

# STUDENT INFORMATION GUIDE



## Contents

<b>1. Introduction</b> .....	4
<b>1.1. Welcome</b> .....	4
<b>1.2. The RTO</b> .....	4
<b>1.3. This Student Information Guide</b> .....	4
<b>1.4. Student Responsibilities</b> .....	5
<b>1.5. RTO Responsibilities</b> .....	6
<b>1.6. Trainer Responsibilities</b> .....	6
<b>1.7. Employer Responsibilities (if applicable)</b> .....	7
<b>1.8. Workplace Supervisor Responsibilities (if applicable)</b> .....	8
<b>1.9. Changes to Services</b> .....	8
<b>2.1 Policy</b> .....	9
<b>2.2 Objective</b> .....	9
3.1 Policy: .....	9
3.2 Objective: .....	9
<b>Course Information</b> .....	9
<b>Course Entry Requirements</b> .....	10
4.1 Policy .....	11
4.2 Objective .....	11
<b>Fees and Charges</b> .....	11
<b>Refunds</b> .....	12
4.1 Policy .....	12
4.2 Objective .....	12
<b>Student Support Services</b> .....	12
<b>External Support Services</b> .....	13
5.1 Policy .....	14
5.2 Overview .....	14
<b>Your Privacy and Personal Information</b> .....	14
6.1 Policy .....	14
6.2 Overview .....	14
7.1 Policy .....	15
7.2 Overview .....	15
8.1 Policy .....	16
8.2 Overview .....	16

<b>Qualification Structure .....</b>	<b>16</b>
<b>Delivery Mode.....</b>	<b>16</b>
<b>Training and Assessment .....</b>	<b>17</b>
<b>9.1 Policy.....</b>	<b>18</b>
<b>9.2 Overview .....</b>	<b>18</b>
<b>10.1 Policy .....</b>	<b>18</b>
<b>10.2 Overview .....</b>	<b>18</b>
<b>Issuance of Qualifications.....</b>	<b>18</b>
<b>Issuance of Statements of Attainment .....</b>	<b>19</b>
<b>Replacement AQF Certification .....</b>	<b>19</b>

## 1. Introduction

### 1.1. Welcome

Welcome to Tracmin Pty. Ltd. (trading as Tracmin (Tracmin))!

Thank you for your decision to study with Tracmin. Your choice is the first step toward learning new skills, developing new knowledge, and being presented with new career and personal opportunities. Time spent training is time spent valuably, and we look forward to spending this time with you.

### 1.2. The RTO

You have chosen to study with Tracmin, which means that the company is licensed by the Training Accreditation Council (TAC).

TAC is the Western Australian registering and course accrediting body. It is responsible for the quality assurance and recognition of vocational education and training (VET) services in Western Australia. By registering as an RTO with TAC, the company has demonstrated that it is compliant with the Standards for Registered Training Organisations (RTOs) 2015, which are the national standards for vocational training. This means that it can train and assess you toward nationally recognised qualifications and units of competency, and that you can be comfortable that a commonwealth government organisation assures its quality.

### 1.3. This Student Information Guide

This Student Information Guide contains all the information you will need to make an informed decision about enrolling with Tracmin. This guide has been designed to correspond with each stage of your student experience as per below:

- Marketing and Recruitment
- Enrolment
- Support and Progression
- Training and Assessment
- Certification

The Student Information Guide includes relevant RTO policies and procedures, information on applicable laws and regulations, and details of the responsibilities of the various parties involved in your student experience. Throughout this guide there is reference to other documents such as policies and procedures which are available upon request or by accessing our website at:

[www.tracmin.com.au](http://www.tracmin.com.au)

## 1.4. Student Responsibilities

As a student, you are entering into an agreement with Tracmin and will be asked to agree to meet certain responsibilities as outlined in the F-011.4 Code of Conduct for Students. The Code of Conduct outlines your responsibilities as follows:

1. Follow Tracmin policies and procedures as outlined in enrolment and the Student Information Guide.
2. Communicate effectively with all Tracmin staff and/or other relevant stakeholder whether verbal or in writing.
3. Take responsibility of own learning by participating, setting goals, making decisions, apply feedback and evaluating own performance.
4. Attend all scheduled training sessions and notify the trainer / branch before the scheduled start time, if unable due to sickness or any other appropriate reason.
5. Ensure all behaviour, actions and practices support the trainer in delivering the training whether one to one or in a group setting.
6. Respond to any reasonable instruction from a member of Staff
7. Refrain from any form of discrimination, bullying or harassment.
8. Contribute positively in all modes of training and refrain from disruptive behaviour.
9. Produce necessary forms of identification to Tracmin when required.
10. Complete all necessary paperwork accurately within the specified timeframe.
11. Treat fellow Students, Tracmin Staff, host employers and/or Tracmin staff with respect, honesty, dignity and sensitivity at all times.
12. Do not endanger or potentially endanger the safety, health and well-being of others unintentionally or deliberately by breaching Tracmin's policies and procedures.
13. Raise any issues, concerns and/or breaches of the Code with Tracmin in a timely manner avoiding any form of escalation.
14. Respect the privacy and confidentiality of Tracmin, staff and students in the collection of any business or personal information.
15. Care for the property of students, staff and the property of Tracmin or host employer.
16. Conduct myself in a professional manner at all time (including hygiene, neat and clean attire).
17. Not attend class under the influence of alcohol and/or illegal drugs or legal drugs that might impair my ability to safely participate in the training / assessment, including the use of equipment / machinery.
18. Ensure that all communication devices are switched off or put on 'silent' during class times.
19. Refrain from taking / making phone calls or text messages during class time except in extenuating circumstances that have been approved in advance with the Trainer.
20. Only submit work that is original and not plagiarised.
21. Refrain from any form of bribery and/or cheating during assessments to achieve a positive outcome.

### 1.5. RTO Responsibilities

By accepting your enrolment into a course, Tracmin has taken on obligations to you as a student. Some of these obligations and responsibilities are created by the standards and regulation under which we work, and some are due to the agreement we have with you as a student. These obligations include:

- Undertaking a thorough course entry process to determine your suitability for your selected course, and the suitability of the course for you
- Develop a training plan for you which details the journey you will take through your studies
- Ensure that any workplace arrangement, such as an apprenticeship or traineeship, is organised and monitored
- Monitor your progress through the course and implement support strategies where necessary
- Keep you informed of any changes in legislation, Tracmin policy, or any other change which would affect your enrolment in, and progression through your course
- Maintain thorough records of your training and assessment, and provide you with access to those records when you request it
- Issue a Certificate or Statement of Attainment if you have been assessed as competent in one or more units of competency from a training package or accredited course

Provide you with access to fair and just administrative processes including complaints, appeals, refunds and support requests.

### 1.6. Trainer Responsibilities

All trainers and assessors employed by Tracmin enter into an agreement with the RTO to ensure they meet certain responsibilities as outlined in the F-150 Code of Conduct for Trainers and Assessors. The Code of Conduct outlines their responsibilities as follows:

1. Act in the best interest of the student at all times by adhering to the RTO policies and procedures, being a role model to all students, engaging students in the relevant learning and offering support and encouragement with sensitivity.
2. Keep abreast of any ongoing changes to policies and procedures.
3. Report any potential conflict of interest between the student, employer and/or trainer/assessors in the assessment process and discuss with management to implement solutions.
4. Present a non-hostile and encouraging learning and assessment environment at all times, both onsite or in the students' work environment.
5. Ensure all forms of victimisation, discrimination and/or harassment are prohibited.
6. Recognise, promote, encourage and safeguard the individual rights of students during and after the training and assessment process.
7. Make certain that personal beliefs, bias for or against the student does not influence the assessment outcome.
8. Maintain professional relationships with staff and students by ensuring boundaries are not exploited internally and externally.
9. Ensure that all evidence decisions are based on actual direct, indirect and/or supplementary evidence and verified against the Rule of Evidence being valid, sufficient, current and authentic.

10. When undertaking assessments ensure that all procedures and instructions outlined within the assessment tools are abided by and adhere to the Principles of Assessment being valid, reliable, fair and flexible.
11. Complete all paperwork within the required timelines and in an accurate compliant manner.
12. Communicate effectively with the students regarding the responsibilities, boundaries, expectations, consequences and outcomes at all times with regards to assessment practices.
13. Report the assessment process and outcomes as per the RTO procedure including reasonable adjustments, assessment outcomes and feedback.
14. Maintain confidentiality on the assessment decision / outcomes and records of individual/personal details ensuring release is only warranted with written permission obtained by the student.
15. Ensure all paperwork related to student assessments is kept secure and passed to administration teams immediately once completed.
16. Does not accept any incentive or encouragement while carrying out assessment duties that may support a positive assessment outcome which is not merited.
17. Report indecent behaviours acted by the student and/or others involved in training and assessment practices to management immediately to prevent unnecessary escalation that may impact on the student's experience.
18. Maintain competence and currency in the vocation (VET) / industry (workplace) by partaking in regular professional development activities, internally or externally with approved third parties and/or at appropriate work sites.
19. Ensure that the student and other relevant stakeholders' safety, health and wellbeing is not jeopardised at any time during training and assessment activities.
20. Maintain up to date records re TAC trainer/assessor requirements on the approved and current version of the RTO template F-061 Trainer Matrix using both F-511 Trainer Industry Currency VET Professional Development Record and F-161 Staff Professional Development Record and Evidence Form to record evidence to be cited on the F-061 Trainer Matrix.

NOTE – A request can be made of any trainer/assessor to update their existing matrix and it must be supplied within 24 hours. Newly employed trainers must complete and provide a F-061 Trainer Matrix before commencing teaching.

### 1.7. Employer Responsibilities (if applicable)

Some courses offered by Tracmin may be workplace based. If this is the case then your employer, meaning the business which employs you, has agreed to take on certain responsibilities. If you are an apprentice or trainee there are additional employer responsibilities which will be made clear to them by the Australian Apprenticeship Support Network (AASN) Provider. Responsibilities held by all employers include:

- Providing you with legal employment at the appropriate training wage for your award or workplace agreement
- Provide you with a safe working environment and a qualified and competent supervisor
- Allow both you and your supervisor sufficient time to conduct training and to discuss your progress
  - Maintaining contact with the Tracmin

### 1.8. Workplace Supervisor Responsibilities (if applicable)

If you are undertaking your course in the workplace, the supervisor who oversees you on a day-to-day basis has responsibilities as well. Whilst supervisors are not authorised by Tracmin to perform training or assessment on its behalf, they may be involved in collecting evidence of your competence and mentoring you on your journey. The responsibilities of the workplace supervisor include:

- Allowing you to take the agreed time away from routine duties to undertake your training and assessment
- Co-ordinating your training and assessment so that it does not affect your performance as a staff member
- Mentoring and assisting you to link what you are learning with the skills demanded of you by your job
- Maintaining contact with Tracmin so that issues of support and progression can be addressed in a timely manner

### 1.9. Changes to Services

During your training, events might occur which could have an impact on your progression and completion. These are not always within your control or that of Tracmin. Examples of these types of events include changes in the:

- Training package on which your course is based, which are released by the Australian government
- Apprenticeship and traineeship system, which are made by the Australian government
- Ownership or in the management of Tracmin
- Your trainer and assessor might be changed
- Third parties who are taking a role in your training program, including those who are providing educational support services
- The addition of new third-parties to your training program

If a change like those described occurs, Tracmin will advise you as soon as possible. Your notification will be in writing and will describe the change which is occurring and the effect which it may have on you.

If there is to be any material change to your course of study these will be discussed with you and their affect will be agreed between you and Tracmin. This includes changes to any support services being provided, or changes which may require the addition of new support services.

The information below relates to the policies and procedures that guide Tracmin in the delivery of your training and assessment services. If at any time you need clarification on this information please contact us at [studentenquiries@tracmin.com.au](mailto:studentenquiries@tracmin.com.au).

## 2. Marketing and Advertising

### 2.1 Policy

Tracmin will ensure that students and employers will be provided with clear, accurate and readily available information that assists them in making informed decisions about the training that will best suit their needs. Tracmin will achieve this by adhering to transparent, ethical and responsible marketing and advertising practices as prescribed by the Standards for RTO's (SRTO's) 2015, state funding bodies and any relevant legislation.

### 2.2 Objective

Tracmin wants to ensure that, prior to seeking enrolment in a course, that you are fully informed about the decision you are making. To this end, Tracmin ensures that its marketing materials contain certain information. This will always include:

Tracmin also follows a strict policy of only using the names of people and companies in its advertising only when it has permission to do so. You can be sure that any testimonial or reference presented is a true and accurate representation of the positive experience of the individual.

If you feel that you have not received, or have not understood, any of the above information as it relates to your chosen course, please don't hesitate to contact the administration team. They can provide guidance to ensure that you are a fully informed student and are ready to apply for your course.

## 3. Enrolment Policy

### 3.1 Policy:

To establish and implement responsibilities to ensure that the Tracmin Pty. Ltd. (trading as Tracmin – Tracmin) fulfils the requirement of Standards for Registered Training Organisations 2015 ensuring student enrolments are fair, consistent and non-discriminatory.

### 3.2 Objective:

To ensure an informative, systematic process occurs nationally by implementing and maintaining a centralised system to ensure a reliable, fair, accurate enrolment process between Tracmin and the student enabling students to make informed decisions on selecting the Tracmin and their capacity to confirm the student's ability in completing the course.

## Course Information

Once you have made the decision to enrol in a course, it is critical that you have a full and complete understanding of how that course will be delivered and assessed, what your obligations are, and what you can expect from Tracmin before you enrol. This is because Tracmin wants you to have the best possible chance to succeed, and to ensure it meets its registration obligations.

When you complete an application for enrolment form you will be asked to sign a declaration that you have received or read:

1. Advice about whether the course you're seeking to enrol in is right for you, given your experience, existing skills, and your future plans
2. The title and code of the nationally recognised course you want to enrol in, so that you can research further information about it
3. Detailed information about how the training program is going to be delivered, and what additional support services will be available to you if you require assistance to complete your course, including:
  - a. How long the course will take
  - b. Where you will be undertaking your training and assessment
  - c. How the course will be delivered
  - d. Whether any person or company other than Tracmin is going to be involved in your training and assessment, and who they are
  - e. Whether you will have to undertake work placement as part of your course
4. Information about obligations which Tracmin has in the delivery of your training and assessment, such as to ensure the quality of your course, to comply with its regulatory requirements, and to issue you with a nationally recognised certificate when you successfully complete your course
5. Information about the obligations which you will have when you enrol, such as the need to demonstrate pre-requisite skills and knowledge, to pay your fees and repay any debt you occur if you access a loans scheme, and any equipment which you must bring to your studies
6. Information about your rights as a student, such as your right to access the Tracmin complaints and appeals policy, and what protection exists for circumstances in which Tracmin can't deliver your course for any reason
7. Full and complete details of any funding or loans program which can be accessed to pay for training, if available, and what the result of accessing a program would be on your future entitlements.

## Course Entry Requirements

Tracmin is dedicated to ensuring that all students have the best possible chance of success in their chosen course, and in their careers. To assist with this, Tracmin undertakes careful assessment of those who seek to enrol in its courses. This ensures that you are the right fit for the course, and that the course is the right fit for you. Where there are no formal entry requirements for this qualification, Tracmin requires students to meet the following criteria:

- Must have, or be willing to apply for, a Police Clearance
- Must have, or be willing to apply for, a Working With Children's Check
- Undertake a Language, Literacy and Numeracy (LLN) assessment

The purpose of the LLN assessment is to determine that your LLN skills are at a level that will give you every opportunity to successfully progress through and complete this qualification. If your LLN assessment results do not meet the required level, we will discuss the following options with you:

1. Undertake foundation skills course work to assist in improving your LLN skills to a level that meets this entry requirement; your enrolment will not proceed at this time.
2. Prepare a support plan that outlines support measures that will assist in the development of your LLN skills whilst participating in the training program

The LLN assessment will be conducted online and requires at least a basic level of computer literacy to complete. Our staff will be able to guide you in terms of access to the system however they are NOT permitted to assist in the completion of the assessment.

The Suitability Discussion will be undertaken with a staff member and will focus on ensuring that you fully understand the course structure, delivery strategy, assessment process, and all other relevant details of your selected course. The discussion will also encompass your career goals, and to finally ensure that the selected course is the right one for you.

Between these two processes, a determination will be made regarding course entry. In some cases, the result may be admission with support and where this is required, the support strategy will be discussed and agreed upon in consultation with you prior to the commencement of your training program.

## 4. Fees, Charges and Refunds Policy

### 4.1 Policy

To ensure that accurate and consistent processes are applied for all fees, charges and refunds at a national level for both fee for service and VET Government funded courses as per the RTO standards 2015 and VET contractual agreements per state.

### 4.2 Objective

To ensure that all applicable fees and charges payable for courses are communicated accurately, invoiced, recorded and where applicable - refunded, according to the RTO procedures, payment terms agreed to during enrolment, the service agreement, state funding contracts and national legislation.

## Fees and Charges

Tracmin charges fees for its training services, and you may have a fee to pay when you enrol in your selected course. To ensure that you are protected as a consumer, you will be provided with all relevant fee information prior to being required to pay. This will include:

1. The fee amount which you will be required to pay for your course
2. The payment terms on which you will pay those fees, including the timing of your required payments
3. Your rights as a consumer in Australia
4. Your right to attain a refund in certain circumstances, such as when Tracmin can't deliver your course for any reason

In some cases, your employer or another party may pay fees on your behalf. When this occurs, it will be made clear to both you and your employer of who will be paying and what amount.

Additionally, Tracmin takes action to protect your fees and protection exists to ensure that you can enrol with confidence. The principal protection which is provided to you is a pre-paid fee limit - Tracmin will never require you to pay more than \$1,500 in advance and will never allow your advance payment balance to rise above \$1,500. This fee protection mechanism applies to all students of Tracmin and complies with the Standards for RTOs 2015.

## Refunds

Tracmin has a clear and well enforced refund policy in place, so you can pay your fees fully informed as to the circumstances in which you would be entitled to a refund, and how much of a refund you would receive.

To access the **P-033.4 Fees, Charges and Refunds Policy and Procedure**, and the associated forms required to apply for a refund, plus further information about how we administer our fees and charges, please visit the Tracmin website: [www.tracmin.com.au](http://www.tracmin.com.au).

## 4. Student Support and Progression Policy

### 4.1 Policy

Tracmin will ensure that it has sufficient educational and support services to meet the needs of the learner cohort/s undertaking training and assessment. Tracmin will implement student support mechanisms and monitor the support needs of students over the entire student life cycle. This policy will provide information relating to staff responsibilities in the provision of student support services across the organisation.

### 4.2 Objective

To ensure a systematic process occurs by implementing individual student support measures that meet their specific needs which is consistently applied across the organisation and that meets the Standards for RTO's (SRTO's) 2015. Additionally, Tracmin will ensure that students receive support that is responsive, adequate and appropriate to the individual needs of students.

## Student Support Services

Tracmin is dedicated to ensuring that all students who are admitted to a course have the best possible support to complete their studies. If a support need has been identified through the suitability discussion, LLN assessment or through another source, then a **F-013.4 Student Support Form** will be completed and discussed with you to agree upon support measures to be implemented to assist you with your studies.

Some of the support measures that can be implemented may include:

- Language, Literacy, and Numeracy Support such as additional training in these foundation skills or additional contact hours provided by the trainer
- Physical adaptations such as accessible classroom spaces and bathrooms, large print or audio resources, or screen reading technology
- Information technology support, such as guides, instructional videos and one-to-one support which detail how to use learning technology required to engage with the course material
- Mentoring, coaching, tutoring, and other extra-classroom one-to-one support activities

- Personal counselling to assist those who are going through a tough time or are experiencing issues not related to the course, but which are affecting their progression
- Career guidance, job search, and internship placement.

Not all services may be available for all courses, and some services may incur an additional fee. The services to be provided and any fees to be charged for those services will be agreed prior to course commencement.

## External Support Services

The below examples/suggested sites have been provided for your reference and may assist you if needed:

- **Beyond Blue**  
Beyond Blue provides support for people suffering with depression or anxiety with information to help further educate anyone looking for help and provides a list of national helplines and websites for those in need.  
[www.beyondblue.org.au/](http://www.beyondblue.org.au/) - 1300 224 636
- **Lifeline**  
Lifeline provides support especially in emergency crisis situations relating to mental health. Lifeline can provide support via phone; crisis support chat on their website or by text message.  
<https://www.lifeline.org.au> – 13 11 14
- **Family and Child Connect**  
Family and Child Connect work with a collection of services aiming to support each unique family situation to address:
  - Better family relations
  - Stopping violence
  - Alcohol, drug and gambling problems<http://familychildconnect.org.au/> - 13 FAMI (13 32 64)
- **Centrelink**  
Centrelink provides social security payments and services to eligible Australians, including:
  - Payments and services to help your child's education and health care
  - Income support for individuals looking to complete study or gain assistance to get a job
  - Payments and services for older Australians
  - Payments and services to assist with illness, injury or disability<https://www.humanservices.gov.au/individuals/centrelink> 13 24 68
- **English as a Second Language (ESL)** – The Western Australia Government  
The government of Western Australia can help you find a course to improve your understanding of the English language.  
<https://www.employment.gov.au/skills-education-and-employment>

- **The Reading and Writing Hotline**

The Reading and Writing Hotline is a free national service for those who are looking for assistance with reading, writing and basic mathematics. They offer services including:

- Information on classes in your area
- Assistance via mail or computer
- Finding teachers and others who can support you
- Suggesting websites and books to assist you

<https://www.readingwritinghotline.edu.au/> - 1300 655 506

## 5. Privacy and Personal Information Policy

### 5.1 Policy

To ensure that Tracmin is committed to meet its legal and ethical obligations in regard to, the collection, storage and disclosure of personal information it holds in regard to its student population, staff, other clients, and interactions with external RTO's whilst adhering to the Standards for RTOs 2015 (SRTO's 2015), Privacy Act 1988 (Cth) and the Privacy Amendment (Private Sector) Act 2000 (Cth) and the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth).

### 5.2 Overview

To deliver a national process outlined in Tracmin's procedures concerning the collection and handling of personal information ensuring Tracmin maintains confidentiality, integrity and security of information at all times.

### Your Privacy and Personal Information

Tracmin takes the privacy of your personal information extremely seriously and has a clear and well enforced privacy policy in place. This means that you can provide your personal information, which is required for enrolment, with the knowledge that it will be kept securely and confidentially. Tracmin's privacy policy is fully compliant with the Privacy Act 1988 and the Australian Privacy Principles and is publicly available. To access the **P-039.4 Privacy and Personal Information Policy & Procedure** please visit the RTO website. [www.tracmin.com.au](http://www.tracmin.com.au)

## 6. Unique Student Identifier (USI) Policy

### 6.1 Policy

To establish and implement responsibilities to ensure that Tracmin fulfils the requirement of Clause 3.6 of the Standards for Registered Training Organisations 2015 (SRTO's 2015) and the Student Identifier Act 2014.

### 6.2 Overview

To ensure a systematic process occurs nationally by implementing a centralised system to ensure a reliable, secure and accurate set up and reporting of a student's nationally recognised training record in compliance with the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS).

If you're studying a nationally recognised qualification in Australia, you are required to have a Unique Student Identifier (USI) unless you have an exemption under the Student Identifiers Act 2014. Your USI links to an online account that contains all your training records and results from 1<sup>st</sup> January 2015 onwards. A key benefit of your USI is that it will enable consolidation of information on nationally recognised training completed by you from January 2015 onwards.

Training organisations are required to submit this information to NCVET at least once a year. Following the annual data collection in February, you will be able to access your USI account to view your training history online, or to generate authenticated transcripts which you can provide to prospective employers or other training providers. Getting a USI is free, and easy. You can create your own USI and will only take a few minutes of your time and you can find out further information by visiting [www.usi.gov.au](http://www.usi.gov.au).

## 7. Complaints and Appeals Policy

### 7.1 Policy

To ensure that Tracmin has a systematic process to manage complaints and appeals for all stakeholders which includes staff, students and any other person involved with Tracmin and to ensure that complaints and appeals are dealt with in a timely and equitable manner.

### 7.2 Overview

To provide a framework to manage complaints and respond to allegations involving the conduct of:

- Tracmin, its trainers, assessors or other staff
- A third-party providing services on Tracmin's behalf, its trainers, assessors or other staff
- A learner of Tracmin

To provide a framework to manage appeals and respond to requests for a review of a decision, including assessment decisions, made by Tracmin or a third-party providing services on Tracmin's behalf.

A complaint is a grievance regarding something or someone that you feel has broken the rules, or which has unfairly affected your experience during your studies. An appeal is a request to review an assessment decision which has been made.

You have the right to make a complaint about Tracmin, any staff member of Tracmin, another student, any third-party involved in your training and assessment, or any other aspect of your experience. You also have the right to appeal any decision made by Tracmin, including assessment decisions.

To facilitate this, a complaints and appeals process, based on the principles of natural justice, has been created by Tracmin. For more information, see the **P-006.3 Complaints and Appeals Policy and Procedure** on our website: [www.tracmin.com.au](http://www.tracmin.com.au). If you wish to make a complaint, please do this by emailing us at: [complaints@tracmin.com.au](mailto:complaints@tracmin.com.au).

## 8. Training and Assessment Policy

### 8.1 Policy

Tracmin will ensure that high-quality training and assessment practices are implemented so that students are equipped for employment and/or for further study. Additionally, Tracmin will ensure that the training and assessment practices lead to employers having confidence that graduates hold the skills and knowledge necessary to enter the relevant job market.

### 8.2 Overview

This policy is designed to ensure that assessment within the organisation:

- Meets the needs of all students, clients, staff and stakeholders
- Provides clear guidelines for staff on assessment practices
- Meet the requirements outlined in the principles of assessment and rules of evidence
- Is undertaken by qualified trainers and assessors
- Meets the requirements of all training package and relevant regulatory bodies

### Qualification Structure

A qualification is made up of multiple units of competency. Some of the units of competency which make up the qualification are required to be completed by all students, regardless of the RTO they are studying with and these units are called core units. Other units are selected from a list of options for each qualification which are called elective units.

### Delivery Mode

Tracmin delivers courses in a variety of ways, and you will be informed through Tracmin's marketing and your enrolment documentation of the method being used to deliver your course. Examples of some of the different types of training delivery which may occur include:

- Classroom training – traditional training which takes place in a classroom or a simulated work environment, such as you would experience at a university or school
- Online or blended training – a combination of eLearning activities and classroom training which provides flexibility for studying at your own pace and in a place and time of your choosing
- Workplace training – training which occurs partially or completely in your workplace, with a trainer coming to see you as you work so that they can instruct you and assess your performance
- Apprenticeship and traineeship training – bonded training which includes a formal agreement between your employer, Tracmin, you, an Australian Apprenticeship Support Network (AASN) provider, and the Australian government.

## Training and Assessment

**Training** refers to the delivery of content relating to each unit of competency according to the Tracmin's delivery schedule. It covers the required knowledge for each unit of competency to teach and prepare you for assessment in each unit. Training delivery can include:

- Trainer led delivery of content
- Class activities
- Activities that allow you to put in practically apply things you have learnt
- Simulations
- Group discussions

**Assessment** is the process of determining your competence in both the skills AND knowledge required for successful completion of each unit of competency. You will be assessed on the level of your performance of your skills required for each unit as well as your knowledge of the topic. Assessment methods can include:

- Observation of practical skills
- Portfolios of evidence you have collected
- Group project/presentations
- Written/verbal assessment of your knowledge
- Written projects/reports

To be deemed competent in a unit of competency you must successfully complete all tasks in the assessment for that unit of competency. This will involve performing tasks and answering questions related to the requirements of that unit of competency and will always involve at least two different assessment methods.

For each assessment task for a unit of competency, you will be given an outcome of either 'Satisfactory' or 'Not Yet Satisfactory'. If you receive an outcome of 'Not Yet Satisfactory' for any tasks within an assessment, you will receive an overall result of 'Not Yet Competent' for the unit of competency. This means that you will need to resubmit one or more of the tasks to achieve a 'Competent' result. Once all tasks have been deemed 'Satisfactory' you will receive a 'Competent' result which means you have successfully completed the unit of competency.

If you have any questions about training or assessment of your qualification, please speak with your trainer and assessor.

## 9. Recognition Policy

### 9.1 Policy

Tracmin will implement a systematic approach to accept and provide students credit for units of competency where these are evidenced by:

- AQF certification documentation issued by any RTO or AQF authorised issuing organisation OR
- Authenticated VET transcripts issued by the Registrar

Tracmin will implement a systematic approach to Recognition of Prior Learning (RPL) that:

- complies with the assessment requirements of the relevant training package or VET accredited course AND
- is conducted in accordance with the Principles of Assessment and Rules of Evidence

### 9.2 Overview

Tracmin will provide credit for studies completed at another RTO or at any other authorised issuing organisation. Students will not be required to repeat any unit or module in which they have already been assessed as competent, unless a regulatory requirement or licence condition requires this. Tracmin must provide credit for a unit or module where suitable evidence has been provided of successful completion of a unit or module.

Tracmin will ensure that processes for RPL meet the same standards and requirements as other forms of assessment. Students will be advised at enrolment or prior to the commencement of training, that RPL is offered by Tracmin. Tracmin will conduct RPL assessments with the same rigour as any other form of assessment.

## 10. AQF Certification Policy

### 10.1 Policy

Tracmin will have controls in place to ensure that Australian Qualifications Framework (AQF) documentation is only issued to those students who have completed all assessment requirements. Tracmin will also ensure that it meets all the requirements of the Student Identifier Scheme which is enabled by the Student Identifiers Act 2014.

### 10.2 Overview

To ensure the RTO maintains a consistent set of principles at a national level in which complies with both the Standards for RTOs 2015 and AQF guidelines when issuing testamurs, record of results and statements of attainment.

## Issuance of Qualifications

Tracmin will issue you an AQF certification in a timely manner for nationally recognised qualifications and record of results to each student who has meet the requirements of that qualification, any outstanding fees have been paid and a valid USI has been provided within 30 calendar days.

## Issuance of Statements of Attainment

If you complete one or more units of competency but not an entire qualification, you will be issued with a statement of attainment for the units of competency you have completed. Statements of attainment are issued for partial completion providing there are no outstanding fees and Tracmin has been provided with a valid USI. Statements of Attainment are also issued within 30 calendar days.

## Replacement AQF Certification

If you lose your qualification, record of results or statement of attainment you can request a replacement by emailing: [studentenquiries@tracmin.com.au](mailto:studentenquiries@tracmin.com.au). Replacement AQF certification requests attract an additional fee of \$50 and you will be asked to submit a **F-316.4 Student Release Form** as part of your request.

We look forward to assisting you along the way as you progress through your training program. If at any time you have a query or require further assistance, please feel free to contact student support by emailing: [studentenquiries@tracmin.com.au](mailto:studentenquiries@tracmin.com.au).

We hope you enjoy your training experience with Tracmin!