Student Handbook

Training Solutions for Life T/A VOCA

RTO No: 21670

2016
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Welcome to VOCA. VOCA is a Registered Training Organisation (RTO) that specialises in delivering quality training solutions across Australia. We provide a range of programs including, workplace based training solutions, flexible classroom options and tailored traineeship models. Whether you are looking to study short courses, certificate level courses, our team will provide you with the guidance and support needed to gain nationally recognised qualifications and real industry experience and workplace results. From your initial enquiry, through to enrolment, and on to completion of your study with VOCA, there will always be a supportive team member to assist you.

Contact Details
Head Office: Suite 605, 10 Yarra Street, South Yarra, VIC, 3141.
Telephone: 03 9827 7715
Opening hours. 9:00am – 5:00pm
COURSES PROVIDED BY VOCA

Voca offers the following courses:

1. Manufacturing Courses
   MSA30107 Certificate III in Process Manufacturing
   MSA40311 Certificate IV in Process Manufacturing

2. Warehousing Courses
   TLI31610 Certificate III in Warehousing
   TLI41810 Certificate IV in Warehousing

3. Competitive Systems and Practices Courses
   MSS30312 Certificate III in Competitive Systems and Practices
   MSS40312 Certificate IV in Competitive Systems and Practices

4. Food Processing
   FDF30111 Certificate III in Food Processing
   FDF40110 Certificate IV in Food Processing

More information about any of the courses above, including up to date fees and charges, can be found in our Fees are found online at voca.edu.au

SELECTION AND ENROLMENT

Voca accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, you must complete an Enrolment Form. To enrol in one of our courses, please contact voca via phone or email. If you are applying for a course that has entry requirements you will also need to provide the necessary documentary evidence (as indicated in the enrolment form) such as verified copies of qualifications, identification or work experience. You will also need to provide documentary evidence if you are applying for advanced standing in a course. See the section in this Student Handbook on Recognition and Credit Transfer, as well as Recognition of Prior Learning.

Once you have completed your enrolment form and gathered all the necessary documentary evidence, send it to Suite 605, 10 Yarra Street, South Yarra, VIC, 3141. You will be contacted within 3 days with the outcome of your application and to confirm your details. Alternatively, our Skills Advisors are available provide you with information on courses and assist you to ensure the right course suits what you wish to achieve. It is our aim to provide you with high quality training that helps you achieve in the career you wish to pursue.

Your enrolment form is your application for enrolment. Please ensure you fill in the document accurately. Once accepted you will be notified of your acceptance and your pre assessment and LL&N assessments will be conducted to ensure that any areas of support that Voca can provide will be met. This is to ensure you can complete the course. Once the pre documents are completed and approved by our trainers, training will commence.
**RECOGNITION AND CREDIT TRANSFERS**

**Recognition of qualifications and statements of attainment issued by another RTO**

Under recognition arrangements, any existing qualifications or statements of attainment that you have from another RTO and that directly match the units in the course you are enrolling in, will result in credit towards your course, saving you both time and money. All you need to do is to indicate on your enrolment form that you wish to apply for course credit and provide a certified copy of your qualification including a record of results or your statement of attainment. There is no charge for this service.

**Credit transfer**

You can also receive course credit for credit transfer which will be awarded for qualifications or statements of attainment that include unit/s that are not a direct match but align with the content from the units within the course that you are applying for. For example, some qualifications or statements of attainment may contain units that are from an older version of a Training Package but the content is considered equivalent. Students should indicate on the enrolment form that they are seeking course credit and provide certified copies of qualifications, including a record of results or a statement of attainment. There is also no charge for credit transfer.

**RECOGNITION OF PRIOR LEARNING**

Recognition of Prior Learning (RPL) means that you can get course credit for the skills and knowledge that you have gained through your work and life experience, as well as training that you have completed that is outside formal training arrangements.

Voca has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment but you may also apply up to 2 weeks into your course.

If you choose to apply for RPL, you will be provided with a kit that will assist you in deciding whether you want to apply for RPL and that helps you to collect all of the evidence you will need to provide in order for us to assess your application. A trainer/assessor will also be available to assist you. Fees are applicable for recognition of prior learning and you will be advised of these fees on contacting us about an application for RPL.

For more information about submitting an application for RPL, contact us at contact details.

**COURSE INDUCTION**

On the first day of your course, you will be provided with an induction to your course. The induction will provide you with specific details about your course study requirements, important dates and will be an opportunity to meet your trainer and the other students in your course.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask questions.

At your induction you will receive your first set of text books too so that you can start on your learning journey.

General housekeeping arrangements are also discussed as stated in the section below.

**STUDENT EXPECTATIONS AND GENERAL HOUSEKEEPING**

As a student with Voca, we expect a certain standard of behaviour from you that includes:
• Being committed and motivated with regard to your learning
• Demonstrating a positive attitude to learning
• Contribute positively to discussions and activities in the classroom
• Ensuring you ask questions where you are unsure
• Treating others with fairness and respect
• Punctuality – arriving at training and returning from breaks on time.

Our housekeeping rules include:

• No eating during classroom time, you may drink water only. There are designated areas for eating and drinking.
• Switching off your mobile during training time.
• Leaving the training room neat and tidy – pick up any rubbish and put your chair back in place.
• You must not be under the influence of alcohol or drugs.
• No smoking on the premises.
• If you are unable to attend, telephone us to let us know that you will be absent.
• Ensure you are quiet in designated study areas.

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

YOUR COURSE AND ASSESSMENT

The training and assessment offered by Voca focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Our course information brochures include the details of how we deliver the training to you, for example, classroom based training, as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary depending on the course but usually include written and/or oral questions, written assignments, projects and practical observations.

Assessment

At the beginning of your course, your trainer/assessor will discuss the assessments that you are required to pass, as well as the timing of the assessments throughout your course, including when assessment will be provided to you and dates for submission in the case of written assignments or projects. You will also be informed of the criteria against which you will be assessed.

Detailed student instructions are provided with each assessment and your assessor can also assist you with any questions you have in relation to completing your assessments.

Each assessment task will be assessed as either Satisfactory (S) or Not Satisfactory (NS) and you will need to pass all assessments related to a unit to achieve an overall outcome of Competent. If you are found Not Satisfactory for one or more of your assessments, you can have 2 further attempts to complete the assessment and achieve a satisfactory outcome. However, if you are still assessed as Not Satisfactory, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.
you do not agree with any assessment decision, you can lodge an assessment appeal as described within this handbook.

Reasonable adjustment in assessment

Some students may need modifications to assessments – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training resources and methods accessible e.g. providing learner workbooks in an audio format.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally.

Appealing assessment decisions

Please refer to the complaints and appeals section in this handbook for information about making a Complaint or Appeal.

Submitting your assessments

Students must submit written assessment tasks along with a completed and signed Assessment Task Cover Sheet. The cover sheet asks students to make a declaration that the work is their own. Written tasks will not be accepted without a signed cover sheet.

Assessments can be submitted directly to the trainer/assessor or sent by registered mail to our head office. All students must keep a copy of all submitted tasks as we will not be able to return copies since we must keep student work as evidence of assessment in your file. Additionally, Voca will not be held responsible for any items that go missing in the post. If this occurs, the student will be asked to re-submit the work.

STUDENT PLAGIARISM, CHEATING AND COLLUSION

Voca has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilised in the development of the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to re-sit the assessment.

SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:
• One to one support from our trainers/assessors including providing you with their phone and email contact details
• Classes to assist with study skills.
• Study groups where you can work with your fellow students.
• Referral to relevant external services.
• Specialist support services for students with a disability.
• Personal counselling

Contact us at 03 9827 7715 to discuss your support needs.

**EXTERNAL SUPPORT SERVICES**

**Reading and Writing Hotline**

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

**Centrelink**
Telephone: 131021  Website: [www.centrelink.gov.au](http://www.centrelink.gov.au)

If you are completing a full time course you may be eligible for benefits through Centrelink.

**Australian Apprenticeship Centres (AAC)**

Australian Apprenticeship Centres handle all matters related to traineeships and apprenticeships. If you are a trainee or apprentice, some language, literacy and numeracy courses attract government subsidies. Talk to your AAC about this now.

**The Victorian Equal Opportunity & Human Rights Commission**

The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

**Legal Aid Victoria**

Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

**Disability Rights Victoria**
Telephone: 1800 462 480

Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

**Lifeline**
Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone’s right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

**Kids Help Line**

Telephone: 1800 55 1800  

If you’re under 18 years of age you may consider contacting who provide access to telephone, web and email counselling.

**Fair Work Australia**

Telephone: 1300 799 675  
Website: [www.fwagov.au/index.cfm](http://www.fwagov.au/index.cfm)

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

**Reach Out**


Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people’s mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

**LEGISLATION AND YOU**

As a student, you have both rights and responsibilities under applicable legislation.

**Workplace Health and Safety**

Under the Workplace Health and Safety Act 2011, Voca must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Voca has policies and procedures in place to ensure your safety and on commencement of your course you will provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you’re not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with Voca emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).
Harassment, victimisation or bullying

Organisation is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Voca will not tolerate any behavior that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don’t like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Voca Complaints and Appeals procedure and detailed in this Handbook.

Equal opportunity

The principles and practices adopted by Voca aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Voca.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Voca provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

As a student in Australia’s vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.

The USI will be is available online and at no cost to the student. This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed from when the USI comes into effect on 1 January 2015.

Privacy Act
In collecting your personal information Voca will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.
- We will not disclose your personal information to another person or organisation unless:
  - We have made you aware that information of that kind is usually passed to that person or organisation.
  - You have given written consent;
  - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
  - The disclosure is required or authorised by or under law; or
  - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

**YOUR FEEDBACK**

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by email and phone.

**ACCESS TO YOUR RECORDS**

You may access or obtain a copy of the records that Voca holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Training Manager using the Access to Records Request Form. There is no charge to access your records.

Within 10 days of receiving a request, you will be advised that they you may either access the records in person or that the requested records will be sent to your home address.

Where access is provided to review the contents of a file, photo ID will be required to ensure that the person viewing the file is the student. Access will occur in the presence of a Voca staff member. Where copies of records are to be provided via post, records will only be sent to the home address the RTO holds on file for the student.

A student may request a Statement of Attainment at any time via email or phone without using the Access to Records Request Form.
Access to records may be provided by:

- making copies of documents held in a file;
- giving access to the student to review their file;
- providing a copy of an up-to-date Statement of Attainment; or
- other means necessary to grant access to current and up-to-date records.

Amendment to records

If a student considers the information that Voca holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

**Fees and Charges**

You can find up to date fees and charges in our course information brochure and this information is also available online and in this document.

These fees and charges will be shown in the agreement and in the tax invoice that you receive on enrolment. You can pay your fees by credit card, direct debit and direct bank transfer.

Course fees include all administration, materials and tuition fees. Any optional text books or materials that may be recommended but are not required for completion of the course are not included in the course fees. Course fees also include up to 3 attempts at assessment per unit. However, if after these attempts you have not passed, you will either be issued with a Statement of Attainment for the parts of the course that you have passed or to gain the full qualification, you will be required to re-sit the part of the course that the assessment relates to and pay a re-sit fee.

Depending on the course you have enrolled in, your fees will be charged in instalments. You must pay your fees within 14 days of receiving your invoice, unless you have contacted Voca to make other arrangements. It is important that you pay your fees on time to maintain your enrolment. If you are having difficulty with keeping up with payments, you must contact us at (03) 9827 7715

Voca has a range of additional charges including:

- Fee for replacement testamurs $ 30.00 per testamur
- Re-sit fees $ 50.00 per unit

**Refunds**

Our refund policy is located online and by signing your enrolment form you accept the terms and conditions of the policy specified.

Application fees are **non-refundable**.

The refund policy in the agreement sets out the circumstances in which you can apply for a refund as follows.

If a student withdraws before the course commences, a full refund will apply

Where a student withdraws after the course has commenced. No refund will apply.
Any request for refunds must be made in writing via email or letter to VOCA: Suite 605, 10 Yarra Street, South Yarra, VIC, 3141. Students should state their reasons for requesting a refund and attach any relevant documentary evidence such as a medical certificate.

You will be advised of the outcome of your request for a refund in writing within 30 days and all refunds will be paid within 5 days of the advising you of the outcome of your request.

In unforeseen circumstances where Voca is unable to provide the course or where the numbers of students enrolling are insufficient to run the course, course fees will be refunded in full. Enrolled students will be contacted and will be offered a place in an alternative course or a full refund. Where an enrolled student elects to receive a refund, there is no need to request a refund in writing. A full refund will be made within 5 days of communicating with the enrolled student that the course will not be offered. Students who elect to enrol in another course will have their enrolment automatically transferred and a new agreement and tax invoice will be provided to the student.

**COMPLAINTS AND APPEALS**

Despite all efforts of to provide satisfactory services to its students, clients, and other persons, complaints and appeals may occasionally arise that require formal resolution.

Complaints and appeals may be made be in relation to any of Training Partners Australia's services, activities and decisions such as:

- the application and enrolment process
- the quality of training and assessment provided
- training and assessment matters, including student progress, assessment and outcomes
- access to records
- decisions made by Training Partners Australia
- the way someone has been treated.

All formal complaints and appeals will be responded to efficiently to ensure an effective resolution within a reasonable timeframe, usually twenty (20) days or as soon as practicable. However in some cases, particularly if the matter is complex, the resolution may take longer.

Where a student chooses to access this policy and procedure, Training Partners Australia will maintain the student's enrolment while the complaints/appeals handling process is ongoing.

Resolving issues before they become a complaint

All parties are encouraged to approach matters with an open view and to attempt to resolve problems through discussion and conciliation.

Individuals are encouraged, wherever possible; to resolve concerns or difficulties directly with the person(s) concerned to deal with the issue before it becomes a formal complaint. Training Partners Australia’s trainers and administration team are available to assist students to resolve their issues at this level.

Lodging a complaint

Formal complaints may be made in writing using a written letter or the Complaints and Appeals Form addressed to the Operations Manager of Training Partners Australia. When making a complaint, the complainant is asked to provide as much information as possible to enable Training Partners Australia to investigate appropriately and determine an appropriate solution. This should include:

- The issue – what happened and how it affected you.
- Any evidence you have to support your complaint.
- Details about the steps you have taken to resolve the issue.
- Suggestions about how the matter might be resolved.
Complaints will be investigated by the Operations Manager or their delegate and a proposed resolution provided in writing within twenty (20) days. Additional information may be requested from the complainant and others involved with the issue as required.

Where the complaint involves a student or client involved in training and assessment provided through a partnering organisation, the Operations Manager or Project Manager of the partnering organisation will be involved in the resolution of the complaint.

Lodging an appeal of an assessment decision

A request for an appeal of an assessment decision may be made in writing to the Operations Manager providing reasons why the assessment appeal is being made. Assessment appeals must be made within 60 days of the original assessment decision being made.

The Operations Manager will decide whether the request for the appeal warrants a re-assessment of the work. If deemed necessary, the Operations Manager will organise for the original assessment tasks to be assessed by an assessor independent from the original assessment decision.

Outcomes of an assessment appeal will be advised in writing within 20 days of the application being made.

Internal appeal

Where a complainant is dissatisfied with the result or conduct of Training Partners Australia’s internal procedures for handling of a complaint, the complainant has the right to lodge an internal appeal of the decision. An appeal must be lodged within 60 days of the decision being made and must be made in writing to the CEO with a written letter or using the Complaints and Appeals Form.

An internal appeal will prompt the CEO to review the decision made in response to the original complaint. The complainant may be asked to provide further information by phone, in writing or in person.

Training Partners Australia acknowledges the need for an appropriate independent party to mediate where an appropriate outcome cannot be reached internally. Additionally, the complainant may request that an independent party be included in the appeals process. Upon request or the decision by Training Partners Australia that this is required, Training Partners Australia will organise an independent mediator to be included in the appeals process at its own cost.

The outcome of the internal appeal will be advised in writing within 20 days.

External complaints and appeals

Where the complainant remains dissatisfied with the outcome of Training Partners Australia’s complaint and appeals process, the complainant can access an external complaints or appeals process at their own cost. Complainants must ensure they have accessed the internal processes first.

Complainants have a number of external complaint or appeal options including:

- Consumer Affairs in your state
- Administrative Appeals Tribunal (http://www.aat.gov.au)

Note: ASQA can only deal with complaints about:

- the information provided by an RTO about its course/s
- the delivery and assessment of training received
- the qualifications issued or to be issued

Training Partners Australia will provide complete cooperation with the organisation investigating the complaint/appeal and will be bound by the recommendations arising out of this process. The CEO will ensure that any recommendations made are implemented within 30 days of being notified of the recommendations.

Non-limitation of policy

The Complaints and Appeals policy and procedure do not replace or modify those or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy...
and related procedure limits the rights of individuals to take action under Australia’s Consumer Protection laws. Also, this policy does not circumscribe an individual's rights to pursue other legal remedies.

**ISSUING OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT**

On completion of your course and payment of final course fees, we will issue you with a qualification or statement of attainment within thirty (30) days. Qualifications will be accompanied by a record of results showing the units of competency achieved in the course. A record of results will only be provided with a statement of attainment where requested.

Voca reserves the right to with-hold the issuance of qualifications until all fees related to the course the qualification relates to have been paid, except where Voca is not permitted to do so by law.

**Re-Issuing Statements and Qualifications**

Records of qualifications and statements of unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to the current Fees, Charges and Refund Policy for the current fee.

**CHANGES TO AGREED SERVICES**

Where there are any changes to agreed services, VOCA will advise the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.
## VOCAG Fee Schedule 2016

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Maximum scheduled hours</th>
<th>Application Fee</th>
<th>Full Fee For Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>MSA30107</td>
<td>Certificate III in Process Manufacturing</td>
<td>800</td>
<td>$0.00</td>
<td>$3,800.00</td>
</tr>
<tr>
<td>MSA40107</td>
<td>Certificate IV in Process Manufacturing</td>
<td>1100</td>
<td>$0.00</td>
<td>$4,000.00</td>
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<tr>
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<td>Certificate III in Competitive Systems and Practices</td>
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<td>Certificate IV in Competitive Systems and Practices</td>
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<td>1350</td>
<td>$0.00</td>
<td>$4,000.00</td>
</tr>
</tbody>
</table>

Fees include all costs of training and assessment, manuals, assessment tools.

Certificate, Statement of Attainment are provided at no further cost to the student.

The student tuition fees as published are subject to change given individual circumstances at enrolment.