

**TRANSTEGIC**

TRAINING RTO 70217

# STUDENT HANDBOOK

**VERSION 3.3 September 2023**

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## Welcome to Transtegic Training

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Welcome to Transtegic Training Pty Ltd (RTO Code 70217) and congratulations on choosing to further your development by undertaking a nationally recognised training program with us.

Transtegic Training provides informative, engaging and practical training courses. Our key focus is to equip participants with knowledge and skills that will improve productivity and ensure safer workplaces. Our trainers/assessors have extensive subject matter knowledge and come from a variety of industries including health care, mining, construction, manufacturing and education services. As a student with Transtegic Training, you are in safe hands, and you can be assured of receiving information and advice which is currently and relevant.

This student handbook contains policies and procedures relating to the training you are undertaking. You should read these policies and procedures before the commencement of your course. If you are seeking specific information regarding the duration, content or pre-requisite requirements of your course, please download a course brochure from our website.

If your course is conducted at your workplace, you are also required to be aware of and abide by, your employer's policies, procedures and specific site requirements.

It is important to us that you have a great experience with our organisation at all stages of your learning journey. Please take the time to read the information in this handbook carefully and if you require any support or assistance, please let us know.

Once again, welcome to Transtegic Training. We hope that you will return many times in the future to undertake additional training with us. We welcome your feedback at any time regarding our service, our course materials, our instructors, or any other aspect of your experience with our organisation.

Enjoy your course!!



**Luke Miller**

CEO Transtegic Training

## What you can expect of us

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### Our vision

To be Industries most trusted workforce development service, outperforming all others in our areas of expertise

### Our mission

We exist to help grow smarter, safer, and more progressive workplaces

### Our RTO objectives

In recognition of this mission, our objectives are:

- **People** – We strive to attract, recruit and retain talented, competent and committed people. We promote excellent performance through leadership and professional development.
- **Safety and equality** – We are committed to providing an environment that is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity and ethics** – We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed** – We aspire to deliver consistent, high-quality services and apply quality systems, which support training and assessment excellence.
- **Learner-centred** – We thrive on providing learner-centred training and assessment which supports lifelong learning. We respect our clients and strive to attract them time after time through high-quality training and assessment experiences.
- **Industry engagement** – We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services that are founded on industry needs and expectations.
- **Completing Service** – Transtegic Training has a strong commitment to all students to ensure that all training courses are completed for the student's enrolment in a suitable time period. If a student is unhappy with the completion time period, a complaint should be lodged with the CEO.

## Our expectation of you

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As a student in one of our courses, we expect you to comply with our code of behaviour which is outlined below. Additional site requirements may apply for courses conducted at customer sites.

### General behaviour

You are expected to:

- Comply with the standards outline in this handbook and any specific instructions provided by your trainer during your course.
- Be responsible for your learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- Monitor your progress by ensuring that assessment deadlines are observed.
- Be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- Utilise facilities and Transtegic Training publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- Respect other students and Transtegic Training staff members and their right to privacy, confidentiality and a learning environment free of harassment or discrimination.

### Safe behaviour

Given the nature of our courses, you must follow all safety guidelines provided to you. You are expected to:

- Wear appropriate clothing to training and this may include long pants, long shirts and enclosed footwear. Long hair is to be tied back when attending courses with a practical component.
- Wear the correct PPE specified by the workplace and relevant to the tasks at hand.
- Observe and adhere to emergency response and evacuation plans.
- Report all potential hazards, accidents and near misses to your trainer.
- Be responsible for your actions.
- Observe hygiene standards particularly in eating and bathroom areas.
- Assist in keeping training areas tidy at all times by disposing of rubbish in bins provided and tidying up after yourself.
- Avoid any activities which may cause injury to self or others.
- Avoid lifting anything related to the training and assessment activities unless you do so voluntarily and take all responsibility for any injury caused.
- Avoid the consumption of alcohol at any time during the course.

# Legislative requirements

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## Key legislation

It is the policy of Transtegic Training to ensure compliance with all relevant Commonwealth and State legislation and regulations. As a student, you are expected to adhere to all policies and procedures outlined at the beginning of your training course which relates to your legal obligations.

Transtegic training does not tolerate unlawful behaviour concerning:

- Work Health and Safety
- Workplace harassment, victimisation and bullying
- Anti-discrimination
- Privacy.

## Accessing legislation

Further information regarding the legislation applicable in your state or territory can be found by visiting the following links:

Commonwealth: [www.comlaw.gov.au](http://www.comlaw.gov.au) or [www.austlii.edu.au](http://www.austlii.edu.au)

NSW: [www.legislation.nsw.gov.au](http://www.legislation.nsw.gov.au)

VIC: [www.legislation.vic.gov.au](http://www.legislation.vic.gov.au)

WA: [www.safetyline.wa.gov.au](http://www.safetyline.wa.gov.au)

SA: [www.legislation.sa.gov.au](http://www.legislation.sa.gov.au)

QLD: [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au)

NT: [www.worksafe.nt.gov.au](http://www.worksafe.nt.gov.au)

TAS: [www.wst.tas.gov.au](http://www.wst.tas.gov.au)

## Legislative requirements specific to RTOs

Transtegic Training also has policies and procedures in place for ensuring compliance with the VET Quality Framework, including how we will comply with the following:

- Standards for Registered Training Organisations (RTOs) 2015
- Australian Qualifications Framework
- Fit and proper person requirements
- Data provision requirements
- Legislation associated with each unit of competency delivered.

## Enrolment and selection

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### Pre-course information

Information about our courses can be found in course brochures on the Transtegic Training website/ You may obtain further information by contacting us on 1300 723 853 or by email – [info@transtegic.com.au](mailto:info@transtegic.com.au).

### Course entry requirements (including pre-requisites)

Transtegic Training is committed to providing equal opportunity and inclusion for all students. There are no restrictions placed on entry to our training courses, however, some of our courses do require pre-requisite units. The relevant training packages specify the prerequisite units of competency that are required before undertaking training in certain competencies. Details of any prerequisites are provided in the course brochure for each course offered and will be discussed before enrolment. In some cases, units may require you to physically carry out some activities (e.g., Provide first aid requires you to perform at least two minutes of uninterrupted CPR on an adult manikin placed on the floor) – please talk to your trainer if you require any further information or assistance.

It is also important to understand that some practical exercises conducted in our courses are potentially hazardous. You should ensure that you understand the risks relating to, or arising from, your participation in such activities or practical exercises before enrolling in a course.

### Unique Student Identifier (USI)

All students doing nationally recognised training need to have a Unique Student Identifier (USI). A USI is a reference number made up of 10 numbers and letters.

A USI provides the following benefits:

- Creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations.
- Will give you access to your training records and transcripts.
- Can be accessed online, anytime and anywhere.
- USI's are free and easy to create.
- Stays with you for life.

All students will be required to have a USI before undertaking a training course. Transtegic Training cannot issue a statement of attainment (or certificate) without a USI.

**Important:**

If you do not have a USI, you should create one now by using the link below

<https://www.usi.gov.au/students/create-your-usi>

If you have created your USI, please have it handy when you complete the enrolment form for your chosen course.



## Enrolment form

Before the commencement of training, you will be required to enrol in your course of study. An enrolment form can be accessed via our website or completed in hard copy on the day of your course or induction. The information contained on this form complies with the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) and is reported to government authorities annually. Please ensure all details on the enrolment form are completed accurately.

## What to expect in a training course?

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### Clothing to be worn

Wear appropriate clothing to training and this may include long pants, long-shirts and enclosed footwear. Long hair is to be tied back when attending courses with a practical component. PPE specified by the workplace and relevant to the tasks at hand is to be worn.

### Attendance

Students are required to arrive at least fifteen (15) minutes before the scheduled start time.

### Course briefing and induction

Your trainer will conduct an induction before the commencement of your course, which will provide information on the following:

- overview of the course
- expected course outcomes
- schedule of delivery and assessments (including duration of various activities)
- student/trainer expectations and responsibilities
- WHS issues and procedures
- Barriers to learning that you may experience e.g. LL&N, and support available

The induction process will allow you to ask any questions you may have and raise any issues you may have with the intended training. If you consider that you may have difficulties coping with the course content for any reason, please take a moment to discuss this with your trainer before commencing training. Your trainer will make every effort to provide the support you require or refer you to agencies that can be of assistance.

## How will you be trained?

The accredited training courses offered by Transtegic Training align to competency standards. Competency standards are industry-determined requirements for effective performance in the workplace. They specify the knowledge, skills and attitudes required to perform various workplace functions, activities or processes.

Most of our courses use PowerPoint presentations, videos, handouts, group activities and critical discussion to deliver the content. Our courses also contain lots of practical sessions which are designed to provide opportunities for practice and feedback.

Because our training is delivered to align with your workplace, our trainers will integrate relevant workplace policies & procedures into their presentation to ensure the information is relevant and current.

Long courses/traineeships may involve additional training methods – your trainer will provide you with this information during your induction.

## How will you be assessed?

Most of Transtegic Training's training courses use a combination of written **theoretical assessment** and **practical assessment** to determine the competency of students. Theory assessments will test your knowledge of important concepts. Theory assessments typically include answering a number of multiple-choice or short answer questions to a specified standard. You will be given a second attempt at the theory assessment if you fail to complete the theory assessment correctly on your first attempt.

Practical assessments are designed to assess your skills in a realistic work-based scenario. You will be expected to demonstrate the skills required by the competency standard/s as well as meet any specific workplace requirements. Practical scenarios will continue to be conducted until you have been given suitable opportunities to achieve the required competence.

Long courses/traineeships may involve additional assessment methods and requirements – your trainer will provide you with this information during your induction.

# Assessment

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## What is competency-based assessment?

Competency-based assessment is a process of gathering evidence of competence against a recognised benchmark (i.e. nationally recognised unit of competency). Evidence gathering may come in the form of assessing a person's knowledge (i.e. quiz, multiple-choice, verbal questioning) and observing a person performing tasks in a real or simulated working environment.

Once a person is deemed to be competent in a unit of competency, they are deemed to have demonstrated the required knowledge and skill to the standard of performance required in the workplace.

## Recognition of prior learning (RPL)

Recognition of prior learning (RPL) is a process of recognising a person's current knowledge, skills and experience. It provides a legitimate pathway toward a qualification without the need to repeat learning in areas where a candidate has already achieved competency. Transtegic Training offers RPL pathways for the qualifications listed on our scope of service, please call us on 6334 3888 to discuss, or discuss with your trainer if this is something you would like to pursue.

## Participation in assessment

All assessment activities/tasks must be completed in order to achieve competency. You may choose not to participate in a given activity, however, you must understand that in making such a decision you may fail to satisfy the required assessment components to be deemed competent.

## Claiming reasonable adjustment

Transtegic Training can customise an assessment task to facilitate the successful participation of people with a disability. Adjustments are considerable 'reasonable' if they do not compromise the integrity of the competency standard.

If you believe you will be disadvantaged in completing an assessment task, due to a disability or unusual circumstance, you may request an alternative assessment. These requests should be submitted directly to the assessor.

## Assessment resubmission

As discussed earlier in this Student Handbook, we use a competency-based assessment process, in this process we provide more than one opportunity to prove competency for assessment activities. This means that if you don't provide/submit the correct evidence or enough evidence, your assessor will provide you with feedback explaining what is required to complete your assessment submission requirements. You will be given reasonable opportunity to provide the correct evidence for assessment, and if you are still deemed as not yet competent.

## Appealing an assessment decision

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during an assessment. If you are dissatisfied with an assessment result and you believe that you have fulfilled the requirements of the assessment task, you have the right to appeal the decision.

### Steps for appealing an assessment decision

1. Discuss your concerns with your trainer/assessor.
2. If a suitable outcome cannot be obtained through this discussion, you may provide a written statement to the CEO of Transtegic Training specifying the particulars of the assessment decision and why you believe it is unfair.
3. Appeals must be submitted to Transtegic Training within 28 days of the student being informed of the assessment decision or finding.
4. Email address to send appeals to: [info@transtegic.com](mailto:info@transtegic.com)

## Receiving a Statement of Attainment or Certificate

Once you are deemed competent in a unit of competency, you are entitled to receive a nationally recognised **Statement of Attainment** specifying the unit (or units) of competency that you have successfully completed or, for full qualifications, a Certificate listing the qualification achieved.

In accordance with the Australian Qualifications Framework, you are entitled to receive a Statement of Attainment or Certificate so long as you fulfil all the requirements specified in your course of study.

However, you will not be able to receive your certificate if:

- you owe a debt to Transtegic Training, or
- you have outstanding assessment items which remain incomplete.

## Recognition of qualifications issued by other RTOs

Transtegic Training recognises qualifications and statements of attainment issued by Registered Training Organisations (RTOs), enabling individuals to receive national recognition of their achievements.

If you wish to have a Statement of Attainment or Certificate recognised, you will need to provide a certified copy of the original or have an original sighted and copied by a Transtegic Training trainer/assessor before the commencement of the course.

## Recognition of prior learning (RPL)

Recognition of prior learning is an assessment process that assesses the competencies of an individual that may have been acquired through formal, non-formal and informal learning. You may apply to have your prior learning recognised toward a qualification or units of competence for which you are enrolled. However, due to the nature of some of our courses being of short duration, practical based and dealing with changing legislation, we would strongly encourage you to undertake the full training program.

## Recognition guidelines

The following guidelines are to be followed when an application for recognition is received.

As a student, you may:

- apply for recognition in a course or qualification in which you are currently enrolled.
- not apply for recognition for units of competence or a qualification that are not included in Transtegic Training's scope of registration.
- apply for recognition at any time before the commencement of the course.

## Forms of evidence for recognition

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Records of workplace training
- Assessments of current skills
- Assessments of current knowledge
- Third party reports from current and previous supervisors or managers
- Evidence of relevant unpaid or volunteer experience
- Examples of work products
- Observation by an assessor in the workplace
- Performance appraisal
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined, with other evidence items, the candidate will start to provide a strong case for competence. Transtegic Training reserves the right to require candidates to undertake practical assessment activities of skills and knowledge to satisfy itself of a candidate's current competence.

## Providing support to students

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Transtegic Training has access to a range of support services (both internal and external) to assist students.

### Trainer/assessor support

Your trainer/assessor will always be your first point of contact. Our trainers/assessors are approachable and available at any time during your course to assist with any questions or concerns you might have. If required, your trainer/assessor may agree to provide you with an extension of time to complete the assessment requirements of your course.

### Language, literacy and numeracy (LLN) support

Language, literacy and numeracy skills are critical to almost all areas of work, and you will most likely be required to demonstrate some proficiency in common tasks such as measuring, weighing, comprehending written work instructions and communicating with others verbally and in writing.

Long course students will be required to undertake an online LLN assessment along with self-identification on their enrolment form. Short-course students will be asked to self-identify any LLN issues during their enrolment. The results of both of these will be used to support you during your learning journey.

If you have concerns regarding your language, literacy or numeracy skills, please discuss your concerns with your trainer and your trainer will adjust the training and assessment approach to accommodate you.

## Support services list

Transtegic Training can refer students to external language, literacy and numeracy support services that are beyond the support available within Transtegic Training. The list below provides contact details for support services available through referral.

Organisation	Provider information	Support requirement
Alcoholics Anonymous	<a href="http://www.aa.org.au">www.aa.org.au</a> Ph: (02) 4964 1555	Persons who are or have been affected by alcoholism.
Australian Counselling	<a href="http://www.australiacounselling.com.au/">www.australiacounselling.com.au/</a> Ph: (02) 8006 1149	Persons who may require support in relation to learning disabilities, life balance, stress management and vocational assessment.
Australian Mediation Association	<a href="http://www.ama.asn.au/">www.ama.asn.au/</a> Ph: (02) 6270 5499	Persons who require mediation services to settle a conflict or dispute.
Beyond Blue	<a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a> Ph: 13 36 77	Persons who are experiencing depression, anxiety or any other mental illness.
Just Ask Us!	<a href="http://www.justaskus.org.au">www.justaskus.org.au</a> Ph: 1800 422 899	Persons who may be suffering from post-traumatic stress.
Lifeline Australia	<a href="http://www.lifeline.org.au">www.lifeline.org.au</a> Ph: 13 11 14	Persons who are dealing with hardship or required assistance with personal issues.
Literacy Net	<a href="http://www.education.gov.au/literacy-net">www.education.gov.au/literacy-net</a> Ph: 1300 566 046	Website to assist persons with LLN challenges.
Narcotics Anonymous	<a href="http://www.na.org.au/">www.na.org.au/</a> Ph: 1300 652 820	Persons who are or have been affected by drugs.
Physical Disability Australia	<a href="http://www.pda.org.au/">www.pda.org.au/</a> Ph: 0477 772 885	Persons who require assistance and support for physical disabilities.
Reading Writing Hotline	<a href="http://www.readingwritinghotline.edu.au/">www.readingwritinghotline.edu.au/</a> Ph: 1300 655 506	Persons having difficulty with reading, writing and numeracy.
26 TEN	<a href="#">Improving adult literacy and numeracy in Tasmania</a> Ph 1300 00 2610	Persons having difficulty with reading, writing and numeracy.

## Your privacy & records

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### Privacy requirements

Transtegic Training takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and National Privacy Principles (2001). Student information is only shared with external agencies such as registering authorities to meet compliance requirements as a Registered Training Organisation (RTO). All information shared is kept in the strictest confidence by both parties and is available on request.

In some cases, we are required by law to make student information available to others such as the National Centre for Vocational Education and Research. In all other cases, Transtegic Training will seek the written permission of the student for such disclosure.

### Accessing your records

You may request your records at any time by sending an email to us ([info@transtegic.com](mailto:info@transtegic.com)) stating the information you are requesting. You will be required to produce an acceptable form of identification before receiving your records.

## Discrimination & harassment

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Transtegic Training is committed to ensuring that the training and assessment environment is free from discrimination and harassment. It is expected that you will treat other people fairly and show respect and tolerance for differences and diversity. The following information is provided to all students to promote a learning environment free from discrimination and harassment.

### Definitions

**Discrimination** is treating an individual with a particular attribute less favourably than an individual without that attribute or with a different attribute under similar circumstances. Discrimination is any practice that makes distinctions between individuals or groups that disadvantages some people and/or advantages others. Some types of discrimination are unlawful, such as discrimination on the grounds of gender, race, age, marital status, parental status, pregnancy, political beliefs, religion or sexual orientation. Discrimination can be either direct or indirect. Direct discrimination is when a person is treated less favourably than another in the same or similar circumstances. Indirect discrimination is a treatment that appears on the surface to be fair or neutral, but which has an unequal effect on people.

**Harassment** is uninvited, unwelcome behaviour, which does not have any legitimate workplace function. Harassment includes any written, physical or verbal conduct that from the perspective of a reasonable person, is intimidating, offensive or humiliating against another person.

**Sexual Harassment** includes any verbal or physical sexual conduct that is unwelcome and uninvited, and that humiliates, intimidates or offends. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

**Racial Harassment** occurs when a person is threatened, abused, insulted or taunted in relation to their race or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks about people from particular countries, races or religious groups, disparaging remarks about someone's accent or manner of speaking, mockery of skin colour or appearance, displays of material prejudice to a particular race or racial jokes.

### What to do if you notice discrimination or harassment

If you feel that you have been discriminated against or harassed in some way, you should report this information to a staff member of Transtegic Training. This will initiate a complaint handling procedure, which will be fair and transparent and will protect your rights as a complainant. Alternatively, you may report discrimination or harassment to an external agency by contacting the HREOC Complaints Info-line on 1300 656 419.

### **Actions to be taken by Transtegic Training**

If discrimination and harassment are 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. Students should expect fair and friendly behaviour from Transtegic Training staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).



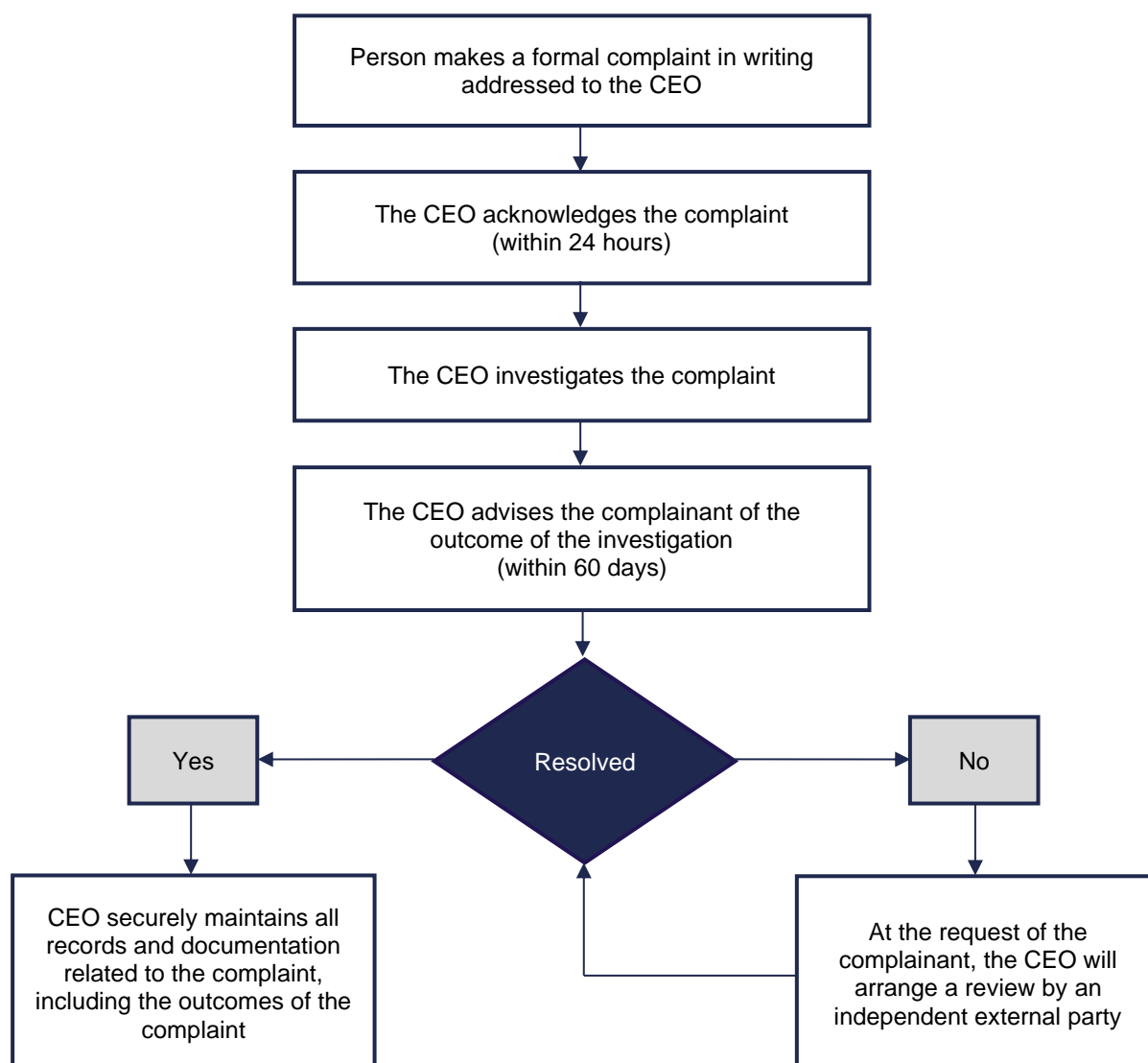
## Complaints & grievances

Transtegic Training has a comprehensive set of policies and procedures for dealing with complaints and grievances. A complaint can be made by any person about:

- any aspect of service provided by Transtegic Training or one of our training partners
- our trainers, assessors or other staff
- another student on the course.
- complaints in writing to [info@transtegic.com](mailto:info@transtegic.com) (addressed to the CEO)

See the flowchart below.

### Complaints flowchart



## Fees and refunds

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Our courses are generally organised for groups within a workplace. In these instances, fees will be paid for by your employer. Students who will pay for the course themselves should be aware of the policies and procedures below.

### Fees payable

Fees must be paid in full within 30 days of receiving an invoice from Transtegic Training. Transtegic Training may discontinue from conducting further training courses if fees are not paid as required..

Transtegic Training accepts payment for fees using Electronic Funds Transfer (account details are displayed on all invoices and by Credit Card.

Note: Payment in cash is discouraged.

### Student cancellation

Students who cancel their enrolment part way through a training program must notify Transtegic Training in writing at the earliest opportunity.

### Replacement of a certificate or wallet card

If your certificate or wallet card is damaged or lost, you should call Transtegic Training and request a replacement. A replacement will incur a small administration fee of \$50.00.

### Refunds

Transtegic Training is entitled to retain fees for any component of the course delivered or expected to be delivered. Refunds can be negotiated and will depend on notice given and services already delivered by Transtegic Training.

## Continuous improvement of our services

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Transtegic Training is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement, including feedback received and improvements collected in our continuous improvement register.

### Suggesting improvements

The primary method of reporting opportunities for improvement is on the Training Evaluation Form which is provided to each student after a course. You may also wish to provide this information verbally with your trainer before leaving the course.

If you wish your feedback to be anonymous, you may use our general enquiries contact information to provide feedback over the phone or via email.

### Learner satisfaction survey

Within 6 months of completing your training program, you may be required to complete an online AQTF Learner Satisfaction Survey. This is a nationally consistent survey tool that is designed to collect feedback from students about their experience with an RTO. Your completion of this survey is important to Transtegic Training 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.

## Contacting Transtegic Training

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### General enquiries

1300 986 125

[info@transtegic.com](mailto:info@transtegic.com)

### Complaints or appeals

Addressed to CEO (Luke Miller)

[info@transtegic.com](mailto:info@transtegic.com)