

Participant Information Guide



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Introduction

Assess to lift is a locally owned and operated company which has been successfully providing quality forklift training and assessment to people living and working on the central coast for over 8 years. Assess To Lift is a Registered Training Organisation and is approved to deliver nationally recognised training and assessment services (RTO Number 91574.)

Before enrolling in an Assess To Lift course, you are required to read the Participant Information Guide. This has been developed to inform you about your rights and responsibilities when undergoing a training and assessment program with us. It has also been designed to assist you in making the decision to nominate Assess To Lift as your training provider. If you have any questions regarding the terms and conditions of service outlined within this guide please contact us by either phone, e-mail or in person, and our friendly staff will be happy to assist you.

Vocational Education and Training Quality Framework

You are about to become a participant in a process that can result in achieving a nationally recognised statement of attainment (Course code TLILIC2001 Licence to Operate a Forklift) and a HRW licence in the LF (forklift) class. Statements of attainment can only be issued by Registered Training Organisations. RTO's are registered and regulated by the Australian Skills Quality Authority (ASQA) and are required to at all times remain compliant with the Vocational Education and Training (VET) Quality Framework. The VET Quality Framework is a set of national standards which ensures that only nationally consistent, high-quality, training and assessment services are provided by RTO's. Assess to Lift ensures that it at all times conforms to these standards in order to deliver services that meet your expectations. Further information can be found at:

<http://www.asqa.gov.au/about-asqa/national-vet-regulation/vet-quality-framework.html>

Enrolment, Fees & Refunds

Minimum requirements for enrolment:

To enrol in a course with Assess to Lift you must:

- Be at least 18 years of age at the time of assessment
- Provide sufficient evidence of identity (refer to website or contact us for further details)
- Be able to undertake the licence assessment without the assistance of either an interpreter or a device

- Be able to read and understand basic English to a level suitable to enable a person to participate effectively
- Be able to perform basic calculations (a calculator may be used to assist)
- Be able to complete a theory exam either verbally or in writing
- Be able to complete a practical driving test
- Be able to supply a medical clearance if epilepsy, hearing or vision impairments exist
- Not have undertaken an assessment within 48 hours of the same licence class
- Provide any recognition of prior learning requirements and documentation prior to training (if applicable)
- Agree to undergo a licencing assessment within 90 days of course commencement (this is required to ensure currency of skills and knowledge. Failure to do so will result in Assess to Lift withdrawing you from the course.)
- Abide by the student code of conduct as outlined in this handbook
- Read, understand and agree to our terms and conditions of service, fees and refund policy
- Complete the self-assessment checklist to ensure that the chosen course is aligned with capabilities and learning needs

Learning programs will consist of face-to-face delivery as well as self-directed study time. Please refer to the schedule of fees to determine the duration of your course. To enroll in a training program at Assess To Lift, you will need to contact our friendly staff by one of the following methods:

Phone	0422 318 226
Email	stephanie@assesstolift.com.au
	rebecca@assesstolift.com.au
Fax	(02) 4355 4663
In person	Tuggerah Training Centre 5/83 Gavenlock Rd, Tuggerah, NSW 2259 (Between 8.00am-3.00pm Mon-Fri)

Schedule of fees and Charges

You will be asked to read the Participant Information Guide and complete a short course application form. If you are a self-funded student, you will also be required to pay a booking fee of \$200 in order to secure a position in the class. A receipt will be issued at the time that payment is made and the remaining balance will need to be paid upon commencement of the course. If you are an employer, agent or third party you will be required to abide with the payment plan agreed upon by you and Assess to Lift. All course are subject to an additional licence application fee of \$68 (subject to CPI increase) which is payable to the Post Office upon successful completion of the course.

Course Fees can be paid by cash, major credit cards, cheque, eftpos or electronic funds transfer and are as follows:

3 day training and assessment program (weekday course)	\$490.00
3 day training and assessment program (weekend course)	\$540.00
2 day training and assessment program (all 2 day programs)	\$390.00
Additional training days (3 day course)	FREE
Additional training days (2 day course)	\$100.00 per day

1 st re-assessment (if required)	FREE
2 nd re-assessment (if required)	\$100.00

NB: The above schedule of fees applies to courses delivered at Assess to Lift’s training centre at Tuggerah and courses delivered at an employer’s workplace where the workplace is within 100km travel distance of Tuggerah. Regional courses may be scheduled upon request but will be charged individually at a rate commensurate with the cost of delivery.

Please be aware that Assess to Lift schedules courses in a way that ensures a maximum of seven participants so that clients are guaranteed to receive the attention they deserve. Failure of students to attend a scheduled course undermines this management plan and will therefore incur a fee as outlined below:

7 days Notification of course withdrawal	No charge will be incurred and booking fee will be reimbursed
7 days notification of deferment	No charge will be incurred (rescheduling subject to availability)
48 hours notification of course withdrawal	50% of the booking fee will be reimbursed (\$100)
48 hour notification of deferment	A deferment fee of \$100 will be charged
Less than 48 hours notification of course withdrawal	The booking fee will not be refunded (\$200)
Less than 48 hours notification of deferment	A deferment fee of \$150 will be charged
Withdrawal after course commencement	The course fees will not be reimbursed (charge will be dependent on program type)
Deferment after course commencement	50% of course cost will be charged (charge will dependant on program type but may be reduced at the discretion of Assess to Lift management staff depending upon the circumstances behind deferment)

Please note that notification of deferment or withdrawal must be made by phone if the withdrawal or deferment is equal to or less than 7days before the course is scheduled to commence. Email may be used for notification of deferment or withdrawal in the event that more than 7days notice is given.

Refunds

Refunds will be based on the above schedule however if a student is able to demonstrate that matters beyond their control have resulted in their cancellation then a written request for a refund in full or for a proportion of the fees paid,, may be submitted to Assess to Lift for consideration. Any such applications will be considered on its merits and approved at the discretion of Assess to Lift management staff. Any approved refunds will be made using Electronic Funds Transfer within 14 days of Assess to Lift receiving the application.



Service Guarantee

Assess to Lift is committed to providing the highest possible quality of service. We guarantee that we have the facilities, resources and staff required to deliver quality training and assessment services.

Upon successful completion of the training, Assess to Lift will provide you with an opportunity to undergo assessment with a Work Safe NSW accredited assessor. If for any reason you do not successfully complete your assessment with the Work Safe NSW accredited assessor, Assess to Lift will provide you with the opportunity to be re-assessed free of charge. All assessments thereafter will incur an additional re-assessment fee.

Unforeseen Circumstances

Whilst Assess to Lift make every reasonable effort to ensure that the services offered are aligned with the services delivered we acknowledge that some circumstances may arise that are outside of our control. In the event that circumstances outside of our control (ie fire, power outage etc) impact upon the services provided, students will be contacted as soon as possible and automatically be booked into the next available class. Confirmation of the change in delivery schedule will be made verbally and in writing. Where a change in the delivery and assessment schedule is not possible, students shall be entitled to a refund of fees paid less the proportion of services rendered.

RPL

Recognition of Prior Learning (RPL) involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. Assess To Lift has a Recognition of Prior Learning policy and will be happy to assist any person who has previous experience operating a forklift in having such skills recognised. Any person intending on applying for RPL will need to contact Assess to Lift to discuss the matter as RPL can only be granted on the individual merits of each application.

Assessment

Students are assessed across a wide range of tasks and activities to ensure reliability and validity of assessment. Each student is informed at the commencement of the course what is expected of them in an assessment and the criteria by which they will be measured. Instructions for assessment tasks and activities are made clear and explicit. A range of assessment methods are used to enable students to demonstrate competence against the criteria set out within the training package. Assessment methods incorporated at Assess to Lift are Flexible, Valid, Reliable and Fair. All assessments shall be fair and equitable to the applicable learning outcomes and delivered in a way that is consistent with the training package.

Due to the licencing outcome of this course of study you will be required to sit two assessments in order to successfully meet course outcomes. The first assessment will be formative (based on the collection of evidence over a period of time) and will be conducted by your course facilitator. The second assessment will



be summative (a summary of skills and knowledge learnt) and will be conducted by a Work Safe NSW accredited assessor on the last day of the course.

Both the formative and summative assessment outcomes will be in terms of 'competent' or 'not yet competent.'

Assess to lift reserves the right to postpone an assessment in cases where outstanding fees apply. Assess to Lift also reserves the right to postpone an assessment in cases where a student has an unverified Unique Student Identifier (USI) number (refer to the Unique Student Identifier section of this booklet.)

Re-assessment

Assess to Lift endeavours at all times to ensure that you will be well prepared and ready to undergo assessment successfully. Whilst every effort is made to ensure that you will not be put forward for assessment if you are not ready, factors outside of the company's control can occasionally lead to an unsuccessful outcome (for example, anxiety or fatigue.)

If for any reason your formative assessment results in an award of 'not yet competent' your course facilitator will provide you with feedback on your performance and offer opportunities for further training and development. Re-assessment may take place any time thereafter.

If for any reason your summative assessment results in an award of 'not yet competent' your accredited assessor will provide you with feedback on your performance. Assess to Lift staff may then offer you further opportunities for training and development at their own discretion. Re-assessment may be undertaken once 48 hours, but no more than 90 days has elapsed since the original summative assessment date. For operational reasons, re-assessments must be conducted at Assess to Lift's training centre at Tuggerah and be scheduled to take place at a mutually agreed date and time. Assess to Lift requires 48hours notice via phone if a re-assessment needs to be deferred. Failure to notify will result in the booking being treated as a 'first re-assessment' causing any future bookings to incur a fee. Further information can be found in the enrolment, fees and refunds section of this document.

All students have the right to appeal assessment decisions made by either their course facilitator and/or the Work Safe NSW accredited assessor. In the event that you feel that the assessment decision made by your course facilitator is unjust and would like to appeal the assessment outcome, please follow the appeals process outlined below. In the event that you feel that the assessment decision made by the Work Safe NSW accredited assessor is unjust and would like to appeal the assessment outcome please lodge a written appeal to the Co-ordinator at:

Third Party Management Unit
Locked Bag 2906
Lisarow
NSW 2252

Any appeal made in regards to the assessment conducted by the Work Safe NSW accredited assessor must be made within fourteen days of the date of assessment.



Complaints and Appeals

Assess To Lift has a duty of care to ensure that students study in an environment free of coercion, unfair treatment or harassment. Any issue caused by a fellow student, staff member, contractor, visitor or assessment decision may affect the wellbeing of students. These issues will be dealt with in a professional and timely manner by Assess to Lift according to established procedures.

Complaints are made due to dissatisfaction with a service offered or treatment received by Assess To Lift staff or fellow students.

Appeals are made due to dissatisfaction with a decision made by Assess To Lift in relation to the complaints process or assessment outcome.

Complaints Procedure: Students if unable to resolve their complaint initially with the staff member or fellow student will receive a Participant Complaints Form on request to the Course Facilitator and will be required to return it on completion to;

CEO
Assess To Lift
Unit 5/83 Gavenlock Rd
TUGGERAH NSW 2259

Assess to Lift does however understand that a complaints and/or appeals process can be stressful and in some cases difficult for the complainant. In the interest of procedural fairness Assess to Lift will permit the lodgement of complaints with any staff member at any given time. This extends to the lodgement of a verbal complaint in the event that Language or Literacy issues stand as an impediment to the course of natural justice. In such instances, the report will be completed on the student's behalf provided that a suitable witness is present at the time the record is made.

On receipt of the Participant Complaint Form the CEO will assess the evidence and if necessary meet with the student for an interview regarding the complaint. A decision will be made by the CEO and the student will be notified of the decision in writing within 10 working days.

Appeals Procedure: If students are not satisfied with the decision made by Assess To Lift in regards to either an assessment outcome or to a complaint made, they can appeal the decision by requesting a 'Participant Appeals Form' from their course facilitator. Students will be required to complete this form and return it to the CEO at the above address.

On receipt of the Participant Appeals Form the CEO will assess the information forwarded and contact the student to make an appointment for an interview. The appeals interview panel will consist of the CEO of Assess To Lift and an independent person. A decision will be made on the day of the interview and the appellant will be informed of the decision in writing within 5 working days. The students will also be informed of how they can take the complaint further if they are not satisfied with the outcome at this level.

All students have the right to take their complaints to the Australian Quality Skills Council (ASQA) if issues are not being satisfactorily resolved at an independent level.

Access and Equity

Assess To Lift is committed to ensuring that we offer training opportunities to all people on an equal and fair basis, including but not restricted to: women (where under-represented,) people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners. All participants have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities. All participants who meet our entry requirements will be accepted into any of our training programs. Where our training programs have a limited number of available places, these will be filled in order of completed bookings. Any issues or questions raised regarding access and equity can be directed to the Assess To Lift's CEO.

Legislation

Assess To Lift is responsible as a Registered Training Organisation to comply with all relevant Federal, State and Territory legislation and regulatory requirements.

This includes but is not limited to the:

- Copyright Act 1968
- Equal Employment for Women in the Workplace Act 1999
- Freedom of Information Act 1982
- Human Rights and Equal Opportunity Commission Act 1986
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Workplace Relations Act 1996
- Anti-discrimination Act 1977
- Disabilities Services Act 1993
- Industrial Relations Act 1996
- Mental Health Act 2007
- Workplace Health and Safety Act 2011
- Privacy and Personal Information Protection Act 1998
- National Vocational Education and Training Regulator Act 2011
- State records Act 1998



- Independent Commission Against Corruption Act 1988
- Workplace Injury Management and Workers' Compensation Act 1998
- Student Identifiers Act 2014
- Work Health and Safety Regulations 2011
- Work Safe NSW Conditions for conducting HRW License Assessments in NSW 2013

Workplace Health and Safety Policy

The Workplace Health and Safety Act 2011 and Workplace Health and Safety Regulations 2011 require Persons Conducting a Business or Undertaking (PCBU) to provide a safe and healthy working environment so far as is reasonably practicable for all persons within their workplace. Employee's and others entering the workplace have a duty of care to take reasonable care for the health and safety of others within the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training including topics such as safe work procedures,
- properly maintained facilities and equipment,
- a clean and suitably designed work place with the safe storage of goods such as chemicals.

The following procedures and standards must be observed by all parties present within the workplace to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situation, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure Participant safety at all times,
- Ensure procedures for operator safety are followed at all times,
- All unsafe situations recognised and reported,
- Display first aid and safety procedures for all staff and participants to see,
- Eliminate or minimise any identified workplace health and safety hazards
- Report any identified workplace health and safety hazards to the appropriate staff member as required.

Code of Conduct

Students must:

- Attend all scheduled course session times
- Wear appropriate clothing, eg enclosed shoes (Personal Protective Equipment is supplied)
- Complete and submit or return any work within the time frames as directed by the course facilitator
- Keep training area and facilities neat, tidy and safe at all times
- Undertake the licence assessment unaided and without the use of reference materials, study guides or other aids including mobile phones and devices
- Behave in a professional manner and treat other students, visitors, trainers, assessors and staff with respect and courtesy at all times
- Advise Assess to Lift of any changes of personal information from those listed on the application and enrolment forms
- Advise Assess to Lift staff of any changes to your scheduled course session as soon as you become aware that you need to change them. This is extremely important in order to allow rescheduling and reallocation of training and assessment placement

Students must not:

- Endanger or put at risk the safety of themselves, other students, visitors, or Assess to Lift staff or property either by their own actions or neglect
- Cause disruption to classes, threaten or abuse either physically, verbally or in writing any other student, visitor or staff member
- Discriminate based on gender, race, age, sexual preference or religious belief
- Consume or be under the influence of alcohol, drugs or illicit substances during training and assessment sessions or at any other time while on Assess to Lift premises
- Attempt to bribe, or offer inducements or incentives to Assess to Lift staff, trainers or assessors in order to influence the outcome of their assessment

Dealing with behaviour misconduct

The Chief Executive Officer may, in respect of any behaviour misconduct by a student:

- Immediately suspend the student for a period not exceeding fourteen (14) days
- Advise the student in writing of the alleged incident of misconduct and that they have twenty (20) working days to make oral or written representations regarding the alleged incident of misconduct.
- Where State or Commonwealth laws appear to have been breached, the matter will be referred to the police or other appropriate authority.

Students found in breach of the code of conduct will be provided with a written statement detailing the decision, including information on their right to appeal the decision. Assess to Lift reserves the right to cancel an enrolment for severe breaches of the Code of Conduct. In such cases the participant may request for a refund for the proportion of fees paid less the sum of services rendered up to that point.

Privacy



Assess To Lift has a moral and legal responsibility to treat personal information collected on clients and staff, with the utmost confidentiality, to ensure that it is used solely for the purposes for which it was acquired and that it is stored in a secure manner. Assess to Lift has a current Privacy Policy aligned to the Australian Privacy Principles that details for what purposes personal information is collected, stored and disclosed. A copy of the Privacy Policy will be made available upon request with further information available at:

<https://www.oaic.gov.au>

In some cases Assess to Lift will be required by law or required under the VET Quality Framework to make participant information available to others. This is in conformance with the Privacy and Personal Information Protection Act 1998, The National Vocational Education and Training Regulator Act 2011, the State records Act 1998 and the Student Identifiers Act 2014.

In all other cases we ensure that we will seek the written permission of the participant.

Specifically, Assess to Lift will conform with the requirements of the Student Identifiers Registrar and the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS.) AVETMISS is the national data standard that ensures consistent and accurate capture and reporting of vocational education and training (VET) information about students. This information is reported to the National Centre for Vocational Education Research (NCVER) in coded format.

Unique Student Identifier

If you are a new or continuing student undertaking nationally recognised training and course you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment.

Your USI will give you access to an online record of the training you have done since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

The following privacy notice is provided to you on behalf of the Student Identifiers Registrar (Registrar.)

You are advised and agree that you understand and consent that the personal information you provide in connection with your application for a Unique Student Identifier (USI):

- Is collected by the Registrar as authorised by the Student Identifiers Act 2014.
- Is collected by the Registrar for the purposes of:
 - applying for, verifying and giving a USI;
 - resolving problems with a USI; and



- creating authenticated vocational education and training (VET) transcripts;
 - may be disclosed to:
 - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing VET, VET providers and VET programs;
 - education related policy and research purposes; and
 - to assist in determining eligibility for training subsidies;
 - VET Regulators to enable them to perform their VET regulatory functions;
 - VET Admission Bodies for the purposes of administering VET and VET programs;
 - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
 - schools for the purposes of delivering VET courses to the individual and reporting on these courses;
 - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
 - researchers for education and training related research purposes;
 - any other person or agency that may be authorised or required by law to access the information;
 - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
 - will not otherwise be disclosed without your consent unless authorised or required by or under law.

The consequences for not providing the Registrar with some or all of your personal information are that the Registrar will not be able to issue you with a USI. Statements of attainment and qualifications can in most cases only be issued to students who have a verified USI.

Please go to the following website to create your Unique Student Identifier number:

<https://www.usi.gov.au>

Privacy policies and complaints in Regards to USI's

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy or by contacting the Registrar on usi@education.gov.au or telephone the Skilling Australia Information line on 13 38 73, international enquiries +61 3 5454 5280. The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act 1988, including in relation to the misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs.

AVETMISS Privacy Statement & Student Declaration



Assess to Lift is required to submit data sourced from the enrolment application form to the national VET administrative collection as a regulatory reporting requirement. The information contained in the enrolment application form may be used by Assess to Lift or the following third parties for administrative, regulatory and/or research purposes:

- Employer - if you are enrolled in training paid for by your employer.
- Government departments and agencies and authorised VET related bodies.
- VET regulators.

It is important that the information you provide on the enrolment application form is true and correct as this information will be forwarded to the NCVET in coded format. The consequences that may arise from providing false, misleading or incomplete information include the cancellation of enrolment or the withdrawal of any offer made by Assess to Lift.

When you sign the short course application form you are giving consent for the collection, use and disclosure of personal information pursuant to the information detailed at:

<http://www.usi.gov.au/Training-Organisations/Pages/Privacy-Notice.aspx>

Records Management

In order for Assess To Lift to manage records to ensure accuracy, integrity and easy access we have a documented procedure that is adhered to by all staff. This policy covers;

- Storage and backup of electronic records
- the retention, archiving and retrieval of student records for a period of time consistent with the registering and regulatory bodies
- safeguarding any confidential information retained by Assess To Lift and committees, individuals or organisations acting on Assess To Lift's behalf
- ensuring that, except as required by law, information about a client is not disclosed to a third party without written consent of the client
- access by clients of their personal records

As a student you are able to access your information from your personal file on request to your course facilitator who will provide you with a 'Participant Record Access Request Form'. Return the form to your course facilitator on completion and Assess To Lift will provide the information to you within 2 working days.

Issuance and Reissuance of Statements of Attainment

Assess to Lift will only issue a Statement of Attainment to students who have successfully met all course requirements and have a verified USI. Every effort is made to issue certificates in person on the day of course completion however Assess to Lift reserves the right to post certificates. Regardless of how the certificate is



issued, all students who have successfully met course requirements, have paid their fees and have a verified USI will receive their Statement of Attainment within 30 days of successfully completing the course.

Assess to Lift reserves the right to withhold certificates for any student who has outstanding fees or an unverified USI.

Assess to Lift will upon request reissue a Statement of Attainment to any student upon request. Assess to Lift will not charge the student for any reissuance of a Statement of Attainment. The student must however provide evidence of identity prior to the document being released.

Support Services

Assess to Lift endeavours to provide learners with the support that they need so that they have every opportunity to complete their training program. The Short Course Application Form asks some sensitive questions that are used by our friendly staff to determine what level of support a student will require. In some cases additional questionnaires, follow up phone calls or pre-commencement interviews will be arranged to ensure that prospective learners are in fact enrolling in a course that is suitable for them. Prospective students with special needs are encouraged to contact Assess to Lift directly to determine suitability prior to committing to a particular course.

Internal support is offered in the following areas;

- **Tutorial Support** - is available for students through telephone and email. When students have enquires regarding their learning materials, assessments, on the job training or require tutorial support they can access their course facilitator directly by telephone. Students will be provided with their course facilitator's mobile phone number on request. Also requests for support can be made through the email address – Stephanie@assesstolift.com.au . All requests through this medium will be passed on to the intended recipient in a timely manner.
- **Additional training-** is available to any student who is unable to successfully meet course outcomes within the scheduled time frame. Whilst persons enrolled in a two day program will incur an additional fee as agreed at the time of enrolment, students enrolled in the three day program will be entitled to this support service free of charge.
- **One-on-one mentoring** –is available to any student that requires additional attention to achieve course outcomes. This may occur prior to course commencement, during or both.
- **Flexibility in course delivery, resources and/or assessment-**is available to suit the varying needs of students. Training methods and resources can be modified to greater suit your needs and assessments may be conducted verbally in the event that your ability to read and/or write is impaired.

Where Assess to Lift is restricted by resources or expertise we will refer students to an appropriate outside agency. These agencies include but are not limited to:

- Reading and Writing Hotline

Telephone: 1300 655 506 Website: <http://www.literacyline.edu.au/index.html>



The Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

- Lifeline

Telephone: 13 11 14

The 13 11 14 phone number gives any person needing to talk access to counselling services. They also provide information about other support services that are available in communities around Australia.

- Reach Out

Website: www.reachout.com.au

Reach Out provides practical tools and support to help young people in need.

Learning resources

Assess to Lift has a wide range of current and relevant learning resources available for use in the training and assessment process. Students are encouraged to obtain and review the study guide prior to course commencement to ensure they are adequately prepared for training and assessment activities. The study guide can be downloaded from our website or collected from our training centre free of charge.

Intellectual property

The Course Materials that the company provides free of charge to the student shall become their property. However, the content of the Course Materials, including copyright and all other such intellectual property rights contained therein, remain the property of Assess to Lift or a nominated third party.

Things to consider before enrolling in a course

The following information has been chosen for inclusion as Assess to Lift wants for ALL prospective students to make informed decisions regarding their learning needs both in the present and in the future. The following information has been taken directly from the Department of Fair Trading Website and Assess to Lift encourage all prospective students to read through the information provided prior to making a decision regarding their enrolment status.

What you need to know before signing up for a course

Training may cost tens of thousands of dollars with no refund available if you make a bad choice or change your mind during the course.

Every year, NSW Fair Trading receives complaints from students about fees, refunds, misleading information and course quality for training and education.

Don't sign up for a training course until you research the qualifications, providers, costs and payment options that best suit you and your career plans. Australia has a national system of accrediting vocational education

and training (VET) qualifications and courses. Only registered training organisations can deliver nationally recognised qualifications and accredited courses.

Please Note Assess To Lift is not currently a VETFEE help provider, nor do we offer courses under the smart and skilled initiative. These sections have been included to help meet your future learning needs (where applicable).

Essential checks

Before committing to qualifications or courses, do these essential checks:

1. Check the training provider is registered

For vocational education and training, check that the training provider is allowed to offer the course in NSW. Make sure the training provider is a registered training organization (RTO) and that the course you want to do is listed under the scope of training they are authorized to provide (visit training.gov.au/Search/SearchOrganisation).

2. Check the training provider is approved to offer loans

To apply for a VET FEE-HELP student loan to pay for the course, check the training provider is approved to offer the loans. For details go to the 'Approved VET providers' page at studyassist.gov.au. Also check the requirements for loan fees, interest and paying back the loan. For details go to the VET FEE-HELP information booklet at studyassist.gov.au

3. Shop around

To find the course best suited for your needs, compare prices, fees, content and length of the courses and job opportunities after completing the course. Start by checking your eligibility for government subsidised courses at www.smartandskilled.nsw.gov.au

4. Be wary if approached to enrol in a course

These tips will help you make informed decisions and avoid marketing pressure tactics and unscrupulous practices:

- Never sign up 'on the spot' (when someone stops you in a shopping centre or on the street, emails you, calls you up or knocks on your door). The exception is if you have done your research and are certain the course is right for you.
- Don't feel pressured by "limited time only" prices. If they want your business they will often do you a good deal later.
- Don't be fooled by claims that a course is "free" or "Government funded". Training is not usually free. If you provide your tax file number you could end up thousands of dollars in debt via a VET FEE-HELP student loan, and will have to repay the loan when your income reaches a certain level.
- Don't be fooled by deals, such as "free" or bonus incentives like cash, laptops or tablets, which are built into your course fees or loan. From 1 April 2015 training providers and marketers are banned from offering students incentives to sign up courses funded by VET FEE-HELP loans. For more details refer to the new VET Guidelines 2015 on www.comlaw.gov.au/Details/F2015L00430
- Don't get scammed. Only give out your personal details, including your tax file number, if you are confident you want to enrol. Be sure the person is an authorised representative of an approved training provider. Ask for identification.
- Never provide the training provider with your usernames or passwords from government agencies, such as the Department of Human Services, Centrelink or myGov.

- If you were approached and signed up on the spot, don't pay anything until the end of the cooling-off period (10 business days).
- Try contacting other training providers who may offer the same qualification for a cheaper price, and may still offer VET FEE-HELP loans.

5. Make sure the course meets your learning, career and financial needs

Before entering into a contract, discuss your learning and career needs with the training provider or marketer:

- Ask how the course will meet what you want from the course and your career goals, and discuss any personal circumstances that might affect your ability to study.
- Ask about the total cost, including additional costs for textbooks or other course materials, and the method of payment.
- Ask about any protections offered by the RTO for amounts you pay to them, particularly if you are paying more than \$1,500 upfront.
- Ask for cooling-off periods, **census dates** for cancelling VET FEE-HELP loans, cancellation and refund terms and conditions to be provided in writing.
- Always get copies of the paperwork you sign and the contact details of the marketer and the training provider so that you can ask further questions or cancel the course.

6. Read the training contract carefully

Before you sign, read the training contract carefully and check your cooling-off rights, which include the cancellation and refund conditions in case you change your mind. Ask for the student handbook, which should have information about the training organisation's grievance and appeals policy or formal complaint process. If there is anything you don't understand, ask the marketer and the training provider. Also, ask to speak to someone who has done the course. You may also seek help from someone you trust or from your local community organisations.

Cancelling VET course enrolments and cancelling VET FEE-HELP loans

Cancelling VET course enrolments

If you were approached by a training provider or a marketer, signed up on the spot and are required to pay for the course (that is, you did not apply for a VET FEE-HELP loan), you can do the following:

- Cancel (in writing or by email) without any penalty within the 10 business day cooling-off period under the Australian Consumer Law.
- Lodge a complaint with Fair Trading if the training provider refuses to acknowledge the cancellation within the cooling-off period.

You may be eligible to cancel the course within 6 months, if the training provider or marketer failed to provide (at the time you signed up, or within 5 business days if you agreed to enrol by phone):

- information about your cooling-off rights or
- a copy of your contract.

In other situations where you want to cancel your course and did not apply for a VET FEE-HELP loan, check the terms and conditions of the contract.

Keep copies of emails and other correspondence you send and receive regarding your request to cancel your enrolment in case you need to take further action.

Cancelling VET FEE-HELP loans

If you were signed up to a VET FEE-HELP loan to pay for the course you can cancel your enrolment before the **census date** to avoid a debt.

In special circumstances beyond your control (such as significant medical issues) you can request cancellation of your course and your VET FEE-HELP loan for subjects you have not successfully completed after the census date.

How to cancel your course and your VET FEE-HELP loan after the **census date**:

- You must first apply to your training provider.
- If your application is refused, apply to them again in writing requesting they review their decision.
- If you get no response within 45 days, or if they uphold their decision to refuse cancelling the VET FEE HELP loan, you have 28 days to apply to the **Administrative Appeals Tribunal** for an external review of the decision under the *Higher Education Support Act 2003* at www.aat.gov.au or by calling 1300 366 700.
- If your training provider is no longer trading, you can apply to the Secretary of the Commonwealth Department of Education and Training.
- If you believe a marketer or recruiter has misled you into signing up for a VET FEE-HELP loan, and the census date has passed, you should still write to your training provider to outline what happened and any outcome you are seeking. Your training provider may voluntarily cancel your enrolment and VET FEE-HELP debt.

For information about the VET FEE-HELP student loans scheme administered by the Commonwealth Department of Education (including how to apply to have a loan cancelled), visit the www.studyassist.gov.au website or call 1800 020 108.

Check if you are in debt

Contact the Australian Taxation Office (ATO) on 13 28 61 if you have provided your tax file number to a training provider and are worried you might have an unexpected VET FEE-HELP debt. The ATO will ask for your tax file number before disclosing any personal information. The ATO manages VET FEE-HELP debts, which are repaid through the tax system.

Complaints

If you have a problem with your VET provider or course about the delivery of training, assessment, marketing and student information, or receiving proof of national qualifications obtained, try to resolve it with the training provider first. If you are unsuccessful, lodge a complaint with the Australian Skills Quality Authority (ASQA) at www.asqa.gov.au/complaints/complaints.html or call 1300 701 801. ASQA will use information provided in complaints to regulate VET providers but does not provide a dispute resolution or advocacy service.

If you are seeking a refund of the course or enrolment fees, or need help with your consumer rights under the Australian Consumer Law, including misleading and deceptive conduct, call Fair Trading on 13 32 20 or lodge a complaint online at www.fairtrading.nsw.gov.au

If you have other questions and concerns about your VET provider or course, you can also contact the national training complaints hotline by phone on 13 38 73 or by email at skilling@education.gov.au

Please visit the following website for further information:

http://www.fairtrading.nsw.gov.au/ftw/Consumers/Buying_services/Education_and_training.page

How to get the most out of your course

Assess to Lift aims to provide you with a positive and rewarding learning experience and needs your help to achieve this. Assess to Lift asks students to:

- Complete the enrolment application form and return it to Assess to Lift prior to course commencement
- Alert Assess to Lift prior to course commencement if additional learning support is required
- Arrive ready for class before or at 8.00am
- Make any necessary arrangements to be able to finish class at 3.00pm
- Wear appropriate, comfortable clothing (specifically enclosed shoes)



- Have mobile phones turned off or to silent during class hours
- Study course material prior to class commencement** (download from our website or collect in person)
- Bring 100 points of identification to present to your trainer and assessor (refer to the Evidence of Identity fact sheet on our website)
- Create a Unique Student Identifier (USI) prior to course commencement or give written permission for Assess to Lift to do so on your behalf

What to do next

You should now know what your rights and responsibilities are when undertaking a course with Assess to Lift. If you are happy to abide by the terms and conditions of service covered in this document you can contact Assess to Lift to schedule a placement into one of our classes.