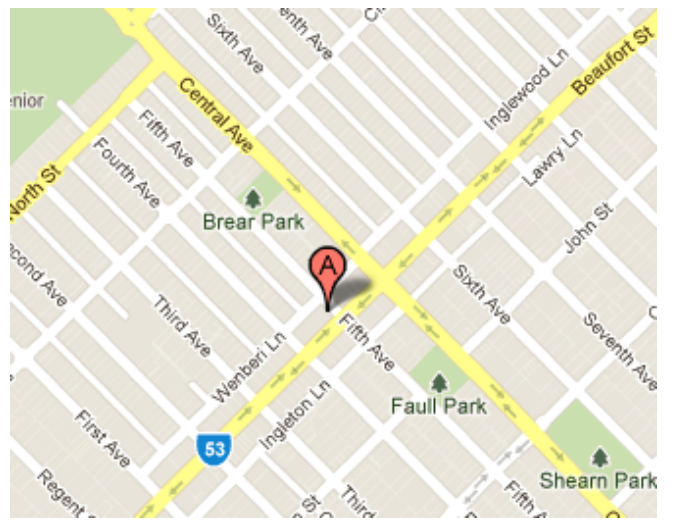
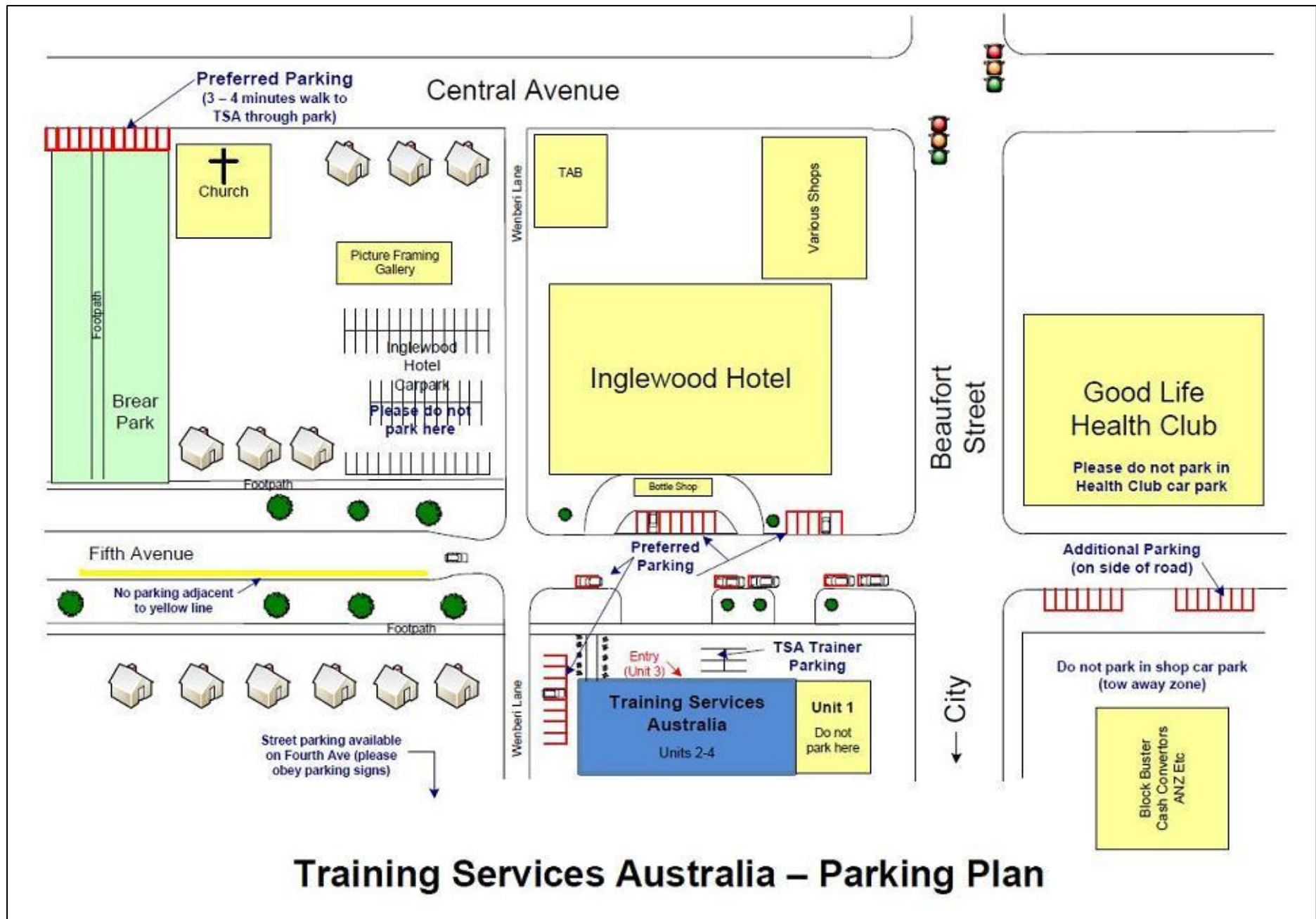


## Student Information Pack

Please read the following information carefully before attending the course. Do not hesitate to contact us if you have any queries or require additional information. Contact details are provided at the bottom of the page.

<b>Training Times:</b>	8:30am – 4:30pm each day Please arrive 15 minutes early for registration on Day 1	
<b>Location:</b>	3/799 Beaufort St MT LAWLEY WA 6050  TSA is located on the corner of Beaufort St and Fifth Ave Mt Lawley (4 km from the Perth GPO).	
<b>Public Transport:</b>	TSA is accessible by a regular bus service (no's 67, 68, 21 & 22) which departs the Esplanade Bus Port in the City, and proceeds along Barrack & Beaufort Streets.  For further advice on how to get to TSA using public transport, please refer to the Transperth Journey Planner: <a href="http://www.transperth.wa.gov.au/Home/JourneyPlanner.aspx">www.transperth.wa.gov.au/Home/JourneyPlanner.aspx</a>	
<b>Parking:</b>	Free all-day parking is available at the end of our building (in Wenberi Lane / Inglewood Lane) or in front of the Inglewood Hotel bottle shop (see the Parking Plan on the next page). Street parking is also available on Central Ave (adjacent to Brear Park).  If parking on Fifth Ave, please consider our neighbours and try to avoid parking in the residential area.  <b>Please observe the parking signs.</b> No parking in the Hotel car park. Fines / penalties apply.	
<b>Attire:</b>	Please wear smart, casual clothing that allows for movement (no singlets please). We recommend layers as people are comfortable at different temperatures.  Please wear enclosed footwear – no thongs.	
<b>What to bring:</b>	We will provide you with a participant manual. <b>Please bring a highlighter and pen for note taking.</b>	
<b>Catering:</b>	Morning and afternoon tea and a light lunch are provided at no additional cost. However, we respectfully request that you bring your own food if you have special dietary requirements.  TSA provides tea, coffee and biscuits for morning and afternoon tea and a variety of rolls (including vegetarian) for lunch. On Wednesdays, Thursdays and Fridays trainees attend a local cafe for lunch.  A small fridge is available in the tea room for those who wish to bring along their own snacks (e.g., fruit).	
<b>Training Centre:</b>	The training centre is situated in a split-level building. Please advise us prior to attending the course if you have any physical impairment that would prevent you from negotiating stairs, so that we can make appropriate arrangements to accommodate your requirements.  Please note that beverages other than water are <u>not</u> permitted in the training rooms.	



**Training Services Australia – Parking Plan**

## General information about nationally recognised training

The course that you have enrolled upon is nationally recognised and competency-based. This means that, if you wish to obtain formal recognition for the unit(s) covered in the course, you will need to do more than just attend the training. You will also need to provide evidence that you have understood the training and applied it in the workplace.

The approaches that you will use to demonstrate competency include:

- Participating actively in the course and successfully completing the on-course assessment activities (case studies, questions, simulations, etc)
- Satisfactorily completing a post-course assessment, designed to be undertaken in the workplace

For further details about the assessment requirements of the course you have enrolled on, please refer to the course outline or contact a TSA Training Advisor.

If you are unemployed or unable to undertake your post-course assessment with your present employer, you may need to source a suitable organisation through which you can complete your assessment. Please note that Training Services Australia is not generally able to organise work placements for students, although we will try to assist if we can. For more information, please contact a TSA Training Advisor.

If you believe you are already competent in the areas covered by the course, you can provide detailed evidence to support this, and you do not wish to undergo further training, you may wish to apply for Recognition of Prior Learning (RPL). For further information about our RPL process, please speak with a TSA Training Advisor before attending the course.

Training Services Australia recognises qualifications and statements of attainment issued by other Registered Training Organisations under the Australian Qualifications Framework. If you have already achieved some of the units covered by the course and wish to have them recognised, please contact TSA Training Advisor. We will need to sight your statement(s) of attainment for the units before recognition can be granted.

## TSA Learner Agreement

### Learner responsibilities

All learners undertaking training with Training Services Australia must agree to the following:

- Before attending the course, review information about the course to ensure that it meets your needs. For information about any of our courses, you are invited to:
  - refer to the appropriate course outline / brochure (these can be viewed / downloaded from our website – [www.tsa-wa.com.au](http://www.tsa-wa.com.au)), and / or
  - speak with a TSA Training Advisor or trainer
- Before attending the course, advise Training Services Australia of any factors which may affect your ability to successfully undertake the course. This could include physical limitations, literacy issues, dyslexia, English language difficulties, etc. 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 improve your learning experience.
- Complete any pre-course work (requirements are generally described in the course outline).
- Attend classes during the advertised hours for the course, and participate actively and enthusiastically in all training activities.
- Behave in a respectful manner towards your trainer and other participants. *Please note that those who disrupt the learning of others due to objectionable, anti-social and / or other counter-productive behaviour, will be counselled by the trainer and, if the behaviour continues, may be asked to leave the course.*
- Take responsibility for your own learning. This includes:
  - Approaching the learning with a positive attitude
  - Devoting your full attention to the course
  - Reading your training materials, completing the activities and asking questions
  - Undertaking additional research if required
  - Completing any homework activities assigned by your trainer
  - Managing your assessment paperwork
  - Monitoring your own progress and discussing any concerns with your facilitator
- Work with your employer to ensure you have suitable opportunities to complete your post-course assessment.
- If you are unable to complete your assessment within the designated timeframe, contact a TSA Training Advisor to request an extension.
- Ensure that all work submitted is your own.

Any concerns regarding your training or assessment should be discussed with your trainer and / or a TSA Training Advisor.

## TSA responsibilities

Training Services Australia will:

- Train and assess in accordance with the standards under which we are registered.
- Support you to the best of our ability. This may include making adjustments, where possible, to accommodate your needs. Should our proposed training / assessment approach not meet your needs, please speak with your trainer or a TSA Training Advisor about what other options may be available.
- Use trainers and assessors with relevant subject matter expertise and appropriate training and assessment experience.
- Provide high quality training and assessment resources to support your learning.
- Provide you with post-course support, including:
  - Telephone support
  - Email support
  - Face-to-face coaching (fees may apply)
  - Assignment support workshops (fees may apply)
- Where requested, discuss the requirements of your post-course assessment with an employer representative, to help them better understand workplace support requirements.
- Endeavour to assess your work promptly. *Please note that we generally aim to assess all assignments within 4 weeks of submission, however, timeframes may vary depending on trainer workloads.*
- Provide you with written and / or verbal feedback on your assessments.
- Issue you with a qualification or statement of attainment, as appropriate, for units you have been deemed competent for.
- Provide you with access to your student records if requested.
- Respect your privacy. We will not forward your personal details to another person or organisation without your permission. However, where your employer is paying your course fees, TSA 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 ([www.tsa-wa.com.au](http://www.tsa-wa.com.au)) or speak with a TSA Training Advisor.
- Respond to complaints or appeals promptly and in accordance with our complaints process and appeals process. These can be viewed on our website, [www.tsa-wa.com.au](http://www.tsa-wa.com.au) or requested from a TSA Training Advisor.
- Make all relevant policies and procedures available on our website, [www.tsa-wa.com.au](http://www.tsa-wa.com.au).

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.