and Training at <https://rms.asqa.gov.au/registration/newcomplaint.aspx> or any of the state departments as listed in this document.

All appeals are formally documented and each complainant is provided with a written statement of the appeal outcome, including reasons for the decision. In the unlikely event that Target Training is no longer able to deliver subsidised training under Smart and Skilled, we will endeavour to ensure that all continuing students either complete their training with us or are placed with another provider. Target Training will manage fee arrangements in a way that the student will not be disadvantaged if the student is transferred to another provider.

## Qualifications

All qualifications issued by the Registered Training Organisation will be one of the following:

1. **CERTIFICATE OF COMPETENCE**  
This is presented on successful completion of all modules contained within the traineeship
2. **STATEMENT OF ATTAINMENT**  
This is presented on completion of modules successfully completed if the whole program was not completed

These qualifications will have an Australian National Training Authority (ANTA) logo on them that will represent nationally recognised qualifications. This means that any other Registered Training Organisation will be required to recognise your qualification anywhere in Australia.

The qualification will also state the Australian Qualifications Framework (AQF) level of certificate along with date of successful completion.

## Plagiarism

Plagiarism is the act of using another's work as one's own. Examples of plagiarism include copying the work of another or summarising the work of another.

Any student found plagiarising work will gain a non-completion result in the module attempted. Any person who knowingly aids another person to commit plagiarism shall be dealt with as if they themselves had committed plagiarism.

## Referencing (Harvard Method)

Referencing is a standardised way of acknowledging sources of information used in assessments. Information could include evidence, ideas, theories, facts or data. If sources of information is not referenced it is considered plagiarism.

One style of referencing is called Harvard Referencing (or Author-Date system). This system has two parts:

### 1. Referencing within the text of the document

When referencing within the text of the document, three pieces of information about the sources of the information is required:

- the name of the author or authors

- the year of publication
- the page number (when the information/idea can be located on a particular page, or when directly quoted)

*For example:*

The system was first developed by XYZ Inc (Smith 2006).

Smith (2006, p. 89) states that XYZ Inc was the first to develop the system of...

“The system that XYZ Inc developed was first used by 123 Bank in 1990” (Smith 2006, p. 95).

## 2. A list of references at the end of the document

The List of References is a list of all the books, journal articles and other sources that were referred to throughout the document. The List of References is placed at the end of the document.

- List the sources in alphabetical order, according to the author’s last name
- Avoid using numbers or bullets, unless required
- Start a new line for each resource
- Present full bibliographic details in the following order:
  - author’s surname and initial(s)
  - year of publication
  - title of publication (in italics and with minimal capitalisation)
  - publisher
  - place of publication

*For example:*

Cottrell, S 2001, *Teaching study skills and supporting learning*, Palgrave Macmillan, New York

Elvin, I 1993, *Sport and physical recreation*, Longman, Harlow, Essex

Ward, R 1966, *The Australian legend*, 2nd edn, Oxford University Press, Melbourne.

## Recognition of Prior Learning or Current Competencies

At your pre-enrolment brief you will be asked if you wish to obtain RPL information from *Target Training*, as a preferred pathway to achieve your desired qualification. If this option is ideal for your situation, we will recommend you complete an RPL application form in order to gather your evidence. Also where applicable this will be discussed with your employer.

For other pathways, at any time during the course a request can be made for RPL to be applied to any part of the curriculum. If you can substantiate that you can complete the competency, including the underpinning knowledge requirements, please feel free to discuss this with your trainer/assessor.

*Target Training* will always recognise the AQF qualifications and Statements of Attainment issued by any other Registered Training Organisation. If your certificate or statement of attainment contains the logo as shown on page 3 of this manual, we are bound by mutual recognition obligations under our registration as a registered training organisation. Credit Transfers are granted for individual units that are equivalent to those in the qualification you are completing with Target Training. You are welcome to contact us at any time if you have any queries in this regard as training and assessment of individual needs is a key part of our business.

## Workplace Health and Safety

*Target Training* is committed to providing a safe and healthy environment for all employees, contractors and visitors. We aim to achieve the highest degree of workplace health, safety and security by adhering to government legislation and taking a personal interest in the well being of our staff and visitors.

Target Training's commitment to providing a safe, efficient and productive environment encompasses the use of drug and alcohol. While Target Training has no intention of intruding into the private lives of its students, drug and alcohol use that affects performance or public or personal safety, whether done on or off the job, will not be tolerated. Violations of this policy may result in disciplinary actions.

In addition, the appropriate law enforcement agency will be notified if students are found to be using or in illegal possession of drugs or controlled substances while on the premises, during normal working hours, or during company sponsored events.

Should you require assistance with a drug or alcohol issue, please contact Alcohol and Drug Information Services in each State/Territory:

ACT (02) 6205 4545

NSW 1800 422 599 (NSW country) (02) 9361 8000 (Sydney)

SA 1300 131 340 (for SA callers only)

VIC 1800 888 236

NT (08) 8948 0087 or 1800 131 350 (Territory wide)

QLD (07) 3837 5989 (Brisbane) or 1800 177 833 (QLD outside Metro area)

TAS 1800 811 994

WA (08) 9442 5000 (Perth) 1800 198 024 (WA country)

All employees, contractors and visitors to our organisation are encompassed by our Occupational Health and Safety policy.

Our organisation abides by the Commonwealth Employees Occupational Health and Safety Act 1991 and NSW Workers Compensation legislation.

All employees and students are responsible for Occupational Health and Safety in the workplace.

**Students** – are responsible for not only their own health and safety but the health and safety of others within their working environment. Students must report unsafe working conditions, faulty equipment and accidents in the workplace immediately to their supervisor or manager. Students must abide by safe working practices and comply with health and safety procedures.

**Employees** - are responsible for the implementation and instruction of all company occupational health and safety procedures and are also responsible for their staff adhering to the procedures set by the company. This is especially important while training venues are most often supplied by employees.

Any information required pertaining to this policy should be forwarded to our office.

## Grievance Policy

Clients of *Target Training* will be advised of the grievance procedure applying should they have any problems with course content or conditions relating to the training delivery.

In the first instance the participant should discuss the problem with their trainer/assessor and seek a solution at that stage.

If the student feels that they have a grievance with their training consultant, they are at liberty to contact our office at any time.

For further information or assistance you may contact the Grievance Manager at Department of Education and Training at: [grievances@education.nsw.gov.au](mailto:grievances@education.nsw.gov.au)

[apprenticeships@act.gov.au](mailto:apprenticeships@act.gov.au)

[www.trainingwa.wa.gov.au/apprenticentre](http://www.trainingwa.wa.gov.au/apprenticentre)

<http://apprenticeshipsinfo.qld.gov.au/about-us/online-complaint.php> (form)

[edline@edumail.vic.gov.au](mailto:edline@edumail.vic.gov.au)

[skillsforall@sa.gov.au](mailto:skillsforall@sa.gov.au)

<https://rms.asqa.gov.au/registration/newcomplaint.aspx>

At each stage of the grievance procedure, both the client and Target Training's representative should seek to have a witness present.

Free legal support for domestic and international students is available through the Redfern Legal Centre on 02 9698 7277. It is an independent, not-for-profit community legal centre.

## Trainer/Assessor Qualification

Trainers/assessors employed by *Target Training* must possess the minimum qualifications specified in the curriculum in which they train and TAE40110 Certificate IV in Training and Assessment. There are other requirements such as Language, Literacy and Numeracy Statement of Attainment and industry currency. We are proud of the qualifications of our staff and we are happy to provide information on them at your request.

## Record Keeping and your USI

All student records are kept on file for a period of up to 30 years and a student wishing to obtain access to these records, must make a formal request to the Training Supervisor of *Target Training*.

Your USI is also kept on file for the purpose of adding the unit of competencies you have completed to your USI record.

On enrolment, we request your USI number so we can add it to our student management system against your enrolment. (USI = unique student identifier)

However, if you do not currently have a USI number, we ask your permission to create one on your behalf, accompanied by a legal form of ID to verify that you are the person on that ID.

Once we have your USI, we need to verify that it is true and correct and that it matches your ID information such as Name and DOB etc. This is done through our student management system by clicking a 'verify' button. When we 'verify' your USI, you will be sent an automated notice that we have accessed your USI. Our RTO name may be different on this notification, it will show Targett Retail Training Pty Ltd (Legal name) or Target Training (trading name). If you receive this notification, please do not panic as this is required.

However, if you receive this multiple times, please contact the USI Registry and send them an email to make an enquiry to ensure someone isn't trying to access your USI without your permission. [USI@education.gov.au](mailto:USI@education.gov.au)

## Protection of Privacy and Information

Target Training gathers and maintains information used for the purposes of registration and other fundamental activities related to being a registered training organisation with the NSW Vocational Education and Training Board. In signing an application for admission, all applicants are advised that both the information they provide and any other information placed into the student record will be protected and used in compliance with the NSW Privacy and Personal Information Protection Act (1998) No 133.

## Access and Equity

Target Training's Access and Equity Policy is based upon application of the following principles:

1. Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training.
2. Equality of outcomes for all people, without discrimination.
3. Access to all people to appropriate quality vocational education and training programs and services.
4. Increased opportunity for all people to participate in vocational education and training.

With these principles in mind, the objectives of Target Training's Access and Equity Policy are:

- To incorporate access and equity principles and practices in key processes which affect the outcomes for individual participants in the vocational education and training system;
- To achieve equitable access for all current and potential participants and clients to vocational education and training services and programs;
- To increase the participation of people who are under-represented in vocational education and training programs, by setting targets for funding arrangements;
- To increase participation in decision-making processes associated with, and for people from under-represented groups;
- To encourage positive outcomes for participants and clients of the vocational education and training system by giving them enabling skills to participate successfully in vocational education and training services and programs;
- To develop quality support services which enhance clients' and participants' changes to achieve positive outcomes.
- To help to prevent and eliminate discrimination on the basis of race, colour, sex, sexual preference, age, physical or mental disability, marital status, family responsibility, pregnancy, political opinion, national extraction or social origin.

## Consumer Protection Information

### Policy

This policy is specifically about us having processes to protect consumers and handle complaints. Target Training has the obligation to meet the *Statement of Expectations for Smart and Skilled Providers*, in the case of NSW. This statement sets out the NSW Government's rigorous expectations of Smart and Skilled providers in the areas of: Quality; Ethics; Accountability; and Responsiveness.

Quality - the consumers of Target Trainings training programs, nationwide, have the right to receive training and assessment that have quality consistent with the national VET regulator's requirements. Target Training facilitates professional development for its trainers, assessors and its other staff and is focused on continuous improvement to ensure it delivers services that are of high quality.

Ethics – Target Training ensures that all consumers are treated via ethical behaviour at all times. Our marketing activities display Target Training's integrity, accuracy and transparency.

Accountability – Target Training meets legislative and regulatory requirements which includes meeting its obligation in reporting student data, student progress and outcomes.

Responsiveness – Target Training ensures its training programs have relevance to industry, businesses and the community. Target Training provides appropriate support to assist its students to progress and complete their qualification. Target Training ensures that its consumers are well informed of their rights and are given a clear avenue for complaint. Target Training takes steps to protect the privacy of its students and students are informed about the collection and use of their personal information.

### Responsibility

Target Training CEO has the overall responsibility in the implementation of this policy. All Target Trainings staff and contractors have the responsibility to provide consumers with quality service, be accountable and responsive to consumers' needs, and treat all consumers in an ethical way.

Consumers have the obligation to provide accurate information and behave in a responsible and ethical manner.

Our consumer protection officer can be contacted through email at [office@targettraining.com.au](mailto:office@targettraining.com.au) or over the phone at 1300 736 005 or in person at Sydney head office which is located at Suite 18, 19-23 Bridge Street, Pymble, NSW, 2073.

### Legislative and Regulatory Requirement

Target Training is subject to legislation related to training services as well as to general business practice. The legislation governs our obligation as an RTO, our obligations to consumers, and to the industry in which we deliver our training and assessment services. Target Training staff are made aware of the legislations and of changes as they occur. The legislation and regulatory requirement that particularly impacts on consumer protection include:

National:

- Australian Consumer Law - the national law for fair trading and consumer protection which is administered and enforced jointly by the Australian Competition and Consumer Commission (ACCC) and the State and Territory consumer protection agencies.
- Competition and Consumer Act 2010 - a series of laws and organisations designed to ensure the rights of consumers as well as fair trade, competition and accurate information in the marketplace
- Privacy Act 1988 and Australian Privacy Principles (2014)
- Standards for Registered Training Organisations 2015

NSW:

- Anti-Discrimination Act 1977
- Privacy and Personal Information Protection Act 1998
- Smart and Skilled Contract
- NSW Quality Framework

### Procedures

Target Training ensures all of its marketing activities only provide factual and accurate information to consumers about Target Training and gives a full disclosure of the services that are on offer and the corresponding fees. Target Training's advertising and marketing do not include any inducements and do not provide its consumers guarantee of successful completion outcome regardless of them not achieving competency. We do not guarantee that a course can be completed in a manner inconsistent with the Training Package requirement. We do not commit that completing a course will lead to an employment outcome if this cannot be guaranteed.

Target Training provides you with this Student Handbook which reiterates your rights and obligations as well as the obligations of Target Training. To ensure that consumers have full understanding of our processes, consumers are provided with an overview in this Handbook before enrolling into a Target Training qualification.

During the enrolment process, consumers are made aware of Target Training's privacy policy. The privacy policy is noted on our enrolment form, in this Handbook and on our website. The policy includes information on how we use the consumers' personal data and how consumers can access and correct your personal information held by Target Training. Target Training only collects personal information by fair and lawful means which is necessary for the functions of Target Training and is committed to ensuring the confidentiality and security of information provided by consumers, please refer to Target Trainings Privacy Policy and Procedure.

## Complaints Procedure

To ensure Target Training continually improves its systems and services, we employ a transparent complaints process, as detailed in this Handbook and on our website. In the case of NSW, the Smart and Skilled website link and Training Services NSW contact details are noted on the Target Training enrolment form to further ensure consumers are aware of their rights and options for making a complaint or where to provide feedback about their training experience with us.

Target Training treats every complaint as a serious matter and attempts, where possible, to negotiate a satisfactory outcome for all parties. Target Training's Complaints and Appeals Policy and Procedure provides the avenues for making a complaint, escalating complaints, and timelines for resolving complaints. Below is a list of agencies where assistance can be sought for a VET-related complaint.

- Anti-Discrimination Board of NSW – [www.antidiscrimination.justice.nsw.gov.au](http://www.antidiscrimination.justice.nsw.gov.au)
- Australian Human Rights Commission – [www.hreoc.gov.au](http://www.hreoc.gov.au)
- Australian Skills Quality Authority – [www.asqa.gov.au](http://www.asqa.gov.au)
- Commonwealth Ombudsman – [www.ombudsman.gov.au](http://www.ombudsman.gov.au)
- Ethnic Communities Council of NSW – [www.eccnsw.org.au](http://www.eccnsw.org.au)
- Independent Commission Against Corruption – [www.icac.nsw.gov.au](http://www.icac.nsw.gov.au)
- Information and Privacy Commission NSW – [www.ipc.nsw.gov.au](http://www.ipc.nsw.gov.au)
- NSW Civil and Administrative Tribunal – [www.ncat.nsw.gov.au](http://www.ncat.nsw.gov.au)
- NSW Fair Trading – [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)
- NSW Ombudsman – [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

- NSW Police – [www.police.nsw.gov.au](http://www.police.nsw.gov.au)
- Office of the Australian Information – [www.oaic.gov.au](http://www.oaic.gov.au)
- People with Disability Australia Inc – [www.pwd.org.au](http://www.pwd.org.au)
- Workcover NSW – [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au)

## Literacy Support

English literacy, language and numeracy support is available through your local TAFE or community college. It is our responsibility to assist you through your qualifications despite any language, literacy or numeracy barriers and involve support services such as an interpreter if required and agreed with your employer.

## Fee Policy

Target Training courses and qualifications are not fee-free. Sometimes there are concessions available or State incentives, such as Yr 12 fee free arrangement in QLD. All fees are discussed with you prior to your enrolment.

Target Training fees are advertised on [www.targettraining.com.au](http://www.targettraining.com.au) and provided in a printed flyer pre-enrolment. Some fees are regulated in certain states so it is very important to take note and have all your questions answered before committing.

## Refund Policy

In the case of cancellations, Target Training will refund full amount paid if 14 days notice [before work is due to commence] is provided, otherwise a cancellation fee equal to the course enrolment fee (or Student Contribution Fee) will apply. Target Training does not invoice any fees prior to course commencement.

If you are completing this course through your employer, all fees are paid by your employer and outlined in our Training Services Contract to them.

## Money Back Guarantee

Target Training offers a full money back guarantee on all services, if you are not fully satisfied.

## Code of Practice

- I. **Preamble** - *Targett Retail Training Pty Ltd.* is committed to ensuring the continued high standing of Australian education, and therefore aims to be a provider of Australian education and training services.
  - All training and assessment will be conducted in a manner that supports these objectives so that the potential benefits to all participants are realised.
  - In gaining this registration, *Target Training* is committed to understanding the Commonwealth and State Government's policies and procedures.
- II. **Provider of Education and Delivery/Assessment of Training Services** - *Target Training* has adopted policies and management practices which maintain high professional standards in the delivery and assessment of education and training services, and which safeguard the educational interest and welfare of participants.
  - *Target Training* will maintain a learning environment that is conducive to the success of all participants. Although the learning environment is normally on the premises of the client, or public facility, we have the

capacity to deliver the nominated courses, and use methods and materials appropriate to the learning needs of the participants. [Refer to training room setup checklist and session plan for specific topic to be presented].

- Participants enrolled into registered courses will be monitored individually in the areas of their performance assessed, course attendance and progress.
- *Target Training* will only employ suitably qualified trainers and assessors who are sensitive to the needs of the participants being taught and will provide for further training of such staff as required.
- Assessment procedures adopted by *Target Training* are of a high standard, meeting the National Assessment Principles. [Refer to Assessor's Brief and documentation requirements].

III. **Marketing of Education and Training Services** - *Target Training* will market their educational products and services with integrity and accuracy; avoiding vague and ambiguous clauses, and with due regard to the reputation of Australian education and training. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

- *Target Training* will market their services in consistence with the education, cultural and regulatory systems of the Australian market and will not detract from the reputation and interests of other Australian institutions.

IV. **Financial Standards** - *Target Training* will safeguard funds paid by any participants/clients.

- *Target Training* will make a refund to the participant/client in accordance with relevant Commonwealth or State legislation, if unable to deliver agreed services.
- There is proper documentation of the contractual and financial relationship between the participant/client and *Target Training*, and *Target Training* will make available to the participant/client copies of this documentation.

V. **Participant Information** - *Target Training* will supply accurate and current information to enable a person unfamiliar with the Australian education and training system and living conditions to make an informed decision about the appropriateness of *Target Training* and its courses to the participants'/clients' needs.

- *Target Training* will supply accurate and current information to participants/clients and prospective participants/clients on all relevant matters. This will include but not be limited to detailed and realistic estimates of costs; academic programs; flexible programs; Australian recognition given to qualifications(s) offered; withdrawal arrangements; termination of tuition; credit transfer; refund entitlements including instances where the provider defaults; and details of facilities and equipment.
- *Target Training* will review regularly all information provided to students/clients to ensure its accuracy and relevance.

VI. **Client Recruitment and Placement** – Recruitment of participants/clients will be conducted at all times in an ethical and responsible manner. Offers of course placement will be based on an assessment of the extent to which the qualification, proficiencies and aspirations of the applicant are matched by the educational opportunity offered. Proficiency in English will also be assessed. *Target Training* will ensure that the assessment of the educational background of intending staffs is undertaken by suitably qualified staff and provide for the additional training of such staff, as appropriate.

- VII. **Student Support Services** - *Target Training* will be sensitive to all issues and meet the special needs of students as required, especially those with language, literacy or numeracy difficulties. These services will include mentoring, counseling, and concurrent assistance.
- *Target Training* ensures that participants/clients have access to fair and equitable process for dealing with grievances.
  - *Target Training* ensures that an appeals process is in place should the assessee not be happy with an assessment outcome.
- VIII. **Record Keeping Procedures** – *Target Training* issues AQF qualifications and maintains supporting records with integrity and respect of privacy. Records are accessible to current and past learners. Electronic records of certificate register and student records management data is retained for 30 years. Paper-based records are retained for 7 years. Samples of paper-based records are held beyond 7 years.