



The Outdoor Education Consultants

Student Handbook 2024

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Introduction

The information in this handbook is designed to provide you, the student with information about your rights and responsibilities as a student, guidelines and rules when studying with The Outdoor Education Consultants (TOEC). This handbook will not provide you with specific information on courses we offer. Information on specific courses and course fees are contained in the Abstract that you will be supplied separately 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: TOEC 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 centred. We thrive on providing training and assessment that is learner and industry centred. 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.

Parking

Whilst you are attending the practical training sites by vehicle, you will need to park in designated parking areas outlined in the practical training details. Parking is always at your own risk.

Transport / Public Transport

It is expected that you will make your way to training locations with your own vehicle or public transport. TOEC does not take responsibility for your vehicle or travel needs during any training.

Food Options

As we are remote learning this is up to you. On practical training days you must bring food to the training as you will not be able to travel to a shop. You will also not be able to cook food except when it is part of the training course for expeditions.

Our Trainers

Our Trainer Assessors are qualified, dedicated professionals who have current industry experience and qualifications in a range of environments. Their industry experience is continually up to date by participating in professional development activities, therefore giving our learners the best practical industry experience.

At TOEC, we deliver a nationally accredited qualification via online remote learning, face-to-face training and in the work experiences practicals organised by you. They are all professionally qualified trainers and have personal industry and job role experience.

Training Partners

TOEC have partnered with other organisations highly regarded in their field. They are aligned to our commitment for training to be accessible and of a high standard. Our training partners include, Bushwalking leadership South Australia, and Wilderness Escape Outdoor Adventures.

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 organisation.

Student's Rights

Every student studying with TOEC 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.
- A consistent fair appeals process.
- A consistent and fair complaints process.

Learner support services

During your enrolment, TOEC will engage with you on several occasions to identify if you require any support. We do this through requesting you to complete enrolment documentation which includes an initial core skills assessment, discussions over the phone, enrolment interview and finally during your orientation.

One of the important objectives of these engagements is to understand what support services you may need to fully participate in your study. You will be asked various questions about your support needs or your “individual needs”. This is simply the term we use to define what your needs are, and this enables us to organise the appropriate support services. Make sure you take the most of this opportunity and let us know if you need support.

What support is available?

TOEC will use a combination of our own services and the services of referral agencies to either provide or refer you to the following support services:

- Language, Literacy and Numeracy Support.
- Studying and Learning Coaching.
- English as Second Language Tuition.
- Alternative Payment Plan.
- Counselling Support.
- Disability Access.
- Employment Services Referral.

If you need support during your course, please approach and inform reception and you will relate to the best person who can assist you. If the matter is sensitive and you do not feel comfortable discussing it with reception, simply inform our administration team that you would like to meet with the RTO Manager. It is our absolute priority to provide you the support needed to enable you to progress in your study and complete your chosen course. The Outdoor Education Consultants is committed to our student’s welfare both during and after hours of study.

Language, literacy & numeracy skills

Language, literacy, and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing, and comprehending written work instructions.

To support this approach, The Outdoor Education Consultants will:

Assess a learner’s language, literacy, and numeracy skills during their enrolment to ensure they have adequate skills to complete the training.

Support learners during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered.

Provide clear information to learners about the details of the language, literacy, and numeracy assistance available. The Outdoor Education Consultants generally recommend the LLN training courses provided by TAFE or Community Colleges. These institutes have specialist teachers to support the learner’s development.

Refer learners to external language, literacy and numeracy support services that are beyond the support available within Outdoor Adventure Skills and where this level of support is assessed as necessary; and

Negotiate an extension of time to complete training programs if necessary.

Unique Student Identifier

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide learners with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet, or smart phone anytime. Fact sheets – available to download [Student Information for the USI](#)

It's free and easy to [create your own USI](#) and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver’s licence number.

Learners are advised that there are a few unique circumstances where a person may be exempt from requiring a USI. These do not apply to most learners in Australia. The USI Exemption Table is available from the USI website which explains these circumstances. Learners who exercise an exemption from submitting a USI should be aware that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar. Further details about the implications of being exempt can be obtained from the USI website.

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.

Your privacy

TOEC takes the privacy of learner's information very seriously and complies with the Privacy Act of 1988 and Australian Privacy Principles (effective from 12th March 2014).

We retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity, individual needs, and your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.

Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.

TOEC are required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to

enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.

In some cases, TOEC are required by law to make learner information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases TOEC will seek the written permission of the learner for such disclosure. TOEC will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.

You have the right to access information that TOEC is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records".

If you have concerns about how TOEC is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>.

National VET Data Policy

As part of your enrolment, you will be asked to declare your acceptance of the terms of the service contract and the refund conditions and confirm that you have been fully advised of the fees, refund conditions and conditions of enrolment and agree to be a student at TOEC.

You agree that it is your responsibility to retain a copy of this written agreement as supplied by TOEC and receipts of any payments of tuition fees or non-tuition fees.

You agree that under the Data Provision Requirements 2012, TOEC is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the enrolment form, interview, and your training activity data) may be used or disclosed by TOEC for statistical, regulatory and research purposes. TOEC may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVET;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVET may be used or disclosed for the following purposes:

- issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may also receive an NCVET student survey which may be administered by an NCVET employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVET will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at www.ncvet.edu.au).

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 at least every month 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.

Training

There are different parts to any course you will undertake with TOEC or our Training Partners, 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 online in the form of a 'Learner Resource' and a series of tests, quiz and tasks that will be issued by TOEC or TOEC's Training Partner at different stages of your learning.

Foundation Skills and Knowledge

Theory is the foundation skills and knowledge that supports the student's practical training. Practical experience is also critical to a student's success. TOEC will assess your prior knowledge before enrolling you in a course that is of a higher skills level.

Hazards and Risks

The pre-requisite before attending the practical training is to read the associated theory and complete the online quiz and tests.

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 waiver 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.

Details associated with this will be in your learning space or emailed out to you when you are assigned the dates for training.

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 waiver 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

TOEC will send the student a training schedule no later than 2 weeks prior to the practical 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

- 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.
- 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.
- To gain competency, the student may need to repeat the practical training for a given elective. The student will need to organise with TOEC administration when it is best to attend.

Assessment

Assessment for each unit is provided in the form of a 'SAR' (Student Assessment Resource), accessible forwarded by the Training organisation. TOEC is in the process of breaking our assessment into multiple SAR documents and assessment tools.

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

Assessment will also occur during practical training session; this will work in a summative manner to help guide you towards becoming competent in a staged approach.

You will be notified of assessment expectations leading up to and during the training.

A record will be taken to track your progress and how best to improve your delivery of learning criteria.

A final separate practical assessment is planned for most practical electives. It is conducted once you have completed all parts of your training for a particular activity in a group assessment event.

This will be in a formative manner where you can bring all aspects of your training together as a leader in the group setting with other students.

Private assessment can be arranged at an additional cost to the student for the time and travel expenses of the assessor.

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.

Logbook and observations

As part of our Outdoor Leader training courses, we provide a staged approach to learning. To ensure people are work ready by the time they complete our courses we have embedded a logbook system into the learning platform.

The first two stages of learning will support the student to gain the practical skills and knowledge to participate and act as assistant Outdoor Leader.

The next phase will be a series of logbooks that outline tasks to be performed and duties to be carried out. This outlines a scaffolded approach to developing competency.

Students will develop a log of work where a qualified person or supervisor will be able to confirm through an observation document the performance of the student.

Once this is completed a student will be ready to participate in a final group assessment.

Our rationale, Practical training Through consultation with employers we have found students require workplace experience.

TOEC can provide the student with the skills and knowledge the student requires to 'Guide' or 'Instruct' an activity, however without application, the skills and knowledge are limited. One of the student's assessment tasks is to gain experience in 'Guiding' or 'Instructing' each of their elective activities.

If a student is not attached to a workplace, we are open to verified workplaces taking a student on as a placement for the purpose of gaining experience.

Other mechanisms can be assisting on TOEC training courses or verified personal experiences leading groups.

Submitting Assessment

TOEC Student Assessment Resources must be submitted to assessment@toec.com.au or uploaded via the Thinkific or Moodle 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 student assessment resource (SAR) must be completed and submitted as only one submission/upload per unit is provided.

If you are using the TOEC Moodle platform assessment tasks will be completed in stages and submitted as you go. This will include evidence, or tasks being uploaded through each stage of your learning ensuring a scaffolded approach.

You will also upload information during practical training courses as you put into practices what you have learnt in the sessions.

You will also be accessing post training in the Moodle platform sections for you to complete workplace logbook and observations by your supervisor or peers.

Submission Frequency

The student will need to submit 3-4 pieces of assessment / logs 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.

TOEC administration will attempt to contact students regarding late assessment submission by email and phone, several times. If the student cannot 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 Partners 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.

Re-assessment

Learners who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training.

These learners can be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of TOEC to provide three opportunities for additional training and re-assessment at no additional cost to the learner or employer.

Learners who require additional training and re-assessment after they have exhausted their three opportunities will be required to pay a fee for additional training and re-assessment. Please refer to the current fee schedule to identify the re-assessment fee.

Learners requiring additional learning support are to be brought to the attention of TOEC management so the progress of the learner can be monitored closely, and additional support services can be applied well before it becomes necessary to impose an additional fee for re-assessment. Where learners repeatedly do not demonstrate competence following significant learning and assessment support, a learner's enrolment can be terminated through mutual agreement.

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. All RPL students will be required to participate in a video interview with a Trainer/Assessor from TOEC to determine if the person would be eligible to enter an RPL process.

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.

For all quiz, or theory in an RPL process you will not need nor get access to our normal learner resources as it is expected that you are competent in the field.

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 or through other training. To make a judgement of your competence, your assessor may ask you to:

- Discuss a scenario;
- Complete online learning
- Provide a logbook of work, letter from an employer, who will be contacted to verify your work
- Provide evidence of documents related to the training such as route cards, risk assessments you have completed previously.
- Carry out a practical task in person or on video.
- 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 several 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.

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 can 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 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.

This often includes describing how a competent worker might meet standards in the workplace

Can I adjust the RPL assessment process?

It is important that tasks and activities used are relevant to the individual needs of each candidate. Your assessor can consider and implement 'reasonable adjustments' for candidates with needs, requirements, or preferences. As this process is negotiated, your assessor must also ensure that the integrity of the assessment process is maintained.

Recording and reporting requirements.

TOEC must securely retain - and produce in full if required at an 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. TOEC may retain your assessment documentation for longer than this period if it chooses to.

TOEC 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 once an interview has been conducted to determine your possible eligibility.

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*. This 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. You will be required to pay for the RPL process at this point.

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 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 by an RTO.

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 student's 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 scope of TOEC 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. This should be clearly identified in the student interview.
- 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 and or verbally during the interview.

Steps to Credit Transfer

Step 1.

Email the completed Credit Transfer application form to your TOEC for processing.

Step 2

Be present at the arranged assessor meeting to validate the units.

Step 3

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

Issuing Qualifications and Statements of Attainment

TOEC will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete.

A qualification certificate is issued when a student completes a full qualification such as a Certificate IV in Outdoor Leadership.

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 from the training package that are determined to provide a set of skills required to perform that role.

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

Please note however that TOEC is not obliged to issue a certificate to a completed student if:

- A student has not completed all aspects of training.
- All agreed fees the student owes to TOEC have not been paid.
- The student has provided an invalid Unique Student Identifier.
- The student has been removed from training and therefore not completed the training.
- Students should be aware that a:
 - Qualification is the result of a student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course.
 - A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.
 - Statement of Attainment is issued when the student has achieved one or more units of competency because of completing a course which included units

of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification-based course, but the student did not achieve all of the units of competency to receive the full qualification.

Issuing Certificates

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, at a charge of \$15 per certificate plus postage. 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 student should be submitting 3-4 pieces of assessment a month.
 - Attending practical training at least twice a year
 - Communicate with our administration team 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) Respect other students, TOEC administration, management, trainer and their Training Partner's staff members in your interactions and maintain their right to privacy and confidentiality.
- d) When undertaking practical training, comply with TOEC, Training Partner or the venue's organisational policies and procedures and Standard Operating Procedures and risk assessment.
- e) 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.

- f) Honour the intellectual property and copyright rights for our documentation and prevent our publications from being distributed to persons not authorised by TOEC. Please understand all materials associated with TOEC training are copyright and only permitted for use as part of your training. Rights to these materials terminate once you are no longer enrolled.
 - g) Recognise all theory learning is gained in our online learning environment and is self-paced within TOEC guidelines. TOEC employees will not automatically contact students to provide coaching or tutoring unless requested by the student in writing. The tutor will make contact to resolve any learning support.
 - h) Each student can access a limited amount of one-on-one tutoring with our assessor team to help with their studies. Time is best served by formulating questions to our administration team so the best outcome can be achieved in a timely manner. Once this allocated time has passed the student will need to pay in 15-minute increments to get assess with a trainer/assessor.
 - i) Practical training sessions also provide a source of opportunity to learn the required information for all theory assessment and project tasks. Please make the most of this when in person with a trainer.
- Partner's staff member while undertaking practical training or face to face deliver of units.
 - e) Do not bring weapons or illegal items to any training course.
 - f) Keep training and assessment areas neat and tidy at all times; Maintain access ways and space free of trip hazards
 - g) Ensure you use appropriate equipment for all fall protection and or fall arrest systems when working at heights.
 - h) Learners, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by Outdoor Adventure Skills unless they do so voluntarily and taking all responsibility for any injury caused.
 - i) Never attempt to lift anything that is beyond your capacity.
 - j) Seek assistance when moving or lifting items e.g. unload canoes. Share the load and follow manual handling procedures.
 - k) Always bend the knees and keep the back straight when picking up items.
 - l) If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you

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 for all sites you visit;
 - b) No smoking at the training and assessment facilities or offices. In conjunction with the 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 and other students.
 - 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 of any student, participant, client or TOEC or Training
- a) Understand the safety guidance for any product you bring onto our workplace. Such as metho or other fuels.
 - b) Ensure you have all your personal equipment checked prior to bringing it to a training course. Ensure the manufacturers safety guidelines are followed with all use. This includes all safety or PPE required for practical sessions.
 - c) Ensure you always wear protective footwear for each activity type, SunSmart or weather appropriate clothing for all training and work placements.
 - d) You maintain safe personal hygiene practices with all toiletings, wound care, and infectious disease control. Do not attend training sessions with highly infectious conditions such as gastro.
 - e) Ensure you are always hydrating appropriately during training, and you must maintain safe food safety practices. Including cleaning of all equipment used for cooking.
 - f) Comply with any food restrictions during session, such as nuts if a person who is attending is at risk if exposed.
 - g) At no point participate in behaviour that is bullying, harassment, threatening, coercion,

manipulation, or other conduct that puts yourself or others at harm mentally or physically

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 **Must 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 behaviour and conduct stated on signs in these areas are to be always followed for the student's safety and for the protection of the environment.

Any fines or penalties that the student may incur because of breaches while the undertaking training and assessment will be the student's own responsibility. This may also affect further participation in the training program

Your equity

TOEC is committed to ensuring that the training and assessment environment is free from discrimination and harassment.

All TOEC staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances.

If discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy.

Suspected criminal behaviour will be reported to police authorities immediately. Learners should expect fair and friendly behaviour from TOEC staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Learners who feel that they have been discriminated against or harassed should report this information to a staff member of TOEC that they feel they can trust. This will initiate a complaint handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a learner wishes to report an instance of discrimination or harassment to an agency external to TOEC, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

Fees

In accordance with applicable State legislation, TOEC 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 textbooks, student services, training, and assessment. This also includes the costs of venues and training logistics.

Students enrolling in a course with TOEC 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.

A credit card will be applied which is not refundable for all payments made by card. A subscription or transaction fee will be charged on all payment plans or monthly payments made through third party providers.

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 new quotes needed

The following are examples including walking units

Course	Cost	Total Cost payment less \$800 deposit	Fortnightly payments	No. Payments
Cert. III	\$6500	\$5700	\$146	39
Cert. IV	\$8500	\$5673.82	\$148	52
Diploma	\$9500	\$6478.25	\$167	52
Short course less than \$1500 + 3% charge				6
Short course greater than \$1500 +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.

Cooling off

We provide people a 5-day cooling off period, where we will provide a full refund and removal from the course. Learning materials will be provided after this time and not beforehand.

Deferment in learning

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. We are happy to provide a deferment in learning for a period short period of time. We require an application to be made and outline the reasonable time in which you will renew your training. We are happy to extend for up to a maximum of 3mths in most circumstances.

Extending your learning

We have set generous learning time frames for you to complete you study. The cost of your course is contained to this study plan. If you are not able to complete the learning requirements in the time allocated you can apply for an extension in learning. This will attract an additional fee based on the number of units you have left to complete and the time frame required.

This fee will be approximately 20% of each unit cost based on a basic time frame.

Withdrawing from Enrolment and Refunds

Even with the options for extension and or deferment. We understand there maybe situations that prevent you from continuing learning completely. Or you have chosen a new direction in life.

TOEC will always work to ensure the student can complete training where possible. If a person believes they are not getting what they paid for then a complaints process will need to be completed.

Students who withdraw from their enrolment must notify TOEC or their Training Partner in writing at their first opportunity using our withdrawal form. 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).

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 on the deposit or payments made. 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.

If part of the course is completed a charge will be calculated at a short course rate based on the units provided. A notice of record will be provided for any units completed in that time.

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.
- Breaches the performance expectations listed above for students.
- 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.

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 admin@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.

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.

TOEC are committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if necessary.

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.

What is a Complaint?

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

Complaint and Appeals Process

- a) A complaint or appeal may be received in any form (written, verbal) although persons seeking to make a complaint are recommended to complete the complaint form or request for an appeal of a decision which are available on the TOEC website.

- b) A person who makes a complaint or an appeal must be provided a written acknowledgement as soon as possible and not later than 24 hours from the time the complaint or the appeal is received.
- c) The acknowledgement must inform the person that they will receive a written response within 14 days and explain the complaint/appeal handling process and the persons rights and obligations. The person lodging the complaint or appeal may seek independent external advice, if necessary, at their own expense.
- d) TOEC will commence the handling of the complaint or appeal within 10 working days of the lodgement of the complaint / appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- e) TOEC will conclude its investigation of the complaint or appeal. A written statement of the outcome, including details of the reasons for the outcome will be provided. The statement will be emailed to the address provided.
- f) There is no time limitation on a person who is seeking to make a complaint. An appeal however must be made within 28 days of the person being informed of the decision or finding of which they intend to appeal.
- g) Written records of all complaints / appeals are to be kept by TOEC including all details of lodgement, response, and resolution.
- h) TOEC, will maintain complaints / appeals register to be used to record the details of the complaint / appeal and to maintain a chronological journal of events during the handling process. Records relating to complaint / appeal handling are stored securely to prevent access to unauthorised personnel.

Further Complaint Resolution Required

- i) If an unsatisfactory outcome is presented.
- j) A person making a complaint or seeking an appeal is to be provided an opportunity to formally present his or her case at no cost.
- k) Each person may be accompanied and/or assisted by a support person at any relevant meeting at their own cost.
- l) This may be achieved through direct meetings or meetings via an electronic means.
- m) TOEC will maintain a detailed record of these meetings in the form of a record of conversation. At all times information must be handled sensitively and treated in confidence.

- n) Persons involved in a dispute or complaint should be reminded to treat each other with respect and conduct themselves in a professional and courteous manner.
- o) Complaints / appeals must be resolved to an outcome within sixty (60) days of the complaint / appeal being initially received.
- p) Where TOEC's Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint / appeal, the CEO must inform the person making a complaint or seeking an appeal in writing, including reasons why more than 60 calendar days are required.
- q) As a benchmark, TOEC will attempt to resolve complaints / appeals as soon as possible. A timeframe to resolve a complaint / appeal within thirty (30) days is considered acceptable and in the best interest of TOEC and the person making a complaint or seeking an appeal.
- r) A person making a complaint or seeking an appeal should also be provided with regular updates to inform them of the progress of the complaint / appeal handling. Updates should be provided to the person making a complaint or seeking an appeal at a minimum of two (2) weekly intervals.
- s) TOEC shall maintain the enrolment of the person making a complaint or seeking an appeal during the handling process.
- t) Decisions or outcomes of the complaint / appeal handling process that find in the favour of the person making a complaint or seeking an appeal shall be implemented immediately.
- u) Complaints / appeals are to be handled in the strictest of confidence. At no point will, a TOEC representative disclose information to any person without the permission of TOEC Chief Executive Officer. A decision to release information to third parties can only to be made after the person making a complaint or seeking an appeal has given permission for this to occur. This permission should be given using the Information Release Form.
- v) Complaints / appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the handling process.
- w) The person making a complaint or seeking an appeal is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision.

- x) Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose, and must not consider irrelevant considerations.

Informing Persons and Responding to Allegations

- a) Where a complaint or appeal is made about or involves allegations about another person, TOEC is obliged to inform this person about this complaint/appeal or allegation and provide them the opportunity to respond and present information in response to the issues raised.
- b) A person who will be affected by a decision made by TOEC because of a complaint has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond. The person has the right to:
 - c) Where a complaint involves one person making allegations about another person, it is a requirement for TOEC to hear both sides of the matter before making any judgements about how the complaint should be settled.
 - d) Decisions must be communicated to the complainant and relevant persons subject of allegations in writing.
 - e) This is to include advising these persons of their right to seek a third-party review of decisions made by TOEC.
 - f) Where an allegation is made that involve alleged criminal or illegal activity and it is considered outside the scope and expertise of TOEC to investigate the matter, then in these circumstances TOEC reserve the right to report these allegations to law enforcement authorities.
 - g) Persons related to the matter involving alleged criminal or illegal activity will be advised in writing if this course of action is being taken.

Review by an independent third party

- a) TOEC provides the opportunity for the person making a complaint or seeking an appeal who is not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person.
- b) Before a person seeks a review by an independent person, they are requested to first allow TOEC to fully consider the nature of the complaint or appeal and to fully respond to the person in writing.

- c) If after this has occurred, the person is not satisfied with the outcome, they can then seek a review by an independent person.
- d) To request a review by an independent person, the complainant or the person making an appeal should inform the administration team of their request who will initiate the process with the Chief Executive Officer.
- e) In these circumstances Chief Executive Officer will advise of an appropriate party independent of TOEC to review the complaint (and its subsequent handling) and provide advice to TOEC regarding the recommended outcomes.
- f) The independent third-party is required to respond with their recommendations within fourteen (14) working days of their review being requested.
- g) Where TOEC appoints or engages an appropriate independent person to review a complaint / appeal, The TOEC will meet the full cost to facilitate the independent review.
- h) Following an independent review, advice received from the independent person is to be accepted by TOEC as final, advised to the person making a complaint or seeking an appeal in writing and implemented without prejudice.
- i) Where a complaint is received by TOEC and the Chief Executive Officer feels that they may be bias or there is a perception of bias, then the complaint is to be referred directly to an independent third-party for consideration and response as outlined above.

Unresolved Complaints and Appeals

Where the person making a complaint or seeking an appeal is not satisfied with the handling of the matter by TOEC, they have the opportunity for a body that is external to TOEC to review his or her complaint or appeal following the internal completion of complaint or appeals process.

Learners who are not satisfied with the process applied by TOEC may refer their matter to the following external agencies:

In relation to consumer related issues, you may refer their complaint to the **Office of Fair Trading**.

In relation to the delivery of training and assessment services, you may refer their complaint to the **National Training Complaints Service** via the following phone number: 13 38 73 or visit the website at <https://www.education.gov.au>

In relation to matters relating to privacy, you may refer their complaint to the **Office of the Australian Information**

Commissioner via the following details: <https://www.oaic.gov.au> or call on 1300 363 992

Withdrawing from a course

There are circumstances where a learner may finalise their enrolment early for personal or academic reasons. Where this is the case, the learner is requested to complete the form Application for Course Deferment / Transfer / Withdrawal. This provides the learner the opportunity to specify their reasons and select to indicate their preference to defer their enrolment, to transfer their enrolment to another course or to terminate their enrolment altogether. Where the enrolment is being deferred or terminated, learners will be issued a statement of attainment to recognise the outcomes they have achieved during their enrolment. A learner who defers and returns to complete a course will be eligible to recommence their training and receive a credit transfer for any completed units of competency. The Chief Executive Officer will review these applications, where possible is to interview the learner to understand their circumstances and is to record their decision using the section provided on the application. Learners are to be informed of this decision in writing.

Learner who are not contactable or not responding

Where a learner is not contactable or fails to respond to requests by TOEC, the learner's enrolment may be terminated in absentia. This action may only be taken where TOEC has made every reasonable attempt to engage with the learner or contact the learner to seek their instructions about their intentions to continue with or complete the applicable course. Advice received from a learner via email or phone conversation communicating their request is to be accepted where the learner is not willing to complete an Application for Course Deferment / Transfer / Withdrawal. Email records and written records of phone conversations are to be retained on the learner's file as evidence of these expressed instructions from the learner.

Before a learner's enrolment can be terminated without their written or expressed consent the following protocol is to be followed:

- A minimum of three attempts (four weeks apart) must be made using the last know contact details (email, phone and mail) to contact the learner and issue the learner with a warning letter notifying them of the intent to terminate the enrolment.
- Where the learner fails to respond, the learner's enrolment is to be terminated and the learners record within the student management system is to be updated with the outcome of "withdrawn" entered into each unit of competency that has not been completed at the time.

- Any final AQF certificate to which the learner is entitled is to be sent registered mail to the learner's last known mailing address. This should also be noted in the learner's enrolment record and a photocopy of the certificate retained on the learner's record.
- The learner's record is to be archived in accordance with the Records Retention and Management Policy.

Applicable trainers are to be informed of the learner's enrolment termination and advised to inform the Office Manager if the learner makes contact.

Legislative and Regulatory Responsibilities

TOEC is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that TOEC has recognised it has compliance responsibilities to. They also represent obligations to you as a learner whilst training with TOEC.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at <http://www.australia.gov.au/information-and-services/public-safety-and-law/legislation/states-and-territories> (State) and www.comlaw.gov.au (Federal).

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

Work Health and Safety Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from types of substances or plant.

The WHS Act covers workers by providing a nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience learners, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

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They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12th March 2014. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds;
- how the entity collects and holds personal information;
- the purposes for which the entity collects, holds, uses and discloses personal information;
- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
- how an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and

whether the entity is likely to disclose personal information to overseas recipients.

Disability Discrimination Act 1992

Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

Objects The objects of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of

goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and

- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- to promote recognition and acceptance within the community of the principle of the equality of men and women.

Age Discrimination Act 2004

The objects of this Act are:

- to eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and
- to ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and
- to allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances; and
- to promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and
- to respond to demographic change by:
 - removing barriers to older people participating in society, particularly in the workforce; and
 - changing negative stereotypes about older people.

Racial Discrimination Act 1975

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
- make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and consider Australia's international labour obligations;

Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;

Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

National Vocational Education and Training Regulator Act 2011

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs. A core component of this legislation is that it defines the condition for the registration of an RTO which include:

- compliance with the VET Quality Framework
- satisfying Fit and Proper Person Requirements

- satisfying the Financial Viability Risk Assessment Requirements
- notifying National VET Regulator of important changes
- cooperating with National VET Regulator
- compliance with directions given by the National VET Regulator

Important Contacts

Australian Human Rights Commission

Phone: 1300 656 419 or

(02) 9284 9888

Email: 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

admin@toec.com.au

or

Phone: 1300 863 228

Contact Trainer/Assessor

admin@toec.com.au

1300 863 228

Request an interim Statement of Attainment

admin@toec.com.au

Request a late submission of assessment

admin@toec.com.au

Submitting Assessment

Assessment@toec.com.au

Training/Enrolment Question

admin@toec.com.au