

TSA Participant Information

Welcome to Training Services Australia (TSA).

This guide explains what you can expect from your training with us, what we ask of you as a participant, and what support is available throughout your course.

Before your course

To help you get the most from your training, please:

- review the course information to ensure the course meets your needs
- complete any pre-course activities (where applicable)
- tell us about any support needs or circumstances that may affect your learning.

This may include physical or accessibility needs, learning needs, language or communication needs, cultural or religious needs, or other personal circumstances. Sharing this information helps us determine whether any reasonable adjustments or other support may assist you.

During your course

We ask all participants to:

- attend during the scheduled training hours
- actively participate in learning activities
- treat trainers and fellow participants with courtesy and respect
- contribute to discussions in a respectful, constructive and inclusive manner
- complete any required learning activities or assessment tasks (where applicable)
- speak with your trainer if you have any questions or concerns about your progress.

TSA is committed to providing a learning environment that is safe, respectful, inclusive and free from discrimination. Everyone has the right to participate in training in an environment where they feel respected and supported.

To help maintain this environment for everyone, participants whose behaviour unreasonably disrupts the learning of others may be asked to leave the course in accordance with TSA's policies.

Support during your training

If you experience any difficulties during your training, please let us know as soon as possible. Depending on your needs, this may include learning support, reasonable adjustments, or discussing other ways we may be able to assist you.

If you are unsure whether support is available, please ask. We will always do our best to help or, where appropriate, guide you towards other support services.

Our commitment to you

TSA is committed to providing high-quality training and excellent customer service. We will:

- provide clear information about your training
- deliver high-quality training using experienced trainers
- provide quality learning resources
- support your learning wherever reasonably practicable
- provide feedback where assessment forms part of your course
- respect your privacy and protect your personal information
- respond promptly and fairly to complaints and appeals
- issue any applicable certification once course requirements have been successfully completed.

Sharing information with your employer

Please note that where your employer has arranged or paid for your training, TSA may provide them with information about your attendance, progress or achievement where appropriate.

Feedback and concerns

We welcome feedback and encourage you to raise any questions or concerns as early as possible.

If you have a concern about your training or assessment, we recommend you first discuss it with your trainer or a TSA Training Advisor. Many issues can be resolved quickly through open communication. If your concern cannot be resolved informally, you may make a formal complaint in accordance with TSA's Complaints and Appeals process. This is available from the policies and procedures section of our website.



Contact us

If you have any questions or require assistance, please contact us.

Phone: (08) 9422 6444

Email: tsa@tsa-wa.com.au

Website: www.tsa-wa.com.au