



**National  
Courses**

# Student Handbook

National Courses PTY LTD

National Courses PTY LTD is a Registered Training Organisation (RTO) that offers training and assessments for short courses/units of competency

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## INTRODUCTION

National Courses PTY LTD is a Registered Training Organisation (National Provider RTO 41072)

As an RTO and company, we are required to operate within legislation set by Commonwealth, State and relevant Territory bodies and the National Vocational Education and Training Regulator. We are approved, monitored and audited by the Australian Skills Quality Authority (known as ASQA).

As the Director of an RTO, I have an obligation to ensure that the company complies with legislation and has systems in place, appropriate to our size and scale of operations that meet the standards. This manual has been produced to set out the policies of the company and to provide guidelines for everyone involved in the RTO - management, administration staff, trainers and assessors and our clients. It reflects the way we operate as a business in our marketing, courses, administration and management. The policies have a strong focus on course participants and clients and their satisfaction with the quality of the training and assessment services we provide.

Staff and trainers should be aware of and know how to access:

- The website
- The enrolment forms and student services administration forms
- The policies
- The organisation chart, job descriptions and human resources forms
- Relevant course guidelines and training and assessment materials
- Relevant training and assessment procedures and forms

National Courses PTY LTD has a reputation for quality industry training. Your

feedback on our services and quality of training is always welcome.

Yours sincerely,

Samuel Bohr

Director

National Courses PTY LTD

Telephone: 1300 677 191

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## **ABOUT NATIONAL COURSES PTY LTD**

National Courses PTY LTD is a Registered Training Organisation, able to deliver nationally recognized training and assessment in short courses that are nationally recognised and endorsed.

### **CODE OF PRACTISE – OUR COMMITMENT TO YOU**

National Courses PTY LTD values its employees and relationship with our clients. We strive at all times to demonstrate ethical behaviour and standards in all our dealings.

## AIMS AND OBJECTIVES

- Commitment to providing high quality, interesting training that is relevant to learners, employers and industry. Our aim is to make every training participant feel welcome and ensure they receive the maximum benefits from our training services.
- Recognise and accept AQF Qualifications and Statements of Attainments issued by all other Registered Training Organisations.
- Maintain a friendly and helpful; approach to students / clients.
- Uphold all legislation and comply with all regulatory requirements relevant to the operation of our organisation.
- Provide services that are efficient and consistent through continuous improvement planning incorporating student/client staff feedback.
- Quality training and assessment trained staff and resources of a high standard.
- Endeavour to ensure that no learner is unfairly disadvantaged. This includes making reasonable adjustments to the training environment, resources, and delivery and assessment strategies to accommodate learner needs.
- Market services accurately and professionally
- Offer skills recognition (RPL) as an assessment option to all of our clients
- Ensure training is appropriate to student/client needs by continual review of scope and delivery
- Take reasonable care to look after the health and safety of others
- Respect the privacy and confidentiality of clients and client information.
- Welcome and actively seek client feedback as the basis for continuous improvement of our systems, resources, and the services we provide.
- Provide a fair and equitable process through which clients / candidates can appeal assessment decisions. This is detailed in the National Courses PTY LTD Complaints And Appeals Procedure.

For more information on any of the provisions in our Code of Practice, please contact National Courses PTY LTD.

## WHAT'S IN IT FOR ME?

By being a participant of this program, you will receive development that has been customised for you and/or your organisation

You will be supported throughout the program in developing skills in specific areas. You will benefit from interaction with people from all areas of your organisation.

## **SELECTION AND ENROLMENT**

Enrolment must be done by completing the Online Enrolment Form for your specific course.

Be assured that recruitment of learners is conducted in an ethical and responsible manner and processes are fair and comply with equal opportunity legislation.

Students are admitted to National Courses PTY LTD training and assessment programs by demonstrating a genuine interest and/or skill in the area and a determination to complete the unit.

Bookings are limited and students are encouraged to book an appointment as early as possible.

## **ENTRY CRITERIA**

Participants of the program need to be able to read, comprehend and discuss in plain English and write simple statements as well as have a little understanding of numeracy.

## **UNIT INFORMATION**

All students enrolled in an National Courses PTY LTD training and/or assessment program shall prior to commencement of the training program receive information about the training program which includes but is not limited to:

- The time and place of the delivery of the training and/or assessment program.
- Training/assessment Program content.
- The details of the relevant unit/s of competence related to the training program.
- Details of the assessment requirements, including RPL .



## LEGISLATION

Relevant legislation that the RTO will comply with includes:

- Affirmative Action (Equal Opportunity for Women) Act 1986
- Age Discrimination Act 2004
- Copyright Act, 1879. 42 Vic No 20 (Reprinted March 1979)
- Disability Discrimination Act 1992 (Commonwealth)
- Disability Standards for Education 2005 (Commonwealth)
- Equal Employment Opportunity Act (1987)
- Fair Work Act (2009) and related regulations and guidelines
- Human Rights and Equal Opportunity Commissions Act 1986 (Commonwealth)
- Human Rights Legislation Amendment Act 1999
- Anti-Discrimination Act 1991
- Privacy Act 1988 (Commonwealth)
- Privacy Regulations 2013 (Commonwealth)
- Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act)
- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)

## PRIVACY ISSUES

### PURPOSE

National Courses PTY LTD collects personal information on clients (companies and employers) and participants. Accurate records management and care of personal information is required to comply with privacy legislation as a business, and the Standards for RTO's 2015. Following policy and procedures for privacy will protect participants and clients and manage risk in our business.

### PROCESS

- Data is collected on all students enrolling in a course.
- The collection of this data is necessary to establish the identity of the student so that certificates issued to that person clearly identifies that person as the recipient.
- Names collected must be full names, (no nick names), and the certificate issued will reflect these details. This data is entered into the AVETMISS database.
- The signed enrolment form is the agreement between the RTO and the student.
- The Unique Student Identifier (USI) is required prior to the issuance of the certificate. The student is expected to register and provide the USI and the RTO will verify the details.

**ALL PERSONAL INFORMATION MUST BE KEPT IN A LOCKED FILING CABINET ONCE THE DETAILS OF THE PARTICIPANT ARE VERIFIED AND ENTERED IN THE STUDENT MANAGEMENT SYSTEM**

## STUDENT ACCESS TO RECORDS

- Unless it is unlawful to do so participants can request access to their personal records.
- Participants can contact the office through the website or by email.
- There may be an administration fee charged for locating and providing information within a defined number of days.

## EQUAL OPPORTUNITY POLICY

Equal opportunity acts around Australia are developed to provide the right to fair treatment as established by law. The Acts are created in order to eliminate sexual and racial harassment in the workplace, education and accommodation. The Acts also aims to promote equal; opportunity and eliminate discrimination. At National Courses PTY LTD we support this act and ensure a training environment that supports the following.

## HARASSMENT AND VICTIMISATION

Harassment and victimisation is offensive, intimidating, uninvited and unwelcome behaviour designed to damage, belittle, or take advantage of, another person. It can occur in face-to-face training or distance learning modes.

It includes

- Physical assault, including sexual assault, offensive jokes and suggestions, verbal abuse.
- Distributing or displaying offensive material (pictures, cartoons etc).
- Sending offensive telephone, SMS, email or Facebook messages and calls.
- Telling jokes or derogatory comments about age, sex, race, cultural background or disability.

## WHAT WE WILL DO TO ENSURE SUCH BEHAVIOUR IS DEALT WITH:

- Any member of staff, trainer or participant may complain. National Courses PTY LTD will seek to have complaints of harassment settled within the workplace wherever possible and will counsel and discipline anyone found to be participating in such inappropriate behaviour.
- All complaints of discrimination, victimisation or harassment will be treated seriously, quickly, and privately and will be investigated fairly and impartially.
- The parties involved have the right to take advice from relevant government bodies such as the Anti-Discrimination Board or Ethnic Councils when an internal resolution has not been found.
- We will follow the Complaints Policy and Procedure.

## WORKPLACE HEALTH AND SAFETY

With regard to Workplace Health and Safety, National Courses PTY LTD is obliged to:

- Observe its Duty of Care for our employees, contractors and participants and all other people lawfully on our premises by ensuring the safety of each of our places of work.
- Observe its Duty to Consult with our employees and contractors and encourage all staff to participate in identifying, assessing, eliminating and controlling the risks of hazards in the workplace, or in client workplaces where this is part of their role.

- Ensure all policies, procedures and documentation comply with WHS legislation, regulations and codes of practice.

Students are obligated to:

- Obey instructions regarding their health and safety and the health and safety of others.
- Not deliberately interfere with or misuse anything that has been provided for workplace health and safety.
- Not deliberately endanger the workplace health and safety of others, or deliberately injure themselves.

## GUIDANCE SERVICES FOR LEARNERS

National Courses PTY LTD trainers and assessors are there to provide support to students in meeting their learning needs and in achieving the required competencies.

Students are encouraged to discuss any aspect of their enrolment, learning or assessment with the National Courses PTY LTD RTO CEO or Trainers between the hours of 9am to 5pm Monday to Friday.

## ACCESS AND EQUITY

National Courses PTY LTD will endeavour at all times to provide a learning environment where access to and progress in the programs is not limited by age, gender, national or ethnic background, or physical or intellectual disability. We are aware of obligations under anti-discrimination legislation and the SNR standards.

## CANDIDATE SUPPORT, WELFARE AND GUIDANCE

We will assist all candidates in their efforts to complete our training programmes.

During enrolment and course induction you will be asked about your language and numeracy skills as well as complete an LLN test at your will so a trainer can offer you a certain level of support.

In the event that you are experiencing any difficulties with your studies we would recommend that you see your trainer, or another member of National Courses PTY LTD staff.

We will ensure that the full resources of National Courses PTY LTD are made available to ensure that you achieve the required level of competency in all nationally recognised units of competency.

Should you be experiencing any personal difficulties you should make contact directly with National Courses PTY LTD CEO who will assist you to the full extent of our capacity.

If your needs exceed the National Courses PTY LTD support capacity, we will refer you onto a specialist from the following providers:

- Centrelink 13 10 21
- Reading and writing hotline 1300 655 506

## MARKETING

National Courses PTY LTD markets its learning and development programs with integrity, accuracy and professionalism. In the provision of information, no false or misleading comparisons are drawn with any other provider or course. A learner’s written permission will be gained before National Courses PTY LTD Learning and Development uses information about that learner in any marketing materials.

## RESPONSIBILITY

National Courses PTY LTD adopts policies and management practices which maintain high professional standards in the delivery of learning and development services, and which safeguard the interests and welfare of learners.

Any candidate found to be in breach of the National Courses PTY LTD assessment policy will be given a fair and reasonable opportunity to explain any anomalies including plagiarism.

National Courses PTY LTD will take into consideration any learning difficulties or disabilities experienced by the candidate. National Courses PTY LTD may suspend a candidate’s enrolment until all issues are resolved. National Courses PTY LTD may cancel a candidate’s enrolment.

The candidate has the right to appeal any decision made by National Courses PTY LTD as de-scribed in this Handbook.

## SHARED RESPONSIBILITY MODEL OF LEARNING

<b>YOUR COMMITMENT</b>	<b>NATIONAL COURSES PTY LTD COMMITMENT</b>
Be open to new ideas	We aim to provide you with an appropriate delivery mode for your learning
Put into practice what you have learnt	Evaluate the effectiveness of assessment and training
Have a positive and professional attitude	Provide the correct resources
Review what you have learnt	Constantly improve our performance through analysing feedback
Share your knowledge with others	Encourage and foster a positive learning experience
Give feedback	Provide a consistently high standard of training
Participate in all training and assessment activities: 100 attendance is required.	Provide competent learning and assessment consultants
Allow others to learn	Visit you in your workplace and provide other opportunities for you to learn
Be mentally prepared to be assessed and to learn	Target training to the right level
Be punctual	

## STUDENT AND WORKPLACE COMMITMENT

- Keep your manager informed of assessment and learning dates and times
- Inform your manager in writing if unable to attend any training sessions or if you leave a training session early
- Inform National Courses PTY LTD in writing if unable to attend a training session or if you leave a training session early
- Ensure that all work submitted is authentic and that no part has been copied from another person

## REASONABLE ADJUSTMENT

Discuss any special needs with your assessor who will make any required changes (reasonable adjustment) to the assessments to meet these needs.

Reasonable adjustment measures can include but are not limited to:

- Making training/assessment materials accessible
- Adapting the physical environment and equipment
- Providing additional support for the learner
- Time related changes

## TRAINING & ASSESSMENT

### PURPOSE

National Courses PTY LTD is committed to providing quality training to our participants and clients who enrol with our RTO. We recognise that good planning of our courses is necessary for a successful outcome and a requirement of an RTO under the VET Quality Framework.

### FORMS

- Training Instruments and tools relevant to the unit of competency
- Assessment Instruments relevant to the unit of competency

### PROCESS

#### **Quality training requires quality documentation of strategy and practice and record keeping**

The Training Manager is responsible for the courses and the file management. Our RTO will have the following documentation in place for every course:

- A training and assessment strategy – the “road map” for the course that is essential reference for all staff.
- Course folders containing design, planning and delivery documents that are the implementation of our courses that the standards call evidence of practice
- Commercial resources where these are used for learning and materials appropriate for each course.

- The training and assessment record keeping processes and completed paper trails that are also evidence of our course practice.

This suite of documentation will meet the requirements expected in the Standards for RTO's 2015 and the Training Packages or accredited courses that are on the scope of registration.

**Consultation - effective input from industry and other stakeholders**

National Courses PTY LTD will identify and maintain contact with stakeholder groups and others within Industry and consult with them in the development of all training and assessment strategies for the qualifications or accredited courses on our scope of registration.

**This means we will seek comment and expert input in:**

- Selection of the qualification or skill sets and AQF level of required training
- Choice of units and electives and clustering into the courses
- How we provide ongoing non-accredited courses that can “feed” into accredited training and assessment to meet the needs of industry
- Profile of the target group /s
- Entry and selection criteria or employer nomination requirements
- Literacy, language and numeracy needs
- Technology requirements
- Views on the classroom/workshop model of delivery
- Views on the work placement model as part of delivery
- Views on the distance learning or blended learning model of delivery
- Views on the use of a learning management system
- Views on the RPL options or assessment only options
- Comment or expert input on the approach to assessments and methods we use in the courses
- Comment or expert input on assessment tasks and expectations within time frames
- What is important in the evaluation of the learning experience with our RTO
- How we will measure performance of course participants

### **PROVISIONS FOR LITERACY, NUMERACY AND LANGUAGE DIFFICULTIES**

National Courses PTY LTD Learning and Development has made provision for any individual that may have language, numeracy or literacy difficulties. These provisions affect both the learning activities and the assessment processes used. If you feel the tools and methods used by National Health and Safety College Learning and Development are not conducive to your needs, please advise us.

## **RECOGNITION OF PRIOR LEARNING (RPL)**

### **PURPOSE**

National Courses PTY LTD undertakes to make a Recognition process available to all participants.

This policy and the recognition application processes will be communicated on the website and RPL guides and understood by administration and trainers and assessors.

### **FORMS**

- RPL application form (available on the website)

Definition:

**Recognition of Prior Learning and Recognition of Current Competency** means we offer participants the opportunity to demonstrate competencies currently held regardless of how, when and where the learning occurred and experience, skills and knowledge was gathered such as formal or informal training and work experience. RPL is an assessment process.

### **PROCESS**

The website will have RPL information in each course. The website also consists of the RPL application that will give you the remaining instructions to submit your application.

Examples of likely RPL or Credit Transfer such as:

- Nationally accredited qualifications that may be outdated or wanting a transfer
- Competencies achieved with similar criteria
- Industry subject matter form
- Video evidence



## FEES

National Courses PTY LTD training programs are delivered on a fee-for-service basis.

### COURSE FEES PRICING AND QUOTATIONS

#### Public Course Fees and Payment Plans

- Pricing for individuals will be at the published rate in print or electronic copy such as the website, marketing material or in enquiry emails.
- The application fee is non-refundable
- Individuals enrolling will not be charged a prepaid fee amount greater than \$1,500 at any point.
- The RTO offers payment by instalment plans which may be at a higher price than upfront payment.
- Other special offers and discounts may be marketed from time to time.

#### Corporate Pricing for Groups

- Quotations will be provided to businesses and organisations who wish to pay for employees.
- Fees for multiple enrolments and dates will be negotiated with the customer.
- Payment will be requested by invoice under the usual company terms.
- Employers paying for employees can be charged a prepaid amount greater than \$1,500 and can elect to pay in full through purchasing and invoicing arrangements.

## REFUNDS

### Course variations – Withdrawal or Cancellation from a course and refund request

<b>Prior to commencement</b>	
Course fee is paid	Course fee is refundable up until course start day
Changes to booking	Changes can be made at anytime prior to course start date at no cost.
<b>After commencement</b>	
Cancellation or withdrawal notified after commenced of the course.	no refund. You can apply to administration if you have unforeseen circumstances

National Courses PTY LTD operate in such a way that refund moneys are always available. Fees and charges comply with the requirements identified in the Standards for RTOs 2015.

### GUARANTEE TO STUDENTS

If National Courses PTY LTD or any of its third-party arrangements cancels or ceases to provide training, National Courses PTY LTD will issue a full refund for any services not yet provided.

## COMPLAINTS AND APPEALS POLICY

### PURPOSE

Complaints are an important input to learner and client services and quality assurance in the RTO. Complaints are another opportunity to improve our business and service and measure performance of the RTO. The Director expects complaints to be dealt with as a priority so they do not escalate to a formal complaint within the RTO or an appeal against the complaint decision to an external agency or regulator. Complaints that escalate affect our business profile and risk rating. We will vigorously follow through complaints following our internal procedures making sure each step follows the principles of natural justice and procedural fairness.

### FORMS

- Complaints and Appeals Form (available on the website)

### PROCESS

<b>Procedure for a grievance, complaint and appeal:</b>	
1. Discuss the issue with the member of staff or trainer/assessor involved or course participant	<p>1 You might have a grievance or complaint about:</p> <ul style="list-style-type: none"> <li>Our RTO and administrative processes</li> <li>Your course or your assessment result</li> <li>A Trainer/assessor or an Assessor or Supervisor in a work placement</li> <li>Another course participant or person at the RTO</li> </ul> <p>We encourage participants to talk directly with the person involved and see if you can sort out the issues of concern.</p>
2. Discuss the issue with a Manager	<p>2 Where talking with the person is not appropriate, the complaint can be discussed with the Director</p> <p>We will seek an immediate resolution of the matter if possible. We will communicate with you, discuss the matter with other parties and seek resolution. We must refer to our RTO policies and procedures and point this out to you as the complainant and the process will be fair and transparent. We allow 10 days.</p>
3. Fill in the written complaint form and it will be considered by the Director	<p>3 If the complainant is not satisfied with the suggested resolution, we will advise you to put the complaint in writing on our complaints form and submit. This form can be downloaded from the website and sent by email. The complaint goes to the Director who will consider the written complaint. Where the matter may involve the Director, we will use an agreed third party to consider the complaint and the resolution proposed. This will make the process fair and transparent.</p>
4. How we advise of the complaint resolution and give written notification of the decision	<p>4 A meeting or phone conference may be offered to the complainant. Details of any meetings with the complainant will be recorded in writing and the complainant informed within 28 days of receipt of the written complaint of the RTO's decision related to the complaint. A support person can be there with the complainant. We must refer to our RTO policies and procedures and point this out to you as the complainant so the process will be fair and transparent. We allow 28 days for internal decision making and resolution between you and the RTO.</p>

<p>5. If our internal process has not worked; you can seek a review or appeal the RTO decision. We move to mediation</p>	<p>5. If agreement still cannot be reached, or the complainant is not satisfied with the RTO decision, then you can seek a review and appeal that decision. Our RTO offers a mediation service through LEADR. This is the final step in our internal complaints resolution process and we hope the complaint can be resolved to the satisfaction of all parties. Again, the decision of the mediation will be recorded and sent to all parties within 28 days of the final mediation meeting. This will be the final decision. We do expect this to be completed within 60 days. If more time is needed, we will write to you and explain the delay and keep you up to date on progress of the matter.</p>
<p>6. Complaints are in registers and the quality assurance system</p>	<p>6. Complaints and appeals are logged in the C.I register and retained in our compliance records. We treat complaints as feedback that can improve our client services and quality assurance in the RTO. We are required to acknowledge formal complaints and rectification in reporting against the standards for RTO's.</p>
<p>7. External appeal Take the complaint to an external agency</p>	<p>7. Once mediation has been provided and closed out, we will advise the complainant that all internal processes have been exhausted. There are external agencies who can deal with your complaint where you wish a review or appeal against the RTO decision. NSW Department of Fair Trading. This is the external agency that deals with consumer complaints such as fees, discrimination or other matters. National Training Complaints Hotline give advice and refers you to the correct training body: Phone: 13 38 73 Mon- Friday 8am – 6pm Written complaints can be emailed to <a href="mailto:skilling@education.gov.au">skilling@education.gov.au</a>.</p>
<p>8. The role of ASQA in investigating complaints after internal processes are exhausted.</p>	<p>8. The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector, it regulates courses and training providers to ensure nationally approved quality standards are met. It is not ASQA's role to arbitrate between aggrieved parties. ASQA receives and investigates complaints in order to manage the risk of training providers not complying with their legislative obligations.</p>

## ASSESSMENT APPEAL

### PURPOSE

Our RTO will provide a fair and transparent appeal process for assessments. The Director will manage the assessment appeal policy and processes across the RTO courses.

### FORMS

- Complaints and Appeals Form (available on the website)

### PROCESS

<b>Procedure for an assessment appeal:</b>	
1. Discuss your results with the Assessor who marked your work	1 For all assessment tasks but in particular for final assessment tasks, if the participant has a grievance about the results, the Assessor will immediately discuss the feedback provided and the assessment outcome to clarify the decision of Not Satisfactory or Not Yet Competent. This must be done within 14 days from the result date. There are opportunities for re-submission and re-sits as explained in the Handbook and during the course so most assessment matters can be resolved at this stage.
2. Review - Request a re-marking by the same Assessor or another Assessor	2 If agreement cannot be reached, the participant has the right to request a re-marking where the work is assessed again by the same Assessor, or that another Assessor undertakes the marking of the submitted work for assessment. This must be done within 14 days from the result date.
3. Fill in and send a written assessment appeal form that will be considered by the Director	3 If the assessment decision remains Not Satisfactory or Not Yet Competent after the re-marking and the participant is still not satisfied, then the Director shall discuss the assessment decision with the participant and the Assessor. The request must be submitted in an assessment appeal form within 28 days of the date of the remarked results.
4. The Appeal resolution by meeting or phone then the Director will send written notification of the decision	5 A meeting or phone conference may be offered to the participant who is appealing the decision. Details will be recorded in writing and the appellant informed within 28 days of receipt of the written appeal of the RTO's decision related to the appeal. A support person can be used. We must refer to our RTO policies and procedures and point this out to you so the process will be fair and transparent. We allow 28 days for internal decision making and resolution between you and the RTO.
5. If our internal process has not worked, you can seek a review or appeal the RTO decision. We move to external marking.	4 If the appellant is still not satisfied with the result and wishes to pursue the matter, we offer an external mediation and assessment service through a VET consultancy RTO help Pty Ltd. This is the final step in our internal complaints resolution process and we hope the assessment decision can be resolved to the satisfaction of all parties. Again, the decision by a third-party Assessor will be recorded and sent to all parties within 28 days. This will be the final decision.

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<p>6. You have 3 months to submit assessment appeals</p>	<p>5 Formal written appeals against an assessment decision must be submitted within 3 months of the submission date of the assessment. Appeals will not be considered after that date.</p>
<p>7. Appeals improve our quality of training and assessment system</p>	<p>7 Complaints and appeals are logged in the complaints and assessment appeals register, reported to management meetings and retained in our compliance records.</p>
<p>8. Take the appeal to the national training complaints hotline</p>	<p>8 Once mediation and the external assessment services have been provided; we will advise the student that all internal processes have been exhausted. He/she can take the matter to the National Training Complaints Hotline. Phone: 13 38 73 Mon- Friday 8am – 6pm Written complaints can be emailed to <a href="mailto:skilling@education.gov.au">skilling@education.gov.au</a>.</p>
<p>8. The role of ASQA in investigating issues around quality of training and assessment after internal processes are exhausted.</p>	<p>8. The Australian Skills Quality Authority (ASQA) is the national regulator for Australia’s vocational education and training sector, it regulates courses and training providers to ensure nationally approved quality standards are met. It is not ASQA’s role to arbitrate between aggrieved parties. ASQA receives and investigates complaints in order to manage the risk of training providers not complying with their legislative obligations. Participants will be informed of ASQA’s role at induction.</p>

## **ISSUING UNITS**

National Courses PTY LTD will verify students' results and USI information then issue results and statements of attainment (SOA) to students who complete a qualification or units of competency.

As a Registered Training Organisation issuing nationally recognised qualifications, the RTO must be aware of and comply with its obligations under the regulations, legislation and guidelines including the VET Quality Framework:

Standards for RTO's 2015 Standard 3

Schedule 4 Conditions of use of NRT logo

Schedule 5 The AQF qualifications issuance policy within the VET sector

The documentation must be issued within 30 calendar days of the learner's final assessment being completed and recorded at the end of the course or if exiting the course and providing all fees have been paid.

The verified USI must be entered in the student management system by this stage.

The documentation is sent to the learner directly and not to another party such as the employer.

## **FEEDBACK**

National Courses PTY LTD is continuously striving to improve the quality of training & assessment. It is extremely useful to receive feedback from our clients and students. Reviews will be undertaken during your training and an Evaluation Form will be provided to you on completion of your unit. If you have any further questions pertaining to your enrolment, unit or learning please do not hesitate to contact any one of the dedicated friendly training team.

## **FORMS**

- Feedback Form (available on the website)

## **THIRD PARTY ARRANGEMENTS**

National Courses PTY LTD also uses third party arrangements to conduct training and assessments. Please see a current list of third parties below:

Daniel Rae - 0481242619

Paul Ramsay – 0488388849

Wayne Pade (fortade earthmoving) 02 6568 1444

Reece Chase (access training) – 0405966284

Mohamed El Nacher (ABC Training) 0450 505 121

Adam Poreca (AMP Training) 0477453497

Graham Bryan (gbes training) gbestraining.com – 0455119855

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