

Training Services Australia

Learner Handbook

**Supporting your learning
journey**

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Section 1 – Introduction

Welcome to Training Services Australia

Training Services Australia (TSA) is a recognised leader in the delivery of high-quality training, with over twenty-five years of experience in the vocational education and training sector. Our reputation has been built on a foundation of excellence and our commitment to quality service, guided by our motto, "Towards Excellence."

Our clients include many leading companies across Australia, and we specialise in areas such as:

- Training and Assessment (including 'Train-the-Trainer' training)
- Leadership and Management
- Work Health and Safety (including Health and Safety Representative Training)

Our scope of delivery is intentionally limited to ensure we can focus on providing high-quality training in a relatively small number of areas. This approach allows us to maintain a high standard of service and expertise within the fields we specialise in.

At TSA, we understand that professional trainers are essential for the effective delivery of workshops. Our facilitators, in addition to being qualified to train and assess, bring extensive experience in their field of delivery.

We are constantly evolving and improving to ensure our training programs meet the changing needs of industry and our students. This commitment to continuous development helps us maintain our high standards and deliver relevant, up-to-date training solutions. We invest heavily in the development of high-quality training and assessment resources to support our students' learning and enhance their educational experience.

TSA is formally recognised by the Australian Skills Quality Authority (ASQA) as a Registered Training Organisation (RTO No. 1984), ensuring we meet the highest standards in training delivery and assessment.

Respecting First Nations Peoples and Country

We acknowledge the Traditional Custodians of the land on which we live, learn, and work. We recognise their continuing connection to land, waters, and community, and we pay our respects to Elders past, present and emerging. We extend that respect to all Aboriginal and Torres Strait Islander peoples and acknowledge their invaluable contributions to education and knowledge.

Contact information and opening hours

Contact details

Our contact details are:

Address: 3/799 Beaufort St, Mount Lawley WA 6050

Telephone: 08 9422 6444

Email: tsa@tsa-wa.com.au

Office opening hours

Our office is open from 7:30am – 5:00pm (AWST) on Monday – Friday.

We are closed on Western Australian Public Holidays.

We also generally close for approximately 2 weeks during the Christmas period.

For face-to-face meetings, please contact us to book a time so that we can ensure the most appropriate person is available to speak with you.

Training facility location

Training Services Australia's main training facility is in Mount Lawley, but we also deliver public training courses at ERGT's premises in Jandakot, and at Edith Cowan University's Joondalup Campus. For directions, parking and venue information, please click on the links below.

Training facility	Address	Directions, parking and venue information
Main training facility (Mount Lawley)	U3/799 Beaufort St, Mount Lawley WA 6050	Click here for directions, parking and venue information
ERGT (Jandakot)	7 Compass Road, Jandakot WA 6164	Click here for directions, parking and venue information
ECU Joondalup	270 Joondalup Drive, Joondalup WA 6027	Click here for directions, parking and venue information

For advice about getting to these venues using public transport, we recommend the Transperth Journey Planner: www.transperth.wa.gov.au/Home/JourneyPlanner.aspx

Section 2 – Pre-enrolment information

Introduction

At Training Services Australia (TSA), we aim to provide clear and comprehensive information to ensure that you make an informed decision before enrolling in any course.

Detailed information about each course, including learning outcomes, course content, course duration, delivery and assessment methods, entry requirements, and language, literacy and numeracy requirements can be found in our **course outlines** and **qualification outlines**. These are available on our website or can be provided by a TSA Training Advisor.

Information about topics such as student support services, complaints and appeals processes, fees and charges, refunds, privacy and confidentiality and other important policies, can be found throughout this **Student Handbook**.

Course suitability

Use our course and qualification outlines to evaluate whether the courses you are interested in align with your needs, interests and prior knowledge. These documents also provide important information to help you assess whether you have the necessary Language, Literacy, and Numeracy (LLN) skills and digital literacy to successfully complete the training. If you're unsure about course suitability, a TSA Training Advisor can provide guidance based on your needs and abilities. You may also wish to use our **LLN and digital literacy screening tool**.

Commented [JT1]: Need to develop this... I was thinking of a simple screening tool that asks for information about their educational history, self-evaluation questions about their LLN and digital literacy, and questions about the support that would be available to them in the workplace or at home.

Support needs

Before enrolling in our courses, please advise us of any factors that may affect your ability to successfully undertake the training, such as physical limitations, learning needs, language barriers, or other challenges. This will help us assess the suitability of the course for you and determine any adjustments that may be needed to support your learning experience.

Access to a workplace environment

Many of our nationally recognised training courses have post-course assessment requirements which involve application of the skills and knowledge covered on the course. To satisfactorily complete these requirements, you may need access to a workplace environment. 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. We recommend that you make the necessary arrangements before enrolling on a course.

Training Services Australia does not arrange work placements for students, but we will make every effort to assist where possible.

For information about whether access to a workplace environment is needed for a specific course or qualification, refer to the relevant course or qualification outline, or contact a TSA Training Advisor.

Access to resources and equipment

Information about the resources and equipment required to participate in our courses and qualifications is available in our course and qualification outlines.

For some of our courses you will be expected to bring a laptop computer with word processing software and internet connectivity to the workshops.

For our nationally recognised training courses, you will need access to a computer with word processing software and internet access to complete the post-course assessment requirements.

Course completion and employment disclaimer

Enrolling in a course at Training Services Australia does not guarantee that you will successfully complete the course or achieve a qualification. Completion of the course depends on your ability to meet all training and assessment requirements.

Additionally, Training Services Australia does not guarantee that completing a course will result in employment or a specific job outcome. While we provide high-quality training to enhance your skills and employability, job opportunities depend on various factors, including industry demand, individual effort, and external market conditions.

Commented [JT2]: Compliance Requirement #4

Section 3 – Student rights and responsibilities

Student code of conduct

At Training Services Australia (TSA), we are committed to providing a positive and respectful learning environment. As a TSA student, you are expected to adhere to the following code of conduct, which outlines both your responsibilities and the expectations we have for your behaviour.

Before commencing training:

- ensure that the course meets your needs by reviewing the course outline or speaking with a TSA Training Advisor or trainer.
- advise TSA of any factors that may affect your ability to successfully undertake the course and / or any support needs you may have.
- complete any pre-course requirements as described in the course information.

During and after training:

- attend classes during the advertised hours and actively engage in all training activities.
- behave courteously and respectfully towards your trainer and fellow students.
- approach your learning with a positive attitude, give full attention to the course, read training materials, complete activities, and ask questions.
- devote time and effort to your studies, including completing assigned homework (where applicable).
- monitor your own progress and discuss any concerns with your TSA trainer.
- work with your employer (where relevant) to ensure you have suitable opportunities to complete any post-course assessment requirements.
- ensure that all work submitted is your own and retain a copy of all assessments for your records.
- if needed, seek support from TSA and / or your employer to assist you in your learning journey.

Disciplinary policy

Learners attending Training Services Australia workshops are expected to engage in a respectful and positive manner, contributing to a supportive and productive learning environment. Any behaviour that disrupts the learning of others, including objectionable, anti-social, or counter-productive actions, will be addressed by the facilitator and / or a TSA management representative.

If, after counselling, your behaviour does not improve, you may be asked to leave the course. In such cases, you will forfeit all course fees and will not be eligible to continue with the course.

If your training is being funded (wholly or in part) by your employer, TSA may discuss your behaviour with your supervisor or another relevant person from your organisation.

Feedback and concerns

If you have any concerns about your training or assessment, discuss them with your trainer or a TSA Training Advisor. Your feedback is important to us, and we encourage open communication to improve your learning experience.

Client service charter

At Training Services Australia (TSA), we are committed to providing high-quality training and exceptional customer service. Our **Customer Service Charter** outlines the standards you can expect from us throughout your learning journey.

Training Services Australia will:

- Assist you to determine the most appropriate training program to meet your needs.
- Provide you with clear and comprehensive information about what the training entails.
- Deliver training and assess in accordance with the requirements of the VET Quality Framework.
- Support you to the best of our ability, which may include making reasonable adjustments, where possible, to accommodate your needs.
- 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.
- Deliver high-quality training and brief you on the assessment requirements for your course.
- Provide you with support to complete any post-attendance assessment requirements.
- Where requested, discuss the requirements of your post-course assessment with an employer representative to help them understand workplace support needs.
- Endeavour to assess your work promptly.
- Provide you with written and / or verbal feedback on your assessments.
- Issue you with a qualification or statement of attainment for units you have been deemed competent in.
- Provide you with access to your student records upon request.
- Respond to complaints or appeals promptly, in accordance with our **Complaints Process** and **Appeals Policy**.
- Provide clear information about our fees and charges, and our refund policy.

Further information is available in this **Student Handbook** and in the policies and procedures section of our website.

Key legislation and standards

At Training Services Australia, we are committed to complying with all relevant legislation and standards to ensure the quality and integrity of our training and assessment services. Key legislation and standards that apply include:

- **The Standards for RTOs** – National standards that outline the requirements for registered training organisations to deliver quality training and assessment services.
- **National Vocational Education and Training Regulator Act 2011** – Legislation that governs the regulation of RTOs.
- **Work Health and Safety Act 2020** – Legislation ensuring the safety and well-being of all students, staff, contractors and visitors.
- **Disability Discrimination Act 1992** – Legislation that ensures students with disabilities are provided equal opportunities and reasonable adjustments.
- **Disability Standards for Education 2005** – Standards that clarify the obligations of education providers in ensuring students with disabilities can access and participate in education on the same basis as other students.
- **Equal Opportunity and Anti-Discrimination Laws** – Laws protecting against discrimination based on race, gender, age, disability, and other characteristics.
- **Privacy Act 1988** – Legislation that governs the collection, use, and protection of your personal information.
- **Copyright Act 1968** – Legislation protecting the intellectual property rights of creators and ensuring students comply with copyright laws when using resources and materials.
- **Fair Work Act 2009** – Legislation that governs workplace rights and conditions, including protections against unfair treatment or dismissal.

For more information on these laws and how they apply to your studies, please contact a TSA Training Advisor.

Health and safety

Training Services Australia is committed to providing a safe and healthy learning environment for all students, staff, and visitors. We follow relevant Work Health and Safety (WHS) laws to ensure that risks are minimised, and people feel secure while undertaking training and assessment.

As a student, you play a role in maintaining a safe environment. You must:

- Follow all safety instructions and procedures provided by trainers and staff.
- Use equipment and facilities safely and responsibly.
- Report any hazards, incidents, or injuries immediately to your trainer or TSA admin.
- Ensure your actions do not put yourself or others at risk.
- Adhere to emergency procedures and evacuation plans.

By working together, we can create a safe and supportive learning environment for everyone.

Commented [JT3]: Compliance requirement #21 - The RTO must comply with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations.

Mental health and wellbeing

Your wellbeing is important. To support your mental health while studying:

- Maintain a healthy balance – Set realistic study goals and allow time for rest and relaxation.
- Stay connected – Engage with classmates, trainers, and support networks.
- Practice self-care – Eat well, exercise regularly, and get enough sleep.
- Seek help early – If you're feeling overwhelmed, talk to someone you trust or access support services. Remember that often, discussing your concerns with others can help put things into perspective.

If you experience stress, anxiety, or other mental health challenges, relating to the training you are undertaking, or if personal challenges are affecting your studies, speak to your trainer and / or a TSA Training Advisor. If needed, we can refer you to external counselling or support services.

You may also wish to:

- Speak with your employer about the challenges you are facing
- Use your employer's Employee Assistance Program (EAP) if they have one
- Contact an external support service such as:
 - Lifeline – 13 11 14 (24/7 crisis support)
 - Beyond Blue – 1300 22 4636 (mental health support)
 - Headspace – www.headspace.org.au (youth mental health support)

Anti-discrimination

At Training Services Australia, we are committed to providing a learning environment that is fair, inclusive, and free from discrimination. Discrimination occurs when someone is treated unfairly or disadvantaged based on characteristics such as race, gender, age, disability, religion, or other personal attributes.

Discrimination, harassment, and bullying are not tolerated and are unlawful under Australian anti-discrimination laws. All students, staff, and visitors have the right to be treated with dignity and respect.

If you experience or witness discrimination, please report it to your trainer and / or a TSA Training Advisor. All concerns will be handled confidentially and fairly.

Add a more detailed policy to website and link to it???

Commented [JT4]: RTO Standard 2.6 - The wellbeing needs of the VET student cohort are identified and strategies are put in place to support these needs.

Commented [JT5]: RTO Standard 2.5 - The learning environment promotes and supports the diversity of VET students.

Section 4 – Nationally recognised training

What is nationally recognised training?

Many of Training Services Australia's courses are **nationally recognised**.

Nationally Recognised Training (NRT) refers to training that is accredited and recognised across Australia. This type of training must be delivered and assessed in accordance with national quality standards.

Only **Registered Training Organisations (RTOs)** may deliver nationally recognised training and issue nationally recognised qualifications and statement of attainment.

Not all of Training Services Australia's courses are nationally recognised. To confirm whether the course in which you are enrolled in is nationally recognised, refer to the course outline or contact a TSA Training Advisor.

Requirements of nationally recognised training

Nationally recognised training is **competency-based**. To obtain formal recognition for the unit(s) covered by a nationally recognised training course, you need to do more than just attend the training. You also need to complete a **formal assessment** which shows that you have understood the training and can apply it in the workplace.

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

Assessment

Training Services Australia's assessment system has been designed to ensure that assessments are conducted in a fair and appropriate way which enables us to make accurate judgements of competency.

Under the Standards for Registered Training Organisations, TSA is required to ensure that:

- Our assessments are valid, reliable, fair and flexible (these are known as the 'Principles of assessment'); and
- Assessors make individual assessment judgements that are justified based on the 'Rules of evidence' – that is, the evidence must be valid, sufficient, current and authentic.

Online assessment portal

Assessments for TSA's nationally recognised training courses must be accessed through TSA's online assessment portal. Information about how to access the portal will be sent to you at the primary email address you provide when you enrol on the course.

You must use the online assessment portal to:

- View the detailed instructions / tasks you need to follow to complete the assessment; and
- Type your answers, upload your supporting evidence and submit your assessment

Assessment due dates

It is important to complete your post-course assessment as soon as possible after attending the training. The longer you delay, the more likely you are to forget key knowledge and skills gained during the course, making the assessment more challenging to complete.

The assessment for each course has a designated due date, which varies based on its scope and complexity. You can find the specific due date for each assessment in the assessment instructions.

Assessment extension requests

Training Services Australia recognises that work and family pressures can make it challenging for some students to complete their assessments within the designated completion timeframes. Consequently, we provide extensions of up to 3 months where a formal request is received. Additional extensions are sometimes allowed in exceptional circumstances. TSA does not generally grant extensions of more than 6 months from the original due date of the assessment.

To request an extension, you are encouraged to use the [extension request form](#) in TSA's online assessment portal. Extension requests must be received before the due date has passed.

Reactivating your enrolment

After your assessment due date has passed, you will be deemed 'not yet competent' and your enrolment will be closed.

Should you wish to complete the course after this time, TSA may, at its discretion, reactivate your enrolment. **Additional fees apply in this situation**, and other conditions may apply. For example, you may also be required provide additional evidence to show that you have retained the knowledge covered on the course.

In some cases, where a **significant** period of time has elapsed since your enrolment was closed, re-activation will not be permitted, and if you wish to complete the course you will be required to re-enrol.

Commented [JT6]: Need to be clear about this in our fee and payment information document

Commented [JT7]: I don't want to specify an exact timeframe here, as I would prefer it to be flexible to the circumstances.

Assessment outcomes

Once you have submitted your assessment, it will be allocated to a qualified assessor who will assess it against the requirements of the relevant unit(s) of competency.

You will receive notification of your assessment outcome via email.

Possible outcomes of each assessment include:

- Competent / satisfactory; or
- Not yet competent (NYC) / Not yet satisfactory (NYS)

If you receive a NYC / NYS outcome, you will be provided with information about what additional evidence you need to provide to achieve a 'Competent' or 'Satisfactory' outcome.

Your assessor may contact you by telephone to seek clarification about aspects of the evidence you have provided. They may also contact an appropriate person from your organisation to obtain additional information, clarification or verification.

Resubmission / re-assessment

If you receive a NYC / NYS outcome, you will normally be provided with at least one opportunity to be re-assessed and, in most cases, you will be offered multiple attempts. Where the evidence you have submitted falls well short of the required standard, we may recommend that you undertake coaching or re-attend the training before being re-assessed.

Appealing an assessment decision

Should you disagree with the assessment outcome or believe it to be unfair, you should initially take this up with your TSA assessor. If you remain dissatisfied, you are invited to discuss the matter with a TSA Training Advisor and / or a TSA management representative. Should you remain dissatisfied and wish to pursue the matter further, you may lodge a formal appeal. This must be done within one month of receiving your assessment outcome.

Further information can be found in TSA's [Complaints and Appeals Policy and Process](#) which is available on our website. The [assessment appeal form](#) can be downloaded from our website or you can request TSA administration to provide you with a copy.

Review policy on website. Consider changing form to online submission – e.g., Microsoft Form or Google Form?? Or maybe Cloud Assess??

Commented [JT8]: RTO Standard 2.7 - Effective feedback and complaints management addresses concerns and informs continuous improvement.

Academic misconduct

Training Services Australia is committed to upholding academic integrity and treats any occurrence of **plagiarism, collusion or cheating** as a serious matter.

Examples of activities considered to be plagiarism, collusion or cheating include:

- Submitting evidence copied from, or written by, another person or by artificial intelligence (AI)
- Submitting evidence which was written in conjunction with another person and without the prior permission of the relevant TSA facilitator
- Completing assessment activities on behalf of another student
- Submitting evidence that has been stolen, purchased or borrowed
- Fabricating assessment evidence

Students found to have engaged in academic misconduct may be assessed as 'not yet competent' and in that circumstance all course fees will be forfeited. Where your employer has paid for you to attend training, your employer may also be notified.

TSA's Policy and Procedure for [Academic misconduct](#) can be found in the Policies and Procedures section of the TSA website.

Should you have any doubts about whether your assessment evidence could breach TSA's Academic misconduct policy, consult with your trainer or a TSA Training Advisor.

Review policy on website. Consider renaming from plagiarism, collusion and cheating, to academic misconduct.

Use of artificial intelligence

Artificial Intelligence (AI) technologies are increasingly being used in education to help students with tasks such as research, writing, and problem-solving. However, while AI tools can be helpful in enhancing learning, students are expected to use them responsibly and ethically.

AI should not be used to complete assessments or coursework in place of your own work. All assessments must reflect your own understanding, knowledge, and skills. Submitting AI-generated work as your own without proper acknowledgment is considered **academic misconduct** and TSA's academic misconduct policy will apply.

You are permitted to use AI tools as support for research, brainstorming, and refining ideas, but you must indicate when AI tools have been used in your work. Always cite any AI-generated content appropriately. You should also bear in mind the following limitations of AI tools:

- **Accuracy:** AI tools may provide information that is incomplete, incorrect, or outdated.
- **Understanding:** AI cannot replace the need for deep comprehension or critical thinking. Always ensure your work is based on your own analysis, ideas, and understanding.

If you're unsure whether using AI in a specific context is acceptable, consult with your trainer or a TSA Training Advisor.

Recognition of prior learning

Recognition of Prior Learning (RPL) is a **formal assessment process** that allows people to receive credit for their existing skills, knowledge, and experience. This can reduce the time and cost required to obtain a nationally recognised qualification.

You may wish to apply for Recognition of Prior Learning (RPL) if you:

- Believe you are already competent in the areas covered by the course, and
- Can provide detailed evidence to support this, and
- Do not wish to undergo further training / refresher training in these areas.

RPL is a way of shortcutting the training process. It is not a way of shortcutting the assessment process. For your RPL application to be successful, you will need to provide evidence of your competence to a TSA assessor. Evidence requirements vary, depending on the unit(s) of competency being assessed. However, they typically include answers to theory questions, work samples and supervisor reports. You must also participate in an assessment interview with a TSA assessor, and in some cases, you may be required to do a skill demonstration.

For further information about our RPL process, please speak with a TSA Training Advisor. You should do this **before** attending training. The Training Advisor will make an initial assessment of your suitability for RPL and discuss the RPL process in detail.

TSA's [RPL policy and information](#) document and information about the costs associated with RPL are available in the Policies and Procedures area of our website.

Credit transfer / National recognition

Credit transfer (also known as National recognition) is an **administrative process** where a person receives formal credit for units they have already completed and for which they have already been deemed competent.

You may wish to apply for credit transfer where one or more units that you have previously completed can contribute towards a qualification you are undertaking with Training Services Australia. By having TSA recognise units that you have completed, you may be able to get a reduction in the amount of training or assessment you need to complete to obtain your qualification.

To apply for credit transfer:

- You must have been issued a **qualification** or **statement of attainment** by a Registered Training Organisation (RTO)
- You must satisfy Training Services Australia that the qualification or statement of attainment is authentic
- The unit(s) you have previously completed must be identical to, or deemed equivalent to, the unit(s) for which you are seeking credit

For further information about credit transfer, please contact a TSA Training Advisor and / or refer to the [credit transfer information](#) on our website.

Need to update the information on website...

Changes to qualifications or units of competency

From time-to-time, nationally recognised qualifications or units of competency delivered by TSA may become superseded or be discontinued. When this occurs, TSA must comply with requirements in the Standards for RTOs to either:

- complete your training and assessment within a specified time; or
- transition you to the replacement qualification or units (where these exist)

Should you be enrolled in a qualification or unit of competency which is superseded or discontinued, we will contact you to advise you of the applicable completion timeframes and / or the requirements to transition to a new qualification or units.

Depending on the changes that have occurred, transitioning to a new qualification or new units may involve the completion of additional training and assessment, and additional fees may apply.

Certification

Upon successful completion of your training and assessment, Training Services Australia (TSA) will issue you with formal certification. This may be:

- A **Qualification** (e.g., Certificate IV) if you successfully complete all required units of competency within a nationally recognised course; or
- A **Statement of Attainment** if you successfully complete one or more units of competency but not the full qualification.

Certification is issued **electronically** and will be sent to you via email. If your employer has funded your training, TSA may also provide a copy of your certification to your employer for their records.

All certification is issued in accordance with the Standards for RTOs and we will only issue you with a qualification or statement of attainment if:

- The fees for your course have been paid in full; and
- You have provided us with your Unique Student Identifier (USI); and
- All course requirements have been completed to a satisfactory standard

If you need **replacement certification**, please contact TSA administration. Fees may apply.

For more information about TSA's [policy and procedures for issuing certification](#), please refer to our website or contact TSA administration.

Section 5 – Student support

At Training Services Australia (TSA), we are committed to supporting you throughout your learning journey. If you encounter any challenges or require assistance, we encourage you to reach out so we can help you succeed.

Language, literacy, numeracy (LLN) and digital literacy

Participants in TSA's courses need to have a certain level of language, literacy, numeracy and digital proficiency to successfully complete the training.

Information about the LLN and digital literacy requirements for each course is provided in the course and qualification outlines. You should:

- Review these requirements before enrolling in and attending each course; and
- Contact a TSA Training Advisor or trainer if you have any concerns about your ability to participate in and successfully complete the training.

Alternatively, if you have been booked on one of our courses by your employer, we recommend that you discuss your concerns with them.

TSA also has developed an **LLN and digital literacy screening tool** which you can use to help evaluate the suitability of our courses. You can access the tool from **this link**, or by contacting a TSA Training Advisor.

Commented [JT9]: Need to develop this... I was thinking of a simple screening tool that asks for information about their educational history, self-evaluation questions about their LLN and digital literacy, and questions about the support that would be available to them in the workplace or at home.

Support services available

TSA offers the following learning support services:

- **Course guidance** – TSA Training Advisors are available to help you choose the right course and provide information about course content, requirements, and suitability.
- **Learning support** – TSA trainers are able to provide some learning support during course delivery. To facilitate this, it is important that you discuss your learning support needs with your trainer before, or at the start of your course. Please keep in mind that your trainer's ability to provide support will depend on factors such as the amount of support you need; class size and time constraints; and the trainer's level of expertise.
- **Assessment support** – If you need clarification on assessment requirements or assistance with completing assessments, you can seek guidance from your trainer or a TSA Training Advisor.
- **Post-course support** – TSA offers ongoing support, through telephone and email assistance, to those who are undertaking post-course assessment activities. Additional coaching support (face-to-face or online) can also be arranged (fees may apply), and for some courses, assignment support workshops may be available (fees may apply).

- **Health and wellbeing support** – While TSA is not a counselling service, we encourage students to seek professional support if they are experiencing personal difficulties. If needed, we can provide referrals to external support services. We can also assist students experiencing personal difficulties by making adjustments such as:
 - Providing extensions to assessment due dates
 - Rescheduling upcoming training dates or temporarily deferring upcoming training

Employer support

Many TSA students are enrolled in courses by their employer, who may also be able to provide learning and assessment support. If you require assistance, you are encouraged to seek help from your employer where appropriate. Additionally, if desired, a TSA Training Advisor can speak with your employer on your behalf to discuss support options.

Support limitations

While we can provide reasonable adjustments and general support, TSA does not employ trained specialists in LLN, mental health or disability support. If you require specialised assistance beyond our scope, we encourage you to seek support from qualified professionals or relevant services. If needed, we can help guide you to appropriate external resources.

Reasonable adjustment

Reasonable adjustment is the process of modifying training and assessment methods to support students with disabilities, medical conditions, or special needs, ensuring they have an equal opportunity to succeed in their studies.

Registered Training Organisations (RTOs) are legally required to provide reasonable adjustments under **The Disability Standards for Education 2005** (part of the Disability Discrimination Act 1992), as well as the Standards for RTOs. These laws have been designed to ensure that students with disabilities, medical conditions, or special needs are not disadvantaged and have equal access to education and training.

Reasonable adjustments must not change the competency requirements of a qualification. This means that, while adjustments can help students demonstrate their skills and knowledge in a way that suits their needs, they cannot lower the required standard or remove core competencies. Adjustments must also be practical and not pose excessive difficulty or cost on the RTO.

Examples of students who may require adjustments include those with:

- Physical disabilities (e.g., mobility impairments, vision or hearing loss).
- Learning difficulties (e.g., dyslexia, autism, ADHD).
- Medical conditions (e.g., chronic illness, mental health conditions).
- Language, literacy, or numeracy (LLN) challenges.

Adjustments are made based on individual needs. Examples include:

- Alternative assessment methods (e.g., verbal responses instead of written ones).
- Extended time for completing assessments.
- Assistive technology (e.g., screen readers, voice-to-text software).
- Interpreters or note-takers for students with hearing impairments.
- Flexible delivery methods (e.g., online learning instead of face-to-face).
- Adjustments to physical learning environments (e.g., wheelchair access).

To apply for reasonable adjustment, contact a TSA Training Advisor before enrolling, or, if you have already enrolled, speak with your trainer and / or a TSA Training Advisor. When doing this, be prepared to describe the challenges you face and the types of adjustments you believe would assist you. This will help us to understand your specific requirements and determine what adjustments we can reasonably make to support you.

Feedback

Training Services Australia values student feedback as it helps us improve our training, assessment, and overall student experience. Your input allows us to identify areas for improvement and helps us ensure we continue to meet the needs of our learners.

We encourage students to provide feedback at any time through the following methods:

- **Informal feedback** – Speak directly with your trainer, assessor, or a TSA Training Advisor or staff member about any suggestions or concerns.
- **Feedback forms** – At the end of each course, you may be asked to provide information on your experience by completing a feedback form.
- **Assessment portal** – Our online assessment portal includes a link to a [form](#) which you can use to provide feedback.
- **Email** – Send your feedback via email to tsa@tsa-wa.com.au.
- **Telephone feedback** – Call us on 08 9422 6444 and ask to speak with a TSA Training Advisor.
- **Student surveys** – We send out surveys periodically to gather feedback on training, assessment, and student support services.

You can choose to provide feedback anonymously. However, if you would like a direct response to your feedback, please include your contact details.

Commented [JT10]: RTO Standard 2.7 - Effective feedback and complaints management addresses concerns and informs continuous improvement.

Complaints

We are committed to providing a fair, supportive, and transparent learning environment. If you have a concern or complaint about any aspect of your training, assessment, or student experience, we encourage you to raise it as soon as possible. Complaints help us improve our services and ensure all students are treated fairly.

You can submit a complaint about issues such as:

- The quality of training and assessment
- Trainer or assessor conduct
- Discrimination, harassment, or bullying
- Administrative errors or unfair treatment
- Access to student support services
- Issues with facilities or resources

Before lodging a formal complaint, we encourage you to first discuss your concerns with the relevant person (e.g., your trainer, assessor, or a TSA Training Advisor). Many issues can be resolved quickly through open communication.

If your concern is not resolved informally, you can submit a formal complaint in writing.

For further information about our [complaints process](#), including how to lodge a complaint and the [complaint form](#), please refer to our website.

Commented [JT11]: RTO Standard 2.7 - Effective feedback and complaints management addresses concerns and informs continuous improvement.

Section 6 – Privacy and collection of personal information

Introduction

At Training Services Australia, we are committed to protecting your personal information in accordance with the Privacy Act 1988. We collect, store, and use your information only for purposes related to your training, assessment, and compliance with regulatory requirements.

You have the right to access and update your information at any time. Your personal details will not be shared without your consent, except where required by law or as outlined below.

If you have any questions about how your information is handled, please contact a TSA Training Advisor or refer to TSA's [privacy policy](#).

Provision of information to your employer

Where your employer is paying for your training and assessment, Training Services Australia (TSA) may provide them with information about your training progress and achievement for recording, coaching, and developmental purposes, including but not limited to, at TSA's discretion:

- Human Resources and Training Department personnel
- Your team leader and / or manager

This ensures that appropriate support, feedback, and development opportunities can be provided throughout your training.

Collection of personal information

Training Services Australia collects certain personal information from you, including your name and contact details, so that we can maintain accurate records of your attendance and participation in our courses.

For students enrolled in nationally recognised training, TSA is legally required to collect and report data in accordance with the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS). This standard ensures consistent reporting of training activity across the VET sector and helps government bodies:

- Monitor and improve the quality of training
- Analyse industry and workforce training trends
- Allocate funding and resources effectively

AVETMISS data is reported to government agencies but is kept confidential and used only for statistical and compliance purposes.

For further information about the collection of your personal information, refer to the [National VET Data Privacy Notice](#).

It is your responsibility to ensure that all of your personal information provided at enrolment is accurate and complete. If you undergo a change of name or contact details while enrolled with Training Services Australia, you are responsible for advising us in writing of the changes.

Unique student identifier

A **Unique Student Identifier** (USI) is mandatory for anyone undertaking nationally recognised training in Australia. It ensures that your training records and qualifications are securely stored in one online account. Your USI consists of a combination of 10 numbers and / or letters.

Who needs a USI?

A USI is required by all students enrolling in nationally recognised training in Australia.

Why do you need a USI?

- It is required by law to receive a qualification or Statement of Attainment.
- It allows you to access your VET transcript online, showing your completed training.
- It helps employers and training providers verify your qualifications.
- It ensures your training history is secure, accurate, and accessible at any time.

Checking if you already have a USI

Each person should have only one USI which lasts for their entire lifetime.

If you have completed any nationally recognised training in Australia since 2015, you may already have a USI. You can retrieve it by visiting the USI website (www.usi.gov.au) and selecting 'Find your USI'.

How can you get a USI?

If you do not already have a USI, you can create one by visiting the USI website (www.usi.gov.au) and following the instructions.

Protecting your USI

Your USI is personal and confidential. Only share it with authorised training providers, and keep your login details secure to protect your training records.

Further information

For further information about USIs, refer to the USI website (www.usi.gov.au).

You can also refer to [this information](#) on the TSA website.

Check whether info on website is up to date.

Section 7 – Fees and payment information

Introduction

For fee information about fees, refer to the following which are available on our website:

- Course and qualification outlines
- [Fees and payment information](#)

Unless noted otherwise, the fee for a course includes:

- The provision of all training materials
- Training delivery by a TSA facilitator
- Assessment of assignments submitted within the specified timeframe, or for which extensions have been approved
- Assessment of resubmissions received from candidates who do not receive a satisfactory outcome on their first attempt
- Post-course telephone and email support during normal office hours
- Issuance of a statement of attainment or certificate on successful completion of all course requirements

Payment policy

Except where alternative arrangements have been agreed with a TSA Training Advisor, course fees are payable in advance and enrolments may be considered tentative until full payment or a Purchase Order is received by Training Services Australia. Clients will be issued with an invoice upon enrolment. This must be paid in accordance with the payment terms.

Students who have successfully completed course requirements will not be issued with a qualification or statement of attainment until all course fees are paid in full.

Note: To meet its obligations under the Standards for Registered Training Organisations, TSA does not require individual students to pay fees of more than \$1,500 prior to their attendance at a course or courses.

If you are issued an invoice of more than \$1,500 for training that you have not yet commenced, please contact us to discuss payment arrangements.

Refund policy

You must advise us in writing of your intention to cancel your enrolment in a course by sending an email to tsa@tsa-wa.com.au.

The amount you will be charged or refunded depends on the amount of notice given, as outlined in the following table.

Cancellation notice provided	Charge	Refund
More than 14 days before course commencement	No cancellation fee	100% of course fee
3 – 14 days before course commencement	50% of course fee	50% of course fee
Less than 3 days before course commencement	100% of course fee	No refund
Failure to attend or complete a course	100% of course fee	No refund

Refunds will be provided within 7 days.

Transfers and substitutions

If you are unable to attend a course that you have booked to attend, you may transfer your enrolment to a subsequent workshop to be conducted by Training Services Australia. Transferring an enrolment does not attract an additional charge, providing it is done before the commencement of the course.

Should you wish to transfer or substitute an enrolment for a course after the course has commenced, a postponement fee of 50% of the course cost will apply.

Cancellation of training by TSA

Should TSA, for any reason, cancel a course on which you have enrolled, you will be entitled to:

- A full refund for the amount you have already paid for the course; or
- Transfer your enrolment to another (identical) course offered by TSA (where available)

TSA will not compensate you for time, travel expenses or accommodation expenses incurred in relation to the cancelled course.