



## Student Information Booklet

Useful information for prospective students who are interested in completing Certificates through Training Professionals.

# Forward



As a Company Training Professionals was founded in 2008 and achieved RTO status early in 2009. From our very inception we have strived to give our clients the highest levels of service, reliability, flexibility and Skills transfer so as to ensure maximum Return on training dollar expenditure. Even though our original focus was on the Mining and Heavy Construction Industries, we decided early that we would span completely unrelated industries for our long term stability. This has seen us innovate and capitalise our way through the InfoTech field by setting up a State of the art Game Studio as well as Hair College based in Toowong.

We will always strive hard to deliver state of the art Technology for both Knowledge and Skills transfer as well as maintain the resolve needed to ensure the bar is kept high. We will always encourage apprentices to give early returns on the Time and Monetary Investment made as well as continually re-align thinking to instil commercial considerations in our trainees.

Stephen Harding  
Director of Training Professionals

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# Contact Details

We want to give you the best information we can so if we can help please

call \_\_\_\_\_ on \_\_\_\_\_

and if I can't answer your questions immediately I get the answers and call you back.

# Policies

Information on the Training Professionals Policies and Procedures can be found easily by going to our web site at

**[www.tp.edu.au](http://www.tp.edu.au)**

## Privacy Policy (APP)

When transacting business we must collect certain information to allow us to do the jobs you require of us. This information is yours and if you do not wish to provide it then that is your right, however if you do not that may inadvertently limit our ability to provide services to you.

Training Professionals takes our clients rights to privacy seriously and will always endeavour to keep your private information secure. We will always conduct ourselves with the requirements of the Privacy Act in mind and take reasonable steps to ensure both paper and electronic records are kept secure.

Training Professionals will not on-sell any personal information provided however we will share your information in line with legal government reporting requirements and when you specifically request it. This sharing facility will be made available under your login to our secured Web Site and must be initiated by you. Otherwise this authority may be

listed on course enrolment forms.

Students have access to their records by written application to Training Professionals or online via the Username and Password supplied upon booking.

## **Refund Policy**

Training Professionals will be offering a range of payment methods that include taking money prior to courses starting. Should some one wish to move training dates or cancel a booking then we reserve the right to charge the following fees:

1. If Training Professionals Re-schedules or cancels a course: Full refund
2. More than 14 days prior to the booked dates
  - a. Cancellation: 10% of the course cost
  - b. Rebooking dates: No Charge
3. Less than 14 but more than 2 days prior to the booked dates
  - a. Cancellation: 25% of the course cost
  - b. Rebooking dates: 10% of the course cost
4. Less than 2 days prior to the booked dates
  - a. Cancellation: 50% of the course cost
  - b. Rebooking dates: 25% of the course cost
5. On the day of the course
  - a. Cancelling or not turning up: 100% of the course cost
  - b. Rebooking dates: 50%

Please remember that Training Professionals is always committed to pursuing long term relationships rather than short term gain.

## Support

Training Professionals is committed to providing a quality service to all student and clients alike. Part of this commitment is ensuring that certain special needs have plans set in motion prior to attendance at our courses. This means that if you, as a student, notify us of potential problems prior to attending we can mutually resolve them ensuring quality outcomes for all involved.

A big example of this is Literacy. In my (Stephen Harding) experience a persons low level of literacy is very little impediment to a persons capabilities on a piece of machinery, in fact some of the best operators I have ever had the pleasure to watch have been unable to read or write.

So we give you the following undertaking:

**If you notify us prior to booking into a course that you may need special assistance we will make all reasonable attempts, or give reasonable alternatives to negate any problems associated.**

Examples of some(not all) issues that may need pre-planning are the following

1. Access Issues for the Disabled
2. Literacy issues(If you can't spell it isn't an issue)
3. Non English speaking students
4. Specific Dietary Needs
5. Vision Problems
6. Hearing Problems
7. Autism/Asperges

# **Information and instructions**

## **Enrolment**

Once you have decided on your course it is as simple as talking to your point of contact or our admin people directly on 1300 872 461. We will help co-ordinate what is needed to proceed depending on which funding method you have decided on. In the case of enrolling under the User Choice we will help organise an Australian Apprenticeship Centre if you require and your employer require it.

## **Literacy Assessment**

It is important to identify possible challenges early in a learning process. When your BDM first visits you for possible signup they will get you to complete a Literacy test designed to ensure you have the skills to complete your Certificate work. It is important to note that they will not be the one marking it and even if you find you are struggling with this test it doesn't preclude you from continuing. We have a long history of dealing with literacy issues and experience has taught us that with small changes in the way we deliver and assess competencies we can remove this from being a problem. We will work with you where there are problems and help you in any way reasonable.

Where a possible issue with literacy is identified we also promote the Reading and Writing Hotline which can be reached on 1300 655 506

## **Autism/Asperges**

A diagnosis in this area is usually not fair to the student. In terms of us as human beings it is like saying everyone uses a vehicle to get around in. Of course we do but a Bus is different to a Car which is different to a

Bike. Don't let this stop you from going out and getting your qualification. As a company we are careful to do an assessment early in your certificate and help counter any of these problems we can. It can be as simple as when a student has Auditory processing issues we simply put them in a room away from the normal crowd during assessment. Talk to us before letting any of these types of problems get in your way.

## **Costs involved**

This will be largely dependant on a combination of things including the specific certificate, the modules chosen and the Funding method you decide to go with. Your Trainer or BDM will give you a pamphlet specific to what you have indicated when they give you this booklet or if you ask. Alternatively you can call 1300 872 461 for a brochure to be sent out to you.

Please note that all programs funded under the User choice system will have fees charged at the rate of \$1.60 per nominal hour with a 60% discount applied for those students who provide proof that they hold a current Centrelink Concession Card. School Based Traineeships/Apprenticeships are NOT charged any fees.

## **Training Plan**

The training plan is an important document you must keep throughout your training. It contains a record of all competencies required for the national qualification and needs to be signed by you, your immediate supervisor and the assessor as each competency is achieved.

During your period of training you must:

- keep your training record logbook updated(online)
- produce your training record logbook when requested by a regulatory or training authority.(Just log into your on-line account)

Your training record logbook is yours to keep and may be used to:

- show employers the training you have completed



- gain credit or exemptions in another training course
- assist in preparing future job applications.

## **Credit transfer**

Credit transfer is the credit awarded for competence achieved by taking part in another training program. If you have already been assessed as competent in any of the units identified, you should provide evidence of this to your trainer and your immediate supervisor so that credit transfer can be applied.

## **Recognition of prior learning**

As we go through life we all gain practical skills. If you have been working in this or another related job role you may already possess some or all of the skills. If you feel you already have these skills then please bring this to the attention of your trainer. They will organise a skills assessment as well as any makeup training if required.

## **Delivery Modes**

During negotiation of your training plan we will also be searching out the most appropriate delivery method depending on your particular circumstances. Respect is an important component in the training process and we will always endeavour to seek out and fit the best mode for your current stage. These will always be flexible and we will ensure that we are flexible both now and in the future within reason.

### **Self Paced**

On-Line - Many of our modules have on-line components that allow you to self pace your theory. This means that you can spend your time on Public transport or sitting in a passenger seat brushing up on the theory behind your

modules. Effectively you have the best flexibility you could possibly achieve from any delivery method.

Booklets – All of our courses have this mode available however we do actively encourage the recycling of all of these delivery materials.

**College Delivery** – Get together with other apprentices/trainees and go through your modules in a traditional classroom model. This particular method allows you to learn from other apprentices/trainees experiences as well as your trainers.

**On The Job** – One of our trainers will come out to your workplace and sit with you one on one. Typically this will be Show and Do sessions designed to build on the theory you have completed in one of the other methods and is one of our preferred methods. This gives you a high accessibility to your trainer and is probably the quickest method for skills transfer.

## Assessment

The assessment requires that you have the supporting knowledge and skills to enable you to meet industry standards and adapt to new situations and workplaces. The assessment will be fair and non-discriminatory. How you will be assessed and what the assessor will be looking for is made clear in the relevant module's required skills and knowledge section.

It is essential that:

- your immediate supervisor signs off that you can do the tasks outlined in the training record logbook
- your immediate supervisor monitors your progress on the range of tasks undertaken
- the registered training organisation (RTO) ensures that you have a full understanding of the supporting theory behind the tasks they set you, and validates your immediate supervisor's assessment.

Your immediate supervisor should evaluate your performance by:

- observing you perform and practice tasks on the job
- discussing your progress with co-workers
- asking you questions about the tasks you are performing on the job
- revising client comments on the quality of the completed job
- checking the quality of progress of your work
- setting up projects
- asking you to explain how you perform the tasks
- ensuring specific state/territory obligations under the occupational health and safety legislation has been met.

## **Final Assessment**

When you are satisfied you have been trained, supervised on the job and assessed in the performance criteria of each unit, Your Assessor will help you Sign and date the Assessment Summary Sheet for that module. This signifies you are satisfied that you can perform this task.

## **Replacement Statements or Certificates**

We provide access to your on-line profile whether you are a current student or not. This means that any time you want you can log into your profile and print off any Certificate, or Statement of Attainment for any module, you have completed through us. If you are having trouble accessing your on-line account just call us on 1300 872 461 and we will establish your identity, re-set your password and help step you through getting your competencies on-line.

Alternatively we are happy to re-print and resend any of your items however there will be a \$10 charge for QualCards(Plastic Cards) or a \$10 charge per Statement of Attainment and a \$15 charge per certificate.

## **Receiving the qualification on completion of satisfactory training and assessment components**

When you have completed all training and assessment requirements of the unit of competency your Training Plan will be updated to reflect that. This Training Plan is available for you On-line 24x7 and will automatically update as changes are made.

## **Banking Qualifications**

There are 2 methods of banking your qualifications.

1. If you are undertaking a government funded course this will be lodged with the relevant State Training Authority automatically however it is important that you have given us your LUI number. If you do the competencies achieved through us may contribute to your Exit score and help your entrance to higher education from there.
2. Through the Unique Student Identifier Number system. On your Student details form it asks you to give us your USI or give us permission to request one on your behalf. It is VERY important that you tick yes on that particular question or give us that number. If you do then your training will be submitted on your behalf to the National Register and you will be able to get a transcript independently of us.

## **Can I fail?**

All of our Assessors are under STRICT instructions that if a student is not showing that they are able to meet all of the appropriate Performance Criteria, Skills or Knowledge they are to be deemed Not Yet Competent. Should this happen they will give you feedback as to why that determination has been made as well as sit with you to work out a re-training plan. We will not leave you behind, we will not walk away from you but we won't mark you competent just because you have attended.

## Complaints and Appeals

Should you disagree with a determination or feel unhappy with any of our processes we encourage you to first of all raise it with your Trainer/Assessor. If you are still unhappy with the response then please call us on 1300 872 461. Alternatively you can write to us via email to [admin@tp.edu.au](mailto:admin@tp.edu.au) or via written mail to

Training Professionals,  
P.O. Box 1813.  
Toowong DC. QLD. 4066.

We will endeavour to address the core issues as quickly and amenably as we can however if you are still unhappy then you can refer directly to [www.ASQA.gov.au](http://www.ASQA.gov.au) under their complaints section or via phone on 1300 701 801. If you are an Apprentice or Trainee then you can also call the Apprenticeship hotline on 1800 210 210

# User Choice Funding

- Description** - This is the funding pool provided by the Queensland Government for the Training of Apprentices and Trainees while indentured to a specific employer
- Intent** - To provide the Bulk of the Cost of the training component as opposed to industry paying for it. This system is specifically provided in conjunction with an employer so that the Apprentice/Trainee is getting the Hands On experience as well as the Theory backing.
- Eligibility** - You will need the following to be eligible
- A Host Employer
  - A job where you get holidays separate to your Hourly rate(eg. Permanent part time or Full Time)
  - Funding Available in your course
  - Be over 13 years old
  - Have a legal right to work in Australia
  - Be a Queensland Resident
  - Not have completed a higher priority funded certificate
  - Not have completed 2 funded certificates under the User Choice scheme.
- Evidence** - You will need to provide the following
- Drivers Licence or Passport
- Cost** - The following costs are associated
- 1 of your 2 possible funded spots in the User Choice funding pool.
  - \$1.60 per nominal hour unless
    - Consession card holder (60% off)
    - Year 12 School Leaver (free) or
    - School Based (free)

For more info go to <https://desbt.qld.gov.au/training/apprentices>

# Who's who in the apprenticeship and traineeship system

## Australian Apprenticeship Support Network

The Australian Apprenticeship Support Network (AASN) provides advice and support services for employers, apprentices and trainees.

Services include:

- providing information on apprenticeships and traineeships suitable for a workplace
- conducting an induction with the employer and apprentice or trainee

- assistance with completing, lodging and maintaining the training contract
- providing information and assistance with Commonwealth and State incentives
- providing support through mentoring.

For more information, telephone 13 38 73 or visit [www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au).

## Apprentice or trainee

An apprentice or trainee is an individual employed under a training contract who is undertaking a combination of employment and training.

## Training contract

A training contract is completed and signed by the employer and apprentice or trainee. This contract binds the parties by conditions and obligations until the completion of the training.

A guardian may be required to sign the training contract if the apprentice or trainee is under 18 years of age.

## Employer

An employer provides employment and training to assist an individual to complete an apprenticeship or traineeship under the guidance of a training organisation.

## Supervising registered training organisation

A supervising registered training organisation (SRTTO) delivers the training component of an apprenticeship or traineeship and is responsible for assessing the skills and competence of the apprentice or trainee as they progress.

A SRTTO may also be called the registered training organisation (RTO), training organisation or college.

Services include:

- negotiating and developing the training plan with the employer and apprentice or trainee within the first three months of the training contract or as required

- delivering training either in the workplace or at the training organisation
- providing a training record and other training materials
- verifying on-the-job training delivered by the employer
- ensuring the parties are aware of any costs associated with the training and the implications of government funding (e.g. User Choice program)
- arranging additional learning support if needed (e.g. numeracy and literacy)
- issuing the qualification upon completion.

## Department of Employment, Small Business and Training

The Department of Employment, Small Business and Training is responsible for managing the apprenticeship and traineeship system in Queensland under the *Further Education and Training Act 2014*.

The department has regional officers throughout the state to provide information and assistance on all aspects of vocational education and training (VET). It assists all parties to meet their obligations during the apprenticeship or traineeship and issues a completion certificate to verify its completion.

During an apprenticeship or traineeship, the department can:

- work cooperatively with stakeholders to achieve outcomes they are seeking from the apprenticeship or traineeship
- educate parties about obligations under the training contract
- administer changes to the training contract
- process travel and accommodation subsidies for apprentices and trainees
- provide funding assistance for cancelled apprentices and trainees
- support apprentices and trainees with a disability.

The Queensland Government provides apprenticeship and traineeship information, support and advice to all stakeholders through the Apprenticeships Info service.

## Queensland Training Ombudsman

The Queensland Training Ombudsman provides a free, confidential and independent service to review and resolve enquiries and complaints from apprentices, trainees, students, employers and other stakeholders about the VET system.

The Training Ombudsman helps individuals navigate the complex VET sector and find the best way to address concerns as well as provide free and impartial advice about rights and responsibilities within the VET sector.

The Training Ombudsman:

- is the single point of contact to help with a VET related enquiry
- receives and, where appropriate, investigates complaints about VET matters in Queensland
- advocates or undertakes reviews to resolve apprenticeship or traineeship disputes
- monitors outcomes of complaints to identify systemic issues impacting on the provision of quality VET delivery
- refers matters to the appropriate agencies who are best suited to assist and resolve the complaint.

To make an enquiry or lodge a complaint, contact the Training Ombudsman by phone 1800 773 048; email [info@trainingombudsman.qld.gov.au](mailto:info@trainingombudsman.qld.gov.au); or post PO Box 15090, City East Qld 4002.

## More information

Website: [www.apprenticeshipsinfo.qld.gov.au](http://www.apprenticeshipsinfo.qld.gov.au) Telephone: 1800 210 210

Email: [apprenticeshipsinfo@qld.gov.au](mailto:apprenticeshipsinfo@qld.gov.au)

Create a myApprenticeship account: [www.apprenticeshipsinfo.qld.gov.au/myapprenticeship](http://www.apprenticeshipsinfo.qld.gov.au/myapprenticeship)



**Queensland  
Government**

## Cert 3 Guarantee Funding

- Description** - This is the funding pool provided by the Australian Government and administered by each State .
- Intent** - To provide every Australian with a minimum of a Certificate 3 level qualification as well as some selective upgrade pathways in strategically important areas
- Eligibility** - You will need the following to be eligible
- Funding Available in your course
  - Be over 15 years old
  - Be a Queensland Resident
  - Have a legal right to work in Australia
  - Not have completed a Cert 3 or Higher
  - Not be currently enrolled in a Cert 3 or Higher
- Evidence** - You will need to provide the following
- Drivers Licence or Passport
  - Medicare Card
- Cost** - The following costs are associated
- \$2 per module unless
    - Consession card holder (\$1/module)
    - Year 12 School Leaver within 12 months of completing and your course being listed as a High Priority (free)

For more information please go to <https://desbt.qld.gov.au/training/training-careers/incentives/certificate3>



# Certificate 3 Guarantee

## Student fact sheet

### What is the Certificate 3 Guarantee?

The Certificate 3 Guarantee supports eligible individuals to complete their first post-school certificate III level qualification and increase their skills to move into employment, re-enter the workforce or advance their career.

The program also supports school students to access training and Queensland's Year 12 graduates to transition to employment by providing free training in high priority qualifications.

### What qualifications are subsidised?

Under the Certificate 3 Guarantee, the Queensland Government provides a subsidy for a range of certificate III level vocational qualifications. Foundation skills training and lower-level vocational qualifications may also be subsidised in certain circumstances.

### Are you eligible to participate?

The program is open to any Queensland resident aged 15 years or over who is no longer at school (with the exception of VET in Schools students) and is an Australian or New Zealand citizen or Australian permanent resident (including humanitarian entrants), or a temporary resident with the necessary visa and work permits on the pathway to permanent residency.

Prospective students must not have or be enrolled in a certificate III level or higher qualification, not including qualifications completed at school and foundations skills training.

### How can you participate in the program?

It is important that you choose the right course for you to take full advantage of the program.

The Queensland Skills Gateway displays the courses available under the Certificate 3 Guarantee and provides information about what they cover, the careers they can lead to, and the training providers approved to deliver them — visit [www.training.qld.gov.au/skillsgateway](http://www.training.qld.gov.au/skillsgateway).

For information on choosing a training provider, read the [training consumer tips](#) on the department's Training website.

As a condition of your enrolment, you will be required to complete a student training and employment survey within three months of finishing or discontinuing your training.

### What level of subsidy is available?

The subsidy represents the level of government contribution for a qualification, and varies between qualifications based on a number of factors.

The investment priority or importance of the training influences the size of the government subsidy.

Training in vocational areas that align with important economic and industry skills needs will receive a higher government subsidy.

A higher subsidy will also be paid to support participation by disadvantaged learners (concessional students). More information on concessional student status is detailed in the *Certificate 3 Guarantee Program Policy* at [www.training.qld.gov.au/certificate3guarantee](http://www.training.qld.gov.au/certificate3guarantee).



## Do you need to contribute to the cost of training?

Given the benefits that training provides to individuals, students undertaking certificate III level training and non-concessional students undertaking lower-level vocational training are required to contribute to the costs of their training through a co-contribution fee.

The amount of your out-of-pocket expense will vary depending on the course you undertake and the training provider you choose.

The fee may be paid on your behalf by an employer or another third party, but cannot be paid or waived by the training provider or any organisation related to the training provider unless approved by the Department of Employment Small Business and Training.

The Queensland Government covers the full cost of training through the Certificate 3 Guarantee for high priority qualifications as part of [free training for Year 12 graduates](#).

## More information

For more information on the Certificate 3 Guarantee, including eligibility requirements, subsidy information, concessional student status and program related documents, visit

[www.training.qld.gov.au/certificate3guarantee](http://www.training.qld.gov.au/certificate3guarantee).

# Skilling Queenslanders for Work

- Description** - Skilling Queenslanders for Work training projects help job seekers gain the skills, qualifications and experience they need to enter and stay in the workforce.
- Intent** - Skilling Queenslanders for Work is about providing supported training opportunities to **disadvantaged individuals** via community-based projects - run locally by funded organisations.
- Eligibility** - You will need the following to be eligible
- need support to gain the skills or qualification required to achieve any of the following goals:
    - successfully gain employment
    - secure more stable employment
    - build foundation skills to the level for the successful completion of a vocational qualification
    - reskill and retrain following redundancy or a long absence from work
  - Be a Queensland Resident
  - Be aged 15 years or older and any other program specific age requirements
  - Meet Australian residency requirements
- Evidence** - You will need to provide the following
- Drivers Licence or Passport
  - Medicare Card
- Cost** - The following costs are associated
- Program Dependant

For more information please go to <https://desbt.qld.gov.au/training/training-careers/incentives/sqw/jobseekers>



## Certificates

Code	Certificate Description	UC	C3G
AHC30916	Certificate III in Landscape Construction	Y	Y
AHC31016	Certificate III in Parks and Gardens	Y	
CPC30313	Certificate III in Concreting	Y	Y
FSK20113	Certificate II in Skills for Work and Vocational Pathways		Y
ICT20115	Certificate II in Information, Digital Media and Technology	Y	
ICT30115	Certificate III in Information, Digital Media and Technology	Y	Y
RII20115	Certificate II in Resources and Infrastructure Work Preparation		Y
RII20215	Certificate II in Surface Extraction Operations		
RII30115	Certificate III in Surface Extraction Operations	Y	Y
RII30815	Certificate III in Civil Construction Plant Operations	Y	
SHB30416	Certificate III in Hairdressing	Y	
SHB30514	Certificate III in Barbering	Y	