

IMPORTANT INFORMATION

PLEASE READ THE FOLLOWING INFORMATION CAREFULLY PRIOR TO ATTENDING ONE OF OUR COURSES. DO NOT HESITATE TO CONTACT TRAINING SERVICES AUSTRALIA IF YOU HAVE ANY QUERIES OR REQUIRE ADDITIONAL INFORMATION.

- For information about any of our courses, you are invited to refer to the appropriate course brochure, workshop outline, or speak with one of our facilitators / consultants. Course brochures and workshop outlines can be downloaded from our website, www.tsa-wa.com.au.
- Training Services Australia enrolls all participants non-discriminately, as detailed in our Recruitment and Enrolment Policy.
- Training Services Australia's course fees are detailed on our website and in our promotional materials. Course fees are payable in advance. For further information, please refer to our Fees and Payment Policy.
- Refunds are available to clients who cancel their enrolment on a course, as detailed in our Refunds Policy (please refer to our website, www.tsa-wa.com.au).
- If you have any physical or other impairments (e.g., English language difficulties, dyslexia, literacy issues, etc) which may adversely affect your ability to successfully undertake this course, please advise the Principal of Training Services Australia, prior to attending the course. This will help us to advise you about the suitability of the course, and will enable us to consult with you about adjustments that could be made to optimise your learning experience.
- Training Services Australia aims to provide flexible training and assessment options. Should our proposed training / assessment approach not meet your needs, please speak with your facilitator or a TSA consultant about what other options may be available.
- In order to gain a nationally recognised qualification or statement of attainment, participants must be deemed competent by a qualified assessor. Assessment of participants' performance will take place by means of:
 - Course facilitator's assessment of individuals' participation in activities during the courses and / or their performance of assessment tasks during the courses
 - Assessment of a post-course practical workplace assignment completed by the participant
- If you are unemployed or unable to undertake your workplace assignment with your present employer, you may need to source a suitable organisation through which you can complete your post-course assignment. Training Services Australia will provide whatever assistance it can in this regard. For more information, please contact the Principal of Training Services Australia.
- If you are dissatisfied with the assessment process or decision, or you have a complaint about our products or service, please contact your facilitator and / or a Training Services Australia consultant. If you wish to formalise your complaint or make a formal appeal, you may do so through our Complaints / Grievances Procedure and / or our Appeals Procedure. These procedures can be viewed on our website, www.tsa-wa.com.au.

- Should you require any special assistance (e.g., guidance on the labour market in relation to your learning and / or assessment outcomes), you are invited to speak with a TSA consultant and / or the Principal of Training Services Australia.
- Clients attending Training Services Australia's workshops who disrupt their own learning and / or that of others, due to objectionable, anti-social and / or other counter-productive behaviour, will be counselled by the facilitator. If their behaviour remains counter-productive, they will be precluded from participating in the remainder of the workshop and will forfeit all course fees.
- Training Services Australia recognises qualifications and statements of attainment issued by other Australian Registered Training Organisations (RTOs) under the Australia Qualifications Framework (AQF). Should you wish to seek recognition of a qualification or statement of attainment issued by another Australian RTO, a copy of your certification must be provided to TSA and the original certification must be sighted by a TSA facilitator / consultant.
- Skills recognition (including Recognition of Prior Learning (RPL)) is available to all participants for all or part of any course offered by Training Services Australia. For further information in this regard you are invited to speak with any of our staff.
- Training Services Australia respects your privacy and will not forward your personal details to another person / organisation without your permission. Where your employer is paying your course fees, Training Services Australia may provide information about your training attendance and assessment results to a representative from your organisation (e.g., your supervisor and / or Training Department personnel). For further information, please refer to our Privacy Policy or speak with a Training Services Australia consultant.
- Training Services Australia reserves the right to use evidence that you provide to us for assessment purposes, for internal assessment moderation / validation. We may also, from time to time, wish to moderate / validate your evidence externally (i.e., with assessors from other RTOs). We will obtain your permission before showing your evidence to external assessors.
- If you have any immediate concerns or enquiries whatsoever regarding the course, or you wish to obtain additional information, you are welcome to contact us at the address shown below.