



# **The Outdoor Education Consultants**

## **Student Handbook**

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## Introduction

The information in this handbook is designed to provide the student with information about their rights and responsibilities as a student, guidelines and rules when studying with The Outdoor Education Consultants (TOEC). This handbook does not provide the student with specific information on particular courses we offer. Information on specific courses and course fees are contained in the Abstract supplied separately to the student before enrolling.

## Our Mission

The Outdoor Education Consultants' mission is to deliver quality training and assessment that meets the needs of learners, employers and the outdoor recreation industry.

## Our Objectives

To support TOEC's mission our objectives are:

**People.** We attract, recruit and retain talented, qualified, competent and committed trainers, assessors and support staff. We promote excellent performance through leadership and professional development.

**Environment.** We are committed to providing an environment which is secure where physical and psychological risks in our control are minimised to the best of our ability in a high risk industry.

**Equity to Training** The Outdoor Education Consultants provides the same opportunities for training and assessment to all students.

**Integrity and ethics.** We conduct ourselves in accordance with industry standards and ASQA's standards for RTO's. Use this link to refer to the standards.

<https://www.asqa.gov.au/standards>

Our staff pride ourselves on delivering our best in all we do.

**Quality committed.** We deliver consistent, high quality services by acting on the students' feedback provided during and after training as well as feedback sought through industry

engagement and remaining compliant with ASQA standards.

**Learner centered.** We thrive on providing training and assessment that is learner and industry centered. We offer language, literacy and numeracy support to students by modifying training and assessment if required.

**Industry engagement.** We engage with local and regional employers, and industry key stakeholders to find out what their expectations of graduates are so we can include these skills and knowledge in our training and assessment.

## Student's Rights

Every student studying with The Outdoor Education Consultants has the right to:

- A supportive environment free from
  - Harassment (sexual, emotional, psychological)
  - Discrimination
  - Verbal or physical abuse
  - Inappropriate language such as swearing, sexual connotation
- Clear training and assessment instructions and guideline
- Feedback on their participation and progress
- The opportunity to participate in training
- Undertake assessment that is
  - Valid – meets the assessment criteria for the unit.
  - Reliable - consistent interpretation of evidence from the learner and from context to context,
  - Fair - procedures will be fair, so as not to disadvantage any learners.
  - Equitable - culturally and linguistically appropriate
  - Flexibility - Assessment involves a variety of methods that depend on the circumstances surrounding the assessment
- Appeals process
- Complaints process.

## Training Partners

The Outdoor Education Consultants have partnered with companies highly regarded in their field, for their skills and knowledge in outdoor recreation as well as their years of experience. Our training partners include, Outer Limits Adventure Fitness Pty Ltd, located near Townsville in North Queensland, Spacechameleon Adventure Co, located near Perth in Western Australia, and NT Immersions in the Northern Territory.

When enquiring about training, let us know where you are located as you may be able to work with one of our training partners.

Note: fees and payment plans will vary according to the partnering company.

## Training

There are two parts to any course the student undertakes with TOEC or their Training Partner, whether it is a short course or a qualification.

### First Aid Certificate

HLTAID011 Provide first aid is NOT a prerequisite but is recommended before participating in practical training. The student may use any first aid provider to complete this training. If the student provides a copy of their current first aid certificate, they can gain credit as an elective unit.

### Theory

Theory for each unit is provided in the form of a 'Learner Resource', and will be issued by TOEC or TOEC's Training Partner.

#### *Foundation Skills and Knowledge*

Theory is the foundation skills and knowledge that supports the student's practical training.

#### *Hazards and Risks*

The pre-requisite before attending the practical training is to read the associated theory. This will not only enhance the student's training it will also give the student an understanding of the hazards and risks involved in the activity and how the student can contribute towards minimising the risks.

Ultimately each student is responsible for their own safety and will be asked to complete a wavier form to acknowledge and accept the risks associated with each course.

### Practical Training

The second part of each course is practical training, this is where the student puts the theory and safety into practice in the environment that employers and industry use.

#### *Injuries and Illness*

Practical training is highly physical and requires total mental focus. It is strongly recommended that any illness or injury, whether current or previous is discussed with a doctor prior to training. The Trainer needs to know of any such illness or injury and the advice given by the doctor prior to the student attending practical training. A medical and wavier form must be completed by the student prior to any practical training.

#### *Minimum Training*

If the student is undertaking a full qualification they must complete practical training for 2 electives each year as a minimum. At the time of enrolment the student will be able to use TOEC's training calendar or the Training Partner's they are working with to book their training in advance. We ask that the student keeps the practical training dates they have booked, as minimum and maximum numbers are crucial to run the training.

Cancelling, rescheduling, or non-attendance of practical training the student has agreed to attend, less than 10 working days prior or after commencement of the training but with a non-completion status, will incur the full cost of the practical training fee for that elective, to cover the trainers time and administrative costs. This fee will only be waived if a doctor's certificate can be provided.

#### *Training Schedule*

The trainer will send the student a training schedule no later than 2 weeks prior to the training date. The schedule will provide the location, times for each training day and a list of what to bring. Several locations and/or sites

are used for each activity elective so skills and knowledge can be transferred to different situations.

### *Equipment*

Activity related equipment will be provided for the student such as harness, helmet, life jacket. The student may use their own equipment with the exception of rope and only if it meets the manufacturer's recommended guidelines for use, that is, fit for purpose and passes a safety inspection by the trainer. Please let the trainer know if using your own equipment.

### *Attending Practical Training*

- a) Practical Training is the 'life like' skills that the student would use as a 'Guide' working in the outdoor recreation industry. Therefore it is important that the student treats the training like it is their job which means showing up on time to training, attending training dates as indicated and letting the trainer know when they will not be attending.
- b) Continuity of training will help the student commit their skills and knowledge to long term memory so they can be drawn upon and applied when needed. This will only start to happen if the student attends **all** the training for that elective.
- c) To gain competency, the student may need to repeat the practical training for a given elective. The student will need to organise with the trainer when it is best to attend.

### **Training Plans**

Once a student's enrolment and course unit(s) have been finalised the details will be presented to the student in a training plan.

The training plan outlines the unit(s) in the course with a start and completion date to help the student keep on track with their study.

The Student has 12-24 months to complete a Certificate III or IV and 30 months to complete a Diploma. It may be less than 12, 24 or 28

months respectively, if the Student receives credit transfers or RPL for some of their units. TOEC is not obliged to issue a qualification or statement of attainment that is achieved wholly through recognition of units (credit transfer and RPL) for modules completed at another RTO or RTOs.

A student must submit assessment every 3 months to complete their units in the time they agreed to on the training plan. If no assessment submissions are received in a 3 month period following the last submission, a student is at risk of having their enrolment cancelled. After a second breach on a separate occasion of no assessment submission for 3 months or 6 straight months of non submissions, the Student's enrolment will be cancelled. The student will be notified in writing when they are at risk of having their enrolment cancelled.

A student must commence their units or training within 3 months of receiving their training plan or their enrolment will be cancelled and any deposit paid will not be refunded. We will always attempt to contact the student multiple times via email and phone. A hard copy of a letter will also be sent to the address given in the student's enrolment details, informing them that they are at risk of having their enrolment cancelled due to non-participation in their course.

### **Assessment**

Assessment for each unit is provided in the form of a 'SAR' (Student Assessment Resource), accessible forwarded by the Training organisation.

### **Types of Assessment**

Both core and elective units of the course will have several assessment pieces. Assessment will vary from multiple choice, checklists, case studies, short answer responses, workplace projects and observations. Required assessment and type of assessment for each unit will be stated on the training plan.

## Practical Assessment

### *Observation*

All the elective units and some of the core units will have an observation assessment component where the student will be given the opportunity to demonstrate their skills and knowledge.

Observation assessment of the student's skills and knowledge commences from the moment the student arrives at the training site and up to leaving the training site including the student's attitude and conduct towards not only their training, also towards other students, participants, clients and the trainer/assessor.

## Submitting Assessment

TOEC Student Assessment Resources must be submitted to [assessment@toec.com.au](mailto:assessment@toec.com.au) or uploaded via the Thinkific platform. If submitting assessment with one of TOEC's, training partners, please refer to their instructions given at enrolment.

When using the TOEC Thinkific platform, the whole SAR must be completed and submitted as only one submission/upload per unit is provided.

### *Submission Frequency*

The student will need to submit 3-4 pieces of assessment a month to complete their course within the timeframe indicated on the training plan.

### *Due Date*

Written assessment associated with an elective activity is due 2 weeks post the last day of the practical training.

### *Late Submission*

If the student is unable to submit assessment by the due date stated on the training plan or 2 weeks post the last day of practical training, they will need to let the trainer know as soon as possible.

The Trainer will attempt to contact student's in regards to late assessment submission by email and phone, several times. If the student can

not be contacted and submission of assessment is not addressed, the student will need to re-do the practical training for that elective. The student will also be liable for the cost of the training again. The Student may also be at risk of having their enrolment cancelled. If 6 months has elapsed and the student is uncontactable, their enrolment will be cancelled and the student will be liable for the full cost of their qualification or course.

## Modified Training and Assessment

TOEC and their Training Partner will modify training and assessment on an individual case by case basis when a student:

- a) has a learning difficulty
- b) has a learning disability
- c) has literacy or numeracy difficulties in understanding written assessment

Please discuss your learning needs before enrolling into a course.

## Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is the acceptance that skills and knowledge, expressed as units of competency, are acquired through many sources such as life experiences, work experience, formal and informal training.

RPL assessment is a process to enable candidates to demonstrate the **previous** achievement of these competencies and to be granted recognition for their skills and knowledge upon satisfying specific criteria verifying their competence. RPL is carried out to the same standards as any other assessment of the same competencies.

RPL is simply a form of assessment of an individual's competence. As such, recognition of prior learning must be conducted with the same rigour as any other form of assessment.

Streamlined approaches to RPL encourage assessment methods that reduce the reliance on paper-based evidence and give learners

the opportunity to gather evidence of their competence in a range of ways that better match the requirements of the units.

Increasingly, methods being used to gather evidence from a candidate for RPL, mirror assessment methods used in a training program, these include multiple choice, checklists, case studies, short answer responses, workplace projects and observations. Direct observation either on the job in the workplace or in a simulated environment, or a third party report may also be included.

As you progress through the RPL process, your assessor will use a specially designed *Training Plan* to confirm records of your performance and any advice or feedback you receive.

Before you commence the RPL process, review the information on assessment below. You should not commence your final evidence tasks until you have read and understood this information.

#### *What is competency?*

To complete evidence tasks satisfactorily you will need to demonstrate competence – but what does this mean?

In the Australian vocational education and training system is the concept of competence, defined as:

*“The ability to perform tasks and duties to the standard expected in the workplace.”*

Competence involves the application of specific skills, knowledge and attitudes to the work performance in an industry, an industry sector or an enterprise. Competence is rarely achieved in a one-off demonstration. It needs to be developed holistically – that is, bringing a range of skills and knowledge together – and over time in a real or simulated workplace. To achieve competence, you need to demonstrate that you can perform a given task to the standard defined in an endorsed unit of competency.

#### *RPL Assessment process*

Evidence tasks are designed to allow you to demonstrate that you have the skills and knowledge to meet the requirements of a unit of competency. The RPL assessment process will vary depending on your individual circumstances and your assessor. Before the assessment commences, your assessor will:

- Make sure that you know the time, date and venue of any practical assessment or observation;
- Explain the evidence task fully;
- Make provision for any individual support you may need; and

On completion of the assessment your assessor will:

- Communicate the outcomes of assessment to you and provide feedback for future performance;
- Record assessment decisions and complete assessment documentation; and
- Will ask you to acknowledge the evidence task outcomes and feedback by signing and dating assessment documentation.

#### *What is your assessor looking for?*

Your assessor is looking for evidence that you already hold the skills and knowledge required, gained through experience over time. To make a judgement of your competence, your assessor may ask you to:

- Discuss a scenario;
- Carry out a practical task;
- Answer questions in writing or verbally; or
- Undertake some other form of assessment, such as work you have created or a Third Party Report on your job performance from your workplace supervisor.

To show that you are competent you must be able to:

- Perform the task to industry standards;
- Manage a range of different tasks (multi-tasking);



- Respond to contingencies or breakdowns; and
- Deal with a range of responsibilities, including working with others.

You will need to show you can do this consistently, over time and in relevant workplace situations and environments.

#### Workplace requirements

Evidence for assessment may often be gathered in a workplace – this might be your actual workplace, or one where you are on work placement. However, this may not always be possible for a number of reasons including:

- You may not yet be employed in a suitable workplace;
- The workplace may not be large enough to support appropriate assessment activities;
- It may be difficult for you to access organisational information or there may be confidentiality issues; or
- It may not be possible to assess some tasks in the workplace; such as tasks around emergency response.

In these situations, scenarios based on typical workplace situations may be provided that can be used with the evidence tasks, if evidence cannot be collected in an actual workplace. Your assessor may:

- Use these scenarios as they are;
- Customise the scenarios to meet workplace needs; or
- Create alternate scenarios based around specific workplace situations.

#### Third Party Reports

Third-party reports might be used to obtain supplementary evidence to show that you are competent in a task. These reports could be obtained from your supervisor or a team member that you have worked with. For example, a report may be obtained from your team members to confirm that you can communicate and work with others and that you have done this over a period of time.

If your assessor is going to ask for a third-party report they will need to get your permission before approaching your supervisor or team members.

Involving a third party in the collection of evidence allows Assessors to gather authentic and valid evidence in difficult circumstances in a cost-effective way. It is common to use a third party for evidence- gathering in cases where workplace evidence is required, but where it is not possible for the Assessor to directly observe the learner at work. For example, in cases where:

- The presence of an observer may compromise workplace safety; or
- Where work activities involve issues of client confidentiality and privacy

The appropriate person to observe or report on a candidate's performance is someone who is in a position to make a valid comment on the candidate's performance. This is often their direct line manager, or their supervisor when they are undertaking a specific task.

The Third Party Report provides those undertaking a report with clear guidance and instruction on when, how, how often and over what period of time the evidence of the candidate's work is to be collected. This includes the specific work activity to be undertaken, the conditions under which the activity should be completed and the evidence that may be gathered to determine whether the work was completed in a satisfactory manner. This often includes describing how a competent worker might meet standards in the workplace (for example, standards relating to the speed or amount of work to be undertaken or other quality measures).

#### *Can I adjust the RPL assessment process?*

It is important that tasks and activities consider the individual needs of each candidate. Your assessor can consider and implement 'reasonable adjustments' for candidates with particular needs, requirements or preferences. As this process is negotiated, your assessor must

also ensure that the integrity of the assessment process is maintained, and all assessment requirements are met by any adjusted assessment approach.

#### *Administration, recording and reporting requirements*

The Outdoor Education Consultants must securely retain - and produce in full if required at audit - all completed candidate assessment items for each candidate for a period of six months from the date on which the judgement of competence for the candidate was made. This includes retaining the actual pieces of work completed by candidates where possible. The Outdoor Education Consultants may retain your assessment documentation for longer than this period for various other purposes.

The Outdoor Education Consultants has internal processes and procedures in place to manage administration, recording and reporting requirements. Please discuss any queries you might have with your assessor in the first instance.

#### *What happens next?*

##### *Steps towards recognition*

**Step 1 – Read the *RPL Assessment Information & Scope*.** This provides details of the units of competency you wish to RPL and sets out information relating to the aims of that unit, prerequisites, legislative and licensing requirements, specific resources, and assessment context.

**Step 2 – Complete and return the *Self-Assessment*.** Self assessment provides an overview of the performance required to gain competency in the unit. Your honest self-assessment will help you decide if you are ready for recognition-based assessment.

**Step 3 – Read the *RPL Assessment - Evidence Overview*.** This provides an outline of the evidence tasks to be covered, including various options that might be available.

**Step 4 – Apply formally for RPL.** The *RPL Application – Assessment Plan* provides the

framework where you can confirm exactly what you are going to complete. It is also your application for RPL.

**Step 5 – Complete *RPL Evidence Task requirements*.** You will be emailed your RPL Evidence Task requirements including the relevant submission documentation you need to complete and submit along with your evidence, and relevant records / documentation that your workplace supervisor and/or assessor may also need to complete

**Step 6 – Acknowledge and sign the *Final Assessment – Record of Outcome*.** This is completed at the end of the process to confirm your competency and award a final result.

## **Credit Transfer**

Credit Transfer allows a student to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded.

Under the Standards for NVR, Registered Training Organisations, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. Where the qualification is older than 5 years and/or the student's skills are not current, further evidence may be required to support the students case.

## **Credit Transfer Guidelines**

The following guidelines are to be followed in relation to credit transfers:

- a) Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- b) Students may not apply for credit transfer for units of competency or qualifications which are not included in The Outdoor Education Consultants scope of registration.
- c) While students may apply for credit transfer at any time, they are encouraged to apply before commencing a course, this will reduce unnecessary training and guide the

student down a more efficient path to competency.

d) Credit transfer may only be awarded for whole units of competency. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek Recognition of Prior Learning. If a student has completed a qualification from an old training package and does not have currency, credit transfer may not be granted.

e) The student will need to give TOEC permission to view their USI transcript to verify their qualifications. This can be done in an email stating that the student gives TOEC permission.

### Steps to Credit Transfer

#### Step 1.

Email the completed Credit Transfer application form to your Assessor

#### Step 2

Be present at the arranged interview with the Assessor

#### Step 3

Provide a certified copy of the qualification, or USI transcript to the Assessor.

### Learning Support

If the student requires additional support, the Assessor will arrange regular skype sessions or calls to help the student with their course work.

Please let us know if you have any learning difficulties or disabilities as TOEC and their Training Partner are able to offer the student modified assessment.

### Issuing Certificates

A *qualification certificate* is issued when a student completes a full qualification such as a Certificate IV in Outdoor Recreation. Where a student completes individual units of

competency, a *Statement of Attainment* will be issued. A *Skill Set* certificate will be issued when a student completes a recognised set of core and elective units.

A student will be assessed as competent when all paperwork has been received from the student in relation to the units undertaken.

Certificates are issued as an electronic copy as this is the most requested format by students and employers. Hard copies of certificates can be requested in writing by sending an email to [training@toec.com.au](mailto:training@toec.com.au), at a charge of \$15 per certificate. The certificate will be posted to the address in the student's enrolment details.

At times an employer or other industry figure may request a copy of the units the student has completed in their course to date. TOEC can issue the student an electronic Statement of Attainment in the interim, a fee of \$15 for a hard copy.

### Expectations of the Students

#### Training and Assessment

- a) Commitment to the course the student has agreed to undertake by:
  - Submitting assessments every 3 months. As a guideline students should be submitting 3-4 pieces of assessment a month.
  - Attending practical training at least twice a year
  - Communicate with Trainers to extend assessment dates.
  - Following the agreed payment terms.
- b) Participate in the learning environment in a harmonious and positive manner and respect other student's differences in relation to gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- c) When undertaking practical training, comply with TOEC, Training Partner or the venue's organisational policies and procedures and in particular, Standard

Operating Procedures and risk assessment.

- d) Be responsible for your own learning which includes not plagiarising or submitting work which is not yours. Where work is done jointly, each student must submit their own version and acknowledge contributors by using the statement – *"This assessment was completed in conjunction with ...."* at the beginning of the assessment.
- e) Honour the Outdoor Education Consultants' intellectual property and copyright and prevent our publications from being distributed to persons not authorised by TOEC.
- f) Respect other students, TOEC and their Training Partner's staff members and their right to privacy and confidentiality.

## Work Health and Safety

The Outdoor Education Consultants are committed to providing the student with a secure environment in which to participate in training and assessment. The following guidelines are provided as a basis for safe practice in the training environment:

- a) Know and observe details of emergency response and evacuation plans;
- b) No smoking at the training and assessment facilities or offices. In conjunction with the Queensland Government 'smoke-free initiative' smoking is banned within 5 metres of building entrances. This legislated smoking ban is actively enforced and attracts a potential \$252 fine for non-compliance, to all staff and students. TOEC requests that anyone involved with practical training refrain from smoking in and around equipment.
- c) Report all potential hazards, accidents and near misses to the Trainer or Assessor and complete required paperwork on the day.

- d) No consumption of alcohol or illicit drugs or medication that may affect the safety or any student, participant, client or TOEC or Training Partner's staff member while undertaking practical training or face to face delivery of units.
- e) Keep training and assessment areas neat and tidy at all times;
- f) Seek assistance if volunteering to lift items e.g. unload canoes.

## Equipment

Report any equipment that is not in working order to Training staff.

Any maintenance or repairs to equipment undertaken needs to be performed within the student's scope of experience, skills and knowledge in alignment with the stage of the course undertaken.

Students, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

## Activity Sites

At times, National Parks, including marine parks and State Forest areas are used for practical training. The expected rules of behavior and conduct stated on signs in these areas are to be followed at all times for the student's safety and for the protection of the environment.

Any fines or penalties that the student may incur as a result of breaches while the undertaking training and assessment will be the student's own responsibility.

## Information the student must disclose

While enrolled with The Outdoor Education Consultants the student must contact us as soon as possible via email or in writing of changes to or any of the following:

- Address
- Account details
- Withdrawing from the course
- Financial difficulties
- Medical conditions
- Anything that may affect the student participating in study with us.

## Fees

In accordance with applicable State legislation, The Outdoor Education Consultants are entitled to charge fees for items or services provided to students undertaking a course of study. These charges are generally for items such as course materials or text books, student services, training and assessment.

Students enrolling in a course with The Outdoor Education Consultants have the option to pay the total course fee prior to commencement or through a direct debit payment plan. Please check with your TOEC Training Partner on their course fee payment policy.

## Goods and Services Tax

All nationally recognised qualifications, accredited courses and units of competency delivered by The Outdoor Education Consultants are GST-Free in accordance with the Taxation Office GST Rulings GSTR 2000/27, GSTR 2001/1 and GSTR 2003/1.

## Deposit

A deposit is required to confirm enrolment. A deposit of \$500 for a full qualification or \$200 for a short course will be invoiced as part of the enrolment process. The deposit must be paid before any course work is sent to the student or Login ID is given.

## Payment Plans

The Payment Plan option allows students to pay for their course by fortnightly direct debit payments from their nominated bank account.

### Fees

All TOEC payment plans attract an additional 3% of the cost of the course. See table 1 below. There are no other charges payable to use a payment plan.

**Note:** direct debit from credit cards, AMEX or Diner card are not accepted.

Fees and charges for payment plans will vary according to the Training Partner.

### Applying for a Payment Plan

To apply for a payment plan the student can email TOEC or the Training Partner to request a plan at the enrolment stage of their course.

### Deposit for Payment Plan Option

The deposit of \$500 for a full qualification or \$200 for a short course will still apply plus the first fortnight payment will be automatically debited from the student's nominated account. The deposit must be debited from the nominated account before any course work is sent to the student or Login ID is given.

## TOEC Payment Plan Balance

The remaining balance will be debited from the student's nominated account each fortnight. When the student applies for a payment plan they will be given a unique individual login to a portal, this will allow the student to track their payments:

Table 1: Payment Plan

Course	Cost	Total Cost payment less \$500 deposit	Fortnightly payments	No. Payments
Cert. III	\$4765	\$4407.95	\$84.77	52
Cert. IV	\$5994	\$5673.82	\$109.11	52
Diploma	\$6775	\$6478.25	\$124.58	52

Short course less than \$1000 + 3% charge	6
Short course greater than \$1000 +3% charge	8

All fees must be finalised before completion to receive a Certificate or Statement of Attainment, this includes fees students owe to TOEC's Training Partners.

## Withdrawing from Enrolment and Refunds

We all have unexpected situations arise in our life from time to time and we understand that they may impact on the student's enrolment in their selected training course.

Students who withdraw from their enrolment must notify TOEC or their Training Partner in writing at their first opportunity.

Withdrawing from a course or qualification within 10 business days of enrolment will incur a \$500 cancellation fee and all fees paid in advance will be refunded. Withdrawing after 10 business days of enrolment, no refund will be provided. Once practical training has commenced, indicated by the student attending any day of training, the student will be liable for the full cost of the training if they withdraw their enrolment.

Students who withdraw from their enrolment must notify The Outdoor Education Consultants or their Training Partner by completing a formal withdrawal form (please contact TOEC for this form).

## Cancellation of Enrolment

The Outdoor Education Consultants will cancel a student's enrolment under these conditions:

- Student fails to follow safety instructions from the trainer or assessor, reducing safety to themselves or others.
- Student attends training under the influence of drugs, alcohol or other sources that reduces safety to themselves or other.

- Student's behaviour or attitude put themselves or others at risk of harm.
- When a student does not complete any training or assessment for 3 months on any one occasion then again after 3 months on a second occasion, or after a 6 month continual period of non submission of assessment.

Were a cancellation of enrolment has occurred training fees will not be refunded and the student may be liable for fees for any units or training they have commenced.

## Complaints and Appeals

In all cases, issues that arise during training and assessment should be resolved at the time they occur between the persons involved, where possible. Sometimes, it will not be possible and in this case you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

### What is a Complaint?

A complaint is an issues that could not be resolved at the time it occurred by the persons involved.

### What is an Appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to The Outdoor Education Consultants within 28 days of the student being informed of the assessment decision or finding.

## Complaint and Appeals Process

All complaints and appeals must be made in writing and emailed or posted to TOEC (see contacts).

The person lodging the complaint or appeal may seek independent external advice if necessary.

TOEC will commence the handling of the complaint or appeal within 10 working days of the lodgment of the complaint / appeal and all reasonable measures are taken to finalise the process as soon as practicable.

The person lodging the complaint or appeal will be provided with a written statement of the outcome, including details of the reasons for the outcome. The statement will be emailed or posted to the address the lodger provider on the complaint or appeal.

## Complaints and Appeals

The Outdoor Education Consultants is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if necessary.

## Suggesting Improvements

Students are encouraged to provide feedback to The Outdoor Education Consultants so we can improve our services in the future. The primary method of reporting opportunities for improvement by students is via the unit evaluation issued after the completion of your practical training or at any other time via email to [training@toec.com.au](mailto:training@toec.com.au).

## Learner satisfaction survey

At the completion of your training program, you will be issued with an ASQA Learner Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to The Outdoor Education Consultants for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated

## Important Contacts

Australian Human Rights Commission

Phone: 1300 656 419 or

(02) 9284 9888

Email: [infoservice@humanrights.gov.au](mailto:infoservice@humanrights.gov.au)

<https://www.humanrights.gov.au/our-work/legal/legislation>

ASQA

1300 701 801

<https://www.asqa.gov.au/complaints>

ASQA's standards for RTO's

<https://www.asqa.gov.au/standards>

Complaint or Appeal

[damian@toec.com.au](mailto:damian@toec.com.au)

or

[jacinta@toec.com.au](mailto:jacinta@toec.com.au)

Phone: (07) 54476142

Contact Trainer/Assessor

[Training@toec.com.au](mailto:Training@toec.com.au)

(07) 5447 6142

Request an interim Statement of Attainment

[training@toec.com.au](mailto:training@toec.com.au)

Request a late submission of assessment

[training@toec.com.au](mailto:training@toec.com.au)

Submitting Assessment

[Assessment@toec.com.au](mailto:Assessment@toec.com.au)

Training/Enrolment Question

[admin@toec.com.au](mailto:admin@toec.com.au)