



## REGIONAL TRAINING CONTRACTORS

of South Australia

ABN: 72 667 868 941

(RTCSA)

Phone: 0417 725 339

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# CLIENT BOOKING INFORMATION

## Welcome

Regional Training Contractors of South Australia, (RTCSA), are an onsite training service who bring face-to-face accredited and non-accredited training to regional organisations and businesses in South Australia.

To enable us to provide our clients with nationally accredited units of competencies and training, we have formed a third-party training agreement with Queensland based registered training organisation APS Training Group – RTO 31588. Their contact details are provided at the end of this brochure.

We also sub-contract out to other registered training organisations around our regions who require industry experienced trainers.

This brochure has been prepared to help businesses make an informed decision about their training with us. It includes details of RTCSA's policies and guidelines and direction to the policies and guidelines of our partnering registered training organisation.

It is important that this information is read carefully prior to booking.

### Information you need before booking training

- Course information, including content, outcomes, prerequisites.
- Fees and charges, including refund policy.
- Provision for language, literacy and numeracy assessment and support.
- Client support, including any external support
- Complaints and appeal procedures.
- Participants rights and responsibilities.
- Recognition of prior learning arrangements and credit transfer



### Available Courses:

RTCSA offer a wide variety of plant training, short courses, and qualifications aimed towards civil construction and allied industries.

A list of our available courses, including course information and pre-booking requirements are available on our website.

### The Trainers:

RTCSA aim to provide good, quality service that optimises the training experience.

Our trainers are required to provide annual evidence of their industry currency, competency and professional development. They are highly qualified, dynamic and experienced professionals who have worked within, and can relate to, the following industries:

- Mining
- Local Government
- Department of Corrections
- Farming and Agriculture
- Civil Industries
- Government Work Programmes
- Remote Areas Projects
- Emergency Response Training

### Booking Training:

Training delivered by RTCSA will either be one of our non-accredited training courses or a nationally accredited training course delivered on behalf of APS Training Group.

At time of enquiry, you will be supplied with a quote for services, details of the training being supplied, pre-enrolment information, and registration and venue forms. Should you wish to proceed with training, both the registration and venue forms will need to be completed in full and returned to the office. This is required to lock your training into our schedule, and for us to plan your training session.

Staff will also be required to complete an enrolment form. In

doing so they are acknowledging that they have been provided with pre-enrolment information, and in the case of accredited training, that they have also been directed to the policies, guidelines and pre-enrolment information of the Registered Training Organisation.

Should they identify with a disability, medical concern or learning support need, they are encouraged to advise us so that we can take the necessary steps to address those needs.

### Access and Equity:

RTCSA are committed to providing equal opportunity for advancement through training.

We have policies and procedures in place that ensure a learning environment that is safe, all-inclusive, and non-discriminatory.

We encourage you to visit the Policies section of our website. Prior to booking nationally accredited courses, we will also direct you to our partnering RTO's policies and pre-enrolment material that they have available.

### Conditions of Booking

- Registration and venue forms must be completed and returned to the office, 5 business days prior to training. These are required to plan your training, and also to ensure all OHS requirements are covered.
- Entry prerequisites must be met – including industry age requirements, language, literacy and numeracy requirements.
- RTCSA have minimum and maximum participant number conditions for all their training. Where bookings are made with less than the minimum, the client will be charged as per the minimum number of participants regardless.

### Personal Protective Equipment (PPE):

The following PPE is required at all our training sessions:

- Enclosed footwear – e.g. Safety boots;
- High visibility long sleeved shirt (or long-sleeved shirt with high-visibility vest);
- Long pants (jeans are acceptable).

Where additional PPE is required, you will be advised prior to course booking.

Due to safety regulations and Regional Training Contractors' commitment to safe work practices, attendance without the required PPE will result in a 'No Admittance' to the course, and a possible forfeit of course fees.

### Unique Student Identifier (USI):

From 1<sup>st</sup> January 2015, every student undertaking nationally recognised vocation education and training (VET) is required to have a Unique Student Identifier (USI).

This USI must be provided to the training provider before the participant can receive their statement of attainment or qualification.

To apply for a USI, or to seek further information, please visit the Government's website: [usi.gov.au](http://usi.gov.au).

### Study Resources:

Learning resources will be supplied either by email, or at commencement of training.

### Skills Recognition:

All participants are offered the option of recognition of prior experience or study for any competencies in which they believe they are already competent.

**Recognition of Prior Learning (RPL)** is the acknowledgment of current skills and knowledge which have been gained from a range of experiences including study, work, volunteering, and general life experiences. It is achieved through the assessment of evidence provided against a set of criteria in a qualification.

**Recognition of Current Competency (RCC)** applies if a participant has successfully completed the requirements for a unit of competency or module previously and is now required, (e.g. by a licensing authority), to be reassessed to ensure that the competency is being maintained. In this case no extra skill or competencies are nationally recognised.

**Credit Transfer** is the formal recognition that elements of some courses are equal in content and level to parts of others. If you wish to seek RPL, RCC or Credit Transfer, you will be directed across to our partnering RTO who have formal arrangements in place. They will require evidence of existing knowledge and skills, in addition to formal application processes. Fees may apply.

### **Language, Literacy and Numeracy:**

Successful completion of the training courses delivered by RTCSA requires a certain level of language, literacy and numeracy (LLN) skills.

During the booking and enrolment processes, clients and participants are asked to identify whether there are concerns regarding LLN, or any other special learning needs.

In the event that language, literacy and numeracy concerns are identified, or any other special learning requirements, our administration staff will contact the participant to discuss any assistance or support that can be provided.

### **Assessment:**

Assessments conducted by RTCSA are designed on the principles of being valid, fair, reliable and flexible.

Assessment processes are explained at the time of training. Participants are encouraged to discuss with the trainer, any questions that they may have.

Assessed tasks may include: in-course activities, group work and scenarios, verbal and/or written theory assessments, practical demonstrations and assessments.

Upon successful completion of the course requirements a participant is deemed Competent and issued with either a Statement of Attainment for nationally accredited training, or a Statement of Attendance for non-accredited training.

Participants successfully completing a plant assessment will receive a wallet-sized card verifying the machine for which they were deemed competent upon.

If a participant is considered Not Yet Competent, they will be given an additional attempt to become competent. Should the participant not be deemed Competent after this further attempt, they will need to repeat the training course at their own expense if they wish to pursue competency.

Participants have the right to appeal against assessment decisions.

For further information on the appeal process please see our Complaints and Appeals policy which is available on our website.

### **Issuance of SOAs and tickets:**

**Certification documentation is issued within 14 calendar days of participants having been assessed as successfully completing their training course - provided that fees have been paid in full and student details, including USI numbers, have been verified.**

Upon successful completion of a Nationally Accredited course participants will be issued a Statement of Attainment from APS Training Group #31588. In the case of Non-Accredited training, participants will be issued a Statement of Attendance from RTCSA.

### **Complaints and Appeals:**

Complaints, when handled correctly, can be an important mechanism in the continual improvement of services. We wish to assure our clients that should they raise a grievance about our services, their complaint will be handled as fairly and as transparently as possible.

Our policy and procedures provide a process for complaint resolution through informal, formal and external methods of mediation.

Our Complaints and Appeals Policy is available online and can also be obtained by emailing: [courses@rtcsa.training](mailto:courses@rtcsa.training) or phoning our manager: 0417 725 339.

Any assistance that may be required to lodge a complaint or appeal will be freely given.

### **Course Fees, Payments, Cancellations and Refunds:**

RTCSA offer 'fee-for-service' training. The amount and type of fees and charges payable will depend upon a number of instances, including, but not limited to: the qualification or unit of competency being undertaken; the location of training, participant numbers, and the duration of the training.

**Clients are informed prior to booking, of the total fee for the training, the amount and due date of any deposit should it be required, and any additional costs that may apply.**

Regional Training Contractors of South Australia require all training fees to be paid prior to course commencement, with the

exception of nationally recognised training when the fee for an individual's training is greater than \$1,500. In this instance, when fees remain owing, the remaining fees are invoiced at the completion of the course, prior to the issuing of certification documentation.

**Payment of Fees:**

The following payment methods are accepted: Cash, credit card, bank cheque, money order, electronic fund transfer.

**Cancellations and Refunds:**

Short courses - If a participant does not attend on the day of the course, arrives more than 15 minutes late for the course, or withdraws from a course after the course has commenced, this will be classified as a non-attendance and no refund will be given.

If a client is unable to proceed with their booked training, a minimum of five business days written notice is required to obtain a full refund, (less a \$35 admin fee), or to transfer the booking.

Bookings cancelled or transferred less than five business days, but prior to two business days, before course commencement, will receive a refund of monies (less a \$35 administration fee; and in the case of on-site bookings – less any expenses incurred to the point of cancellation, including any assessor and resource costs – pre-booked accommodation and pre-paid materials).

Bookings cancelled less than two days prior to course commencement are not eligible for a refund.

We are aware that at times an organisation may need to substitute participants based on staff availability. Please be advised that whilst we will endeavour to accommodate this, some pre-requisites may apply for our accredited training – this can include

pre-reading material which assists participants to successfully complete the course or training. Should an organisation be required to alternate staff they will also need to ensure that substituted participants receive the necessary pre-learning materials prior to commencement of training.

Course cancellations must be in writing and emailed to: [courses@rtcsa.training](mailto:courses@rtcsa.training).

Where a refund is determined to be payable, the refund amount, less any applicable administration fees, will be calculated and the refund processed within 15 business days from the formal notification of cancellation.

Refunds can only be paid to the person or body from whom the original payment was received.

RTCSA may cancel a course due to the following reasons, (where this occurs the client will receive a full refund or be given the opportunity to re-schedule the training):

- poor weather conditions rendering the training environment unsafe;
- unavailability of trainers;
- the training venue becoming unavailable for any reason.

Further information regarding our Fees, Cancellations and Refunds can be found on our website.

**Health and Safety:**

RTCSA are committed to support the health, safety and welfare of participants and staff by complying with all relevant work health and safety legislation. Participants also have a legal duty to take care and protect their own health and safety and to avoid adversely affecting the health and safety of others.

**Privacy Policy:**

Personal information is collected and stored for the purpose of providing training and assessing services. This information may be disclosed to third party service

providers. This includes our partnering RTO – APS Training Group #31588, who are required by law to disclose this information to Government, state and regulatory bodies that assist in providing you with your training qualifications. We ensure that the information collected is not excessive and is only used for the purpose for which it is collected. If you would like more information, or a copy of our Privacy Policy, please phone 0417 725 339, or visit our website: <https://rtcsa.training/>

**Media Releases:**

At times during training, staff may take photos/video for use in promotional activity. The acceptance and permission of participants is always sought prior to these images being used in promotional activity.

## Participants' Rights and Responsibilities:

All participants in Regional Training Contractors training courses have a right to:

- Be treated fairly and with respect.
- Learn in an environment that is safe and free from discrimination, abuse or harassment.
- Learn from fully qualified and competent trainers that recognise individual learning styles and needs.
- Their work being assessed fairly.
- Make a complaint without fear of victimisation.
- Appeal against an assessment decision, or formal decision, made by Regional Training Contractors.
- Apply for recognition of prior learning or current competency.
- Their personal records being kept private.
- Be able to access their own records when requested.

By signing our enrolment form participants acknowledge that they understand the participants' rights and responsibilities and that they agree to be bound by them during the length of their enrolment. Breaches to these responsibilities may result in suspension or eviction from the training program.

Participants who are enrolled into a course provided by Regional Training Contractors agree to:

- Provide accurate information about themselves at time of enrolment (including any medical conditions that may require reasonable adjustments to training methods).
- Attend training sessions punctually.
- Treat other people with respect and courtesy and refrain from any form of bullying, harassment or discrimination.
- Respect the training venue, and property of Regional Training Contractors.
- Complete all assessment tasks honestly.
- Be mindful of the health and safety of fellow participants or staff and observe safe practices at all times, (especially when operating machinery).
- Not disrupt class with disorderly behaviour or mobile phone use.
- Not be under the influence of illicit drugs or alcohol.
- Seek clarification of their rights and responsibilities when in doubt.

## Regional Training Contractors of South Australia

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### Partnering Registered Training Organisation:

APS Training Group – RTO 31588

PO Box 6135,

BUNDABERG EAST QLD 4670

Web: <https://apstraining.com.au/>

P: 1300 880 604

ABN: 28 764 731 951