



**DELACROY
TRAINING**

RTO CODE: 32267

STUDENT HANDBOOK

2020

Message from PEO

Thank you for choosing us as your place to study. Today's world is a challenging and moving environment. The fundamental key to success in today's business culture is firm concentration, professional training and a strong belief in yourself as well as the achievement of your goals.

Our dedication ensures that you feel at home in Australia, with a safe, secure and supportive environment. Delacroy's commitment will allow you the opportunity to take on this life challenging journey and take full advantage of the experience we have to offer you.

The main focus of Delacroy is that you succeed in achieving your goals and enter the industry culture equipped with the knowledge, the confidence and the ability to perform at your best. Our goal is to provide the guidance you need during your journey to allow you to become professional and productive contributors to today's society.

Together with our highly qualified and experienced professional teaching staff, Delacroy look forward to pursuing academic excellence, value-based education, and providing an environment that is overall beneficial to your academic and professional development.

I acknowledge that the educational aspect of life is the essence of developing skills needed to enter a productive society and vital in promoting an individual sense of worth, values and high ethical standards. I personally look forward to playing a fundamental role in your life journey as our educational relationship continues, as we work towards defining your educational and professional goals.

Barry Smith
CEO

ABOUT US

Delacroy has been established to deliver nationally recognized training to local students in the areas of community services including aged care with units of competency in the first aid sector.

Our aim is to equip students with the skills and knowledge to gain employment in their chosen field as well as providing the peripheral industry needs through the delivery of units of competency.

OUR GUARANTEE

We guarantee you will be provided with:

1. Industry recognised and developed training;
2. Practical scenarios to ensure your training is providing you with the skills required; and
3. Support services to ensure your training can be completed.

We will not guarantee:

1. You will successfully complete the training, as the onus is on you to undertake all training and complete all assessment tasks; and
2. You will be employed at the conclusion of your training, as we are not an employer.

Contact Us

Student Support Officer

Contact Numbers: +61 7 3194 7057

Address: 516-518 David Low Way Pacific Paradise QLD 4564

Email: admin@delacroy.com.au

COURSE INFORMATION

We offer Nationally Recognised Training in:

Qualifications

BSB50215 - Diploma of Business

Course Information

This qualification would apply to individuals with various job titles including executive officers, program consultants and program coordinators.

Individuals in these roles may possess substantial experience in a range of settings, but seek to further develop their skills across a wide range of business functions.

Conversely, it may also apply to those with little or no vocational experience, but who possess sound theoretical business skills and knowledge that they would like to develop in order to create further educational and employment opportunities.

Duration: 52 Weeks (Full course)

Mode of delivery:

- Classroom (Face to Face & Online Based)
- Recognition of prior learning (RPL)

Tuition Fees: \$5000

Application Fees*: AUD \$100 | **Resource Fee*:** AUD \$500

*** (not refundable after resources have been provided)**

Assessments

This course includes written projects/assignments. Group tasks or assignments may occur as a type of assessment.

Reassessment:

Students can have reassessments of NYC (Not yet competent) at no charge. This course includes written projects/assignments. Group tasks or assignments may occur as a type of assessment.

Course Prerequisites:

There are no prerequisites for entry into the qualification. As this qualification is at the AQF level 3, learners are expected to have a good level of LLN skills and knowledge.

Recognition:

BSB50215 - Diploma of Business holds National Accreditation under the Australian Qualifications Framework (AQF).

Career opportunities:

Completion of full qualification provides the opportunity to seek employment in Business sector.

- Executive Officer,
- Project Consultant,
- Administrator,
- Corporate Services Manager,
- Legal Practice Manager,
- Business Development Manager,
- Project Coordinator,
- Business Sales Team Leader

Recognition of Prior Learning (RPL):

Learners wishing to receive RPL must make an application for such prior to the commencement of any structured training by use of the RPL Kit. When granted, the Volume of Learning is altered to a pre-determined amount of training as required.

Learners may have access to reassessment on appeal if RPL is not awarded.

Credit Transfer (CT):

Learners wishing to receive CT must make application for such prior to the commencement of any structured training by use of the CT Application Form. When granted, the Volume of Learning must be altered to a pre-determined amount of training as required.

Core Units

This qualification has no core units.

Elective Units

Unit code	Unit name
BSBRK501	Manage risk
BSBADV507	Develop a media plan
BSBADV509	Create mass print media advertisements
BSBHRM506	Manage recruitment, selection and induction processes
BSBMKG514	Implement and monitor marketing activities
BSBADM502	Manage meetings
BSBADM506	Manage business document design and development
BSBWOR501	Manage personal work priorities and professional development

CPP20218 - Certificate II in Security Operations

Course Information

This qualification reflects the role of a security officer, responsible for maintaining safety and security by patrolling, protecting or guarding property while unarmed, and screening entry, monitoring behaviour and removing persons from premises.

This qualification is intended to align with the following occupational licencing outcomes:

- security officer – unarmed guard
- security officer – crowd controller.

Occupational titles could include:

- security officer
- unarmed guard
- crowd controller

It provides a pathway to further learning and work in various security roles and settings including, but not limited to:

- armed guarding
- cash-in-transit
- close protection
- control room operations
- guard dog handling.

Security officers may work alone or work in a team environment under general supervision, operating with limited autonomy and judgement to complete routine but variable tasks, with some accountability and responsibility for their own outputs, work and learning.

Occupational licensing, legislative, regulatory or certification requirements may apply at the time of publication. Please refer to the CPP Companion Volume Implementation Guide for information.

Duration: 26 Weeks (Full course)

Mode of delivery:

- Classroom (Face to Face & Online Based)
- Recognition of prior learning (RPL)

Tuition Fees: \$1100

Application Fees*: AUD \$100 | Resource Fee*: AUD \$200

*** (not refundable after resources have been provided)**

Assessments

This course includes written projects/assignments. Group tasks or assignments may occur as a type of assessment.

Reassessment:

Students can have reassessments of NYC (Not yet competent) at no charge.

This course includes written projects/assignments. Group tasks or assignments may occur as a type of assessment.

Course Prerequisites:

There are no prerequisites for entry into the qualification. As this qualification is at the AQF level 3, learners are expected to have a good level of LLN skills and knowledge.

Recognition:

CPP20218 - Certificate II in Security Operations holds National Accreditation under the Australian Qualifications Framework (AQF).

Career opportunities:

Completion of full qualification provides the opportunity to seek employment in the Security sector.

- Security Officer

Recognition of Prior Learning (RPL):

Learners wishing to receive RPL must make an application for such prior to the commencement of any structured training by use of the RPL Kit. When granted, the Volume of Learning is altered to a pre-determined amount of training as required.

Learners may have access to reassessment on appeal if RPL is not awarded.

Credit Transfer (CT):

Learners wishing to receive CT must make application for such prior to the commencement of any structured training by use of the CT Application Form. When granted, the Volume of Learning must be altered to a pre-determined amount of training as required.

Core Units

Unit code	Unit name
CPPSEC2101	Apply effective communication skills to maintain security
CPPSEC2102	Apply legal and procedural requirements to work effectively within a security team
CPPSEC2103	Apply WHS, emergency response and evacuation procedures to maintain security
CPPSEC2104	Apply risk assessment to select and carry out response to security risk situations
CPPSEC2105	Provide quality services to a range of security clients
CPPSEC2106	Protect self and others using basic defensive techniques
CPPSEC2107	Patrol premises to monitor property and maintain security
CPPSEC2108	Screen people, personal effects and items to maintain security
CPPSEC2109	Monitor and control access and exit of persons and vehicles from premises
CPPSEC2110	Monitor and control individual and crowd behaviour to maintain security
CPPSEC2111	Apply security procedures to manage intoxicated persons
CPPSEC2112	Apply security procedures to remove persons from premises
CPPSEC2113	Escort and protect persons and valuables

HLTAID003	Provide first aid
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Unit of Competency

HLTAID001 - Provide cardiopulmonary resuscitation

This unit describes the skills and knowledge required to perform cardiopulmonary resuscitation (CPR) in line with the Australian Resuscitation Council (ARC) Guidelines. This unit applies to all workers who may be required to provide CPR, in a range of situations, including community and workplace settings. Specific licensing /regulatory requirements relating to this competency, including requirements for refresher training should be obtained from the relevant national/state/territory Work Health and Safety Regulatory Authorities.

Duration: 8 hours (Full course)

Mode of delivery:

- Classroom

Tuition Fees: \$150 (**Application Fees*:** AUD \$0 | **Resource Fee*:** AUD \$0)

* (not refundable after resources have been provided)

Assessments

This course includes written projects/assignments. Group tasks or assignments may occur as a type of assessment.

Reassessment:

Students can have reassessments of NYC (Not yet competent) at no charge.

This course includes written projects/assignments. Group tasks or assignments may occur as a type of assessment.

Course Prerequisites:

There are no prerequisites for entry into the qualification. As this qualification is at the AQF level 1, learners are expected to have a good level of LLN skills and knowledge.

Recognition:

HLTAID001 - Provide cardiopulmonary resuscitation holds National Accreditation under the Australian Qualifications Framework (AQF).

Recognition of Prior Learning (RPL):

Learners wishing to receive RPL must make an application for such prior to the commencement of any structured training by use of the RPL Kit. When granted, the Volume of Learning is altered to a pre-determined amount of training as required. Learners may have access to reassessment on appeal if RPL is not awarded.

Credit Transfer (CT): Learners wishing to receive CT must make application for such prior to the commencement of any structured training by use of the CT Application Form. When granted, the Volume of Learning must be altered to a pre-determined amount of training as required.

HLTAID003 - Provide first aid

This unit describes the skills and knowledge required to perform cardiopulmonary resuscitation (CPR) in line with the Australian Resuscitation Council (ARC) Guidelines.

This unit applies to all workers who may be required to provide CPR, in a range of situations, including community and workplace settings.

Specific licensing /regulatory requirements relating to this competency, including requirements for refresher training should be obtained from the relevant national/state/territory Work Health and Safety Regulatory Authorities.

Duration: 8 hours (Full course)

Mode of delivery:

- Classroom

Tuition Fees: \$100

Application Fees*: AUD \$0 | Resource Fee*: AUD \$0

* (not refundable after resources have been provided)

Assessments

This course includes written projects/assignments. Group tasks or assignments may occur as a type of assessment.

Reassessment:

Students can have reassessments of NYC (Not yet competent) at no charge.

This course includes written projects/assignments. Group tasks or assignments may occur as a type of assessment.

Course Prerequisites:

There are no prerequisites for entry into the qualification. As this qualification is at the AQF level , learners are expected to have a good level of LLN skills and knowledge.

Recognition:

HLTAID003 - Provide first aid holds National Accreditation under the Australian Qualifications Framework (AQF).

Recognition of Prior Learning (RPL):

Learners wishing to receive RPL must make an application for such prior to the commencement of any structured training by use of the RPL Kit. When granted, the Volume of Learning is altered to a pre-determined amount of training as required. Learners may have access to reassessment on appeal if RPL is not awarded.

Credit Transfer (CT):

Learners wishing to receive CT must make application for such prior to the commencement of any structured training by use of the CT Application Form. When granted, the Volume of Learning must be altered to a pre-determined amount of training as required.

UNT OF TRAINING

We are required to meet the requirements of the Volume of Learning for all students, as described in the Australian Qualifications Framework (AQF) for course on scope.

ENROLMENT REQUIREMENTS

Our training is open and responsive to all people irrespective of age, gender, cultural or ethnic background, disability, sexuality, unemployment, imprisonment or remote location.

If you are seeking to enrol you must be either:

1. Australian citizen;
2. Permanent resident;
3. Humanitarian visa holder;
4. New Zealand citizen; or
5. Hold a Visitor, Work or Business Visa which has study provisions (can only study for the period allowed on your Visa).

Additionally each person must undertake:

1. An LLN test using the LLN Robot (a link will be sent to you after we receive your enrolment form) and
2. An initial skills assessment.

LICENCING REQUIREMENTS

Qualifications

There are no specific licensing /regulatory requirements relating to our qualifications.

Units of Competency

Specific licensing /regulatory requirements relating to the units of competency, including requirements for refresher training should be obtained from the relevant national/state/territory Work Health and Safety Regulatory Authorities.

ENTRY REQUIREMENTS

When you have determined the right training for you, as part of the enrolment process, we will be required to undertake an initial skills assessment to assist us to ensure you are able to complete the training you wish to be considered for enrolment.

This will include a short interview as to your knowledge and experience of the industry you are training to gain employment in as well as a Language Literacy and Numeracy test. All of these are designed to assist us in understanding any additional assistance you may need prior to commencing your training.

Note: Prior learning is not required to undertake our training, however, for all training we offer, industry requires a good understanding of written and spoken English.

VENUE

You undertake the training at our location 516-518 David Low Way Pacific Paradise QLD 4564.

Our training venue meets the requirements of registration and provides you with the following:

1. Training room;
2. Library;
3. Break out room;
4. Offices for confidential meetings with your trainer or the director;
5. Simulated work environment for practical training and assessment where not able to be done in an actual workplace;
6. Tea and coffee facilities; and
7. Student lounge.

Our venue is centrally located to public transport, cafés and restaurants, shopping precincts and off-street parking.

EQUIPMENT AND RESOURCES

For classes

Your own laptop or tablet. If you do not have your own, public libraries can be used where this equipment is able to be used for study and research purposes.

Your own pens, paper and other stationery for taking notes

Your own food and drinks. We supply tea and coffee and tap water.

ACCESSIBLE AREAS AND ACCESS TO TRAINERS

1. Trainers are accessible at all times during classroom sessions;
2. Director and Administration personnel are only accessible during scheduled classroom breaks or before/after class;
3. Trainers are not accessible during lunchbreaks;
4. No access is granted to non-classroom area's excluding toilets;
5. No access is granted to telephones, photocopyers, fax machines and any other non-training related equipment;

6. Students have access to trainers on an individual and confidential level if there are any concerns in understanding; and the training information, or any other concerns relating to their attendance at workshops.

ASSESSMENT

PRINCIPLES OF ASSESSMENT

The assessment principles of validity, reliability, fairness and sufficiency will be met through the delivery of assessment in real time and as a combination of Written Assignments, Oral Assignments, Practical Assessments, Written and Summative Assessments as each student undertakes the particular unit of study.

The competency standards as set in the relevant training package, shall be the benchmarks for assessment.

On-the-job assessment requirements will be met through consultation with the student and employer to ensure all necessary equipment and time is allocated for thorough assessment to be made.

Trainers are responsible for ensuring that assessments are conducted practically and ethically and that competency is confirmed and evidence is relevant and available. Students are responsible for ensuring that they have the evidence to support their application for competency in a unit of study.

The assessment process will be managed through the timely and accurate auditing of assessment documentation, observation of assessment practices and auditing of the assessment process and documentation by the Industry Validation and Moderation groups.

ASSESSMENT STANDARDS

All assessments conducted by us will:

1. Comply with the assessment guidelines defined in the relevant nationally endorsed training package.
In the case of our training we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the TAE40116 Certificate IV in Training and Assessment.
2. All of our assessments within our RTO will lead to the issuing of a certificate or statement of attainment under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.
3. All of our Assessments will be:
 - Valid - Assessment methods will be valid, that is, they will assess what they claim to assess,
 - Reliable - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the student and from context to context,
 - Fair - Assessment procedures will be fair, so as not disadvantage any students. Assessment procedures will:
 - be equitable, culturally and linguistically appropriate,
 - involve procedures in which criteria for judging performance are made clear to all participants,
 - employ a participatory approach,
 - provide for participants to undertake assessments at appropriate times and where required in appropriate locations.
 - Flexible - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,

We will achieve this through:

- careful design of the assessments,
- validation and moderation of the assessment materials conducted in our annual review,
- an understanding of the definition and practical application of the above definitions.

ASSESSMENT TASK CRITERIA

All our assessment tasks will provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances, information will also be included at the start of each unit or course as to the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment.

ASSESSMENT METHODS

Our assessments and assessment methods will ensure that we:

- focus on the application of the skill and knowledge as required in the workplace, including:
 - Task skills (actually doing the job)
 - Task management skills (managing the job)
 - Contingency management skills (what happens if something goes wrong)
 - Job Role environments skills (managing your job and its interaction with others around you)
- We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency.
- Staff are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

- Re-assessment is available on appeal, see further details in the appeal process section.

ASSESSMENT TOOLS

Our assessment tools are:

1. Written assessment – requires the learner to answer a series of written questions used to capture evidence of a student acquiring the knowledge required to be successful in the work outcomes of the unit of competency.
2. Practical assessment – requires the student to be observed completing a task or series of tasks to demonstrate they have acquired the required skills to be successful in the work outcomes of the unit of competency.

Oral questioning may be used to:

1. Enhance or clarify answers provided in the written assessment; and
2. Actions undertaken or omitted during the practical demonstration.

RE-ASSESSMENT OPPORTUNITES

Students not successful at the first attempt of an assessment task will be afforded:

- 1 no charge opportunity to re-attempt the assessment task; and
- 2 subsequent chargeable re-attempts of the assessment task.

At completion of the no charge and 2 chargeable re-attempts if the student is still not successful, they are to be deemed Not Competent (NC) and advised of their appeal rights.

APPEALS

Students not achieving competency for the units, will have the opportunity to be re-assessed on an individual basis by mutual arrangement.

This may be arranged prior to course completion to allow for students to graduate with other class participants

Note: Should you not complete the assessment task on the alternate date, you will be charged an alternate assessment fee.

ATTENDANCE

An amount of training (also referred to as Volume of Learning) is required to be completed prior to undertaking the assessment for each qualification and Unit of Competency. To achieve the amount of training for:

Qualification

Students must:

1. undertake at least 80% of the structured hours allocated to each qualification;
2. satisfactorily complete 100% of the assessment tasks.

Note: We allow non-attendance for 20% of the structured training hours to cover occasional absences and illnesses, including illness supported by a medical certificate.

As soon as practicable, after we become aware a student is no longer able to achieve 80% attendance for the term, or course, the student will be notified that they are in breach of the amount of training and it is likely they will not successfully complete the training.

Assistance including catchup sessions and additional days will be offered to students who have fallen behind in their attendance.

ABSENCE

Qualification

If absent from a day on the course, you are to provide a written reason in the box for the day they were absent.

If the absence is due to a medical condition or illness, you are required to produce a medical certificate from a Legally Qualified Medical Practitioner. You may not produce a sickness certificate from a chemist.

You are not allowed to be absent from a designated training day for paid employment.

Units of Competency

Students who fail to attend or leave early will be required to arrange to attend on another date to undertake or complete the training.

FAILURE TO ATTEND

Qualification

Failure to attend without reason may be reported where appropriate and may jeopardise successful completion of the course.

Failure to attend on numerous occasions may mean an incomplete being recorded and no refund of monies paid.

Units of Competency

Refer to absence.

LATENESS TO CLASS

1. Lateness to class on any day is not acceptable;
2. When you are delayed from arriving on time, you must notify the trainer by text or phone to inform of delay; and
3. We expect that all Students will be in the room on time after breaks throughout the day.

ATTENDANCE RECORDS

Records will systematically be maintained for students on a registered course. Non-attendance due to illness evidenced by a medical certificate, or other exceptional personal leave must also be recorded, monitored and reported weekly.

BEHAVIOUR AND DRESS

You will behave in a manner which reflects the professional status of the industry that you are training for and shall respect the rights of others with regards to Equal Opportunities, Harassment, Bullying and Discrimination.

Unacceptable behaviour includes:

1. Inappropriate clothing includes: thongs, ripped or torn clothing, no unnecessary exposed flesh, no offensive prints or words;
2. Inappropriate language means: no swearing or abusive language;
3. Mobile phones: no mobile phone use during class times or recording of content;
4. Eating: no eating in the classroom;
5. Playing games on mobile devices during class times;
6. Lateness returning to class from breaks is unacceptable;
7. Disrespectful behaviour to all other Students, trainers and other individuals;
8. Misuse of our computer system;
9. Littering;
10. Engaging in behaviour which may offend, embarrass, threaten or harm other students, staff or general public, including via electronic means; and
11. Jumping, standing on or putting shoes on furniture is not permitted.

SMOKING, DRUGS AND ALCOHOL

Smoking: Is prohibited in all buildings and covered area's and Students are expected to use the ashtrays provided.

Drugs and Alcohol: Students are expected to comply with the Workplace Health and Safety Legislation and shall be drug and alcohol free during the course.

CHANGES TO OUR BUSINESS

Whereby we make any changes to any or all of the following:

1. Ownership and control of the legal entity.
2. Name of the legal entity or trading name.
3. Chief Executive Officer or accountable officer.
4. Location of Head Office or permanent training venue, and
5. Contact details of the organisation.

We shall notify students as soon as reasonably practicable and also advise how these changes affect their training.

CHANGE TO COURSE

Qualifications

Where available, any approved changes to downgrade a course after commencement of the course, a \$100.00 administration fee will apply.

No charge will apply should a Student wish to upgrade to a higher course.

Note: The enrolment fee is not refundable

COMPANY PROPERTY

We are equipped with the tools and resources for you to gain the skills necessary to work in your chosen industry and just like being at work you are required to treat our tools and resources with care and respect, observing all instructions in the correct and appropriate manner.

Unless instructed and authorised to do so, you shall not touch or operate property, as this may lead to injury to yourself or others if used incorrectly.

You will be held financially liable for all negligent, reckless or wilful damage to our property.

COMPLAINTS AND APPEALS PROCESS

In keeping with the National VET Regulator Act 2011, Standards 2015, we have a complaints and appeals process to assist you when the need arises.

In making your decision to enrol with us, you need to be aware that:

1. A complaint relates to any matter not related to your training outcomes, and
2. An appeal only relates to your training outcomes.

You may complain or appeal:

1. Informally – a brief discussion with your trainer, where the trainer's explanation is sufficient to resolve the matter, or

2. Formally – in writing, where an investigation is required to resolve the matter.

Our full complaints and appeals procedure is available:

1. In your pre-enrolment package; or
2. By phoning or emailing our office.

COURSE EXTENSION

We are not obligated to extend the period of your enrolment if you have not completed your course on time, however every effort will be made to assist you to complete your training.

EARLY WITHDRAWAL

Students who leave the course prior to completion will receive a statement of attainment for all units completed.

EMERGENCY PROCEDURES

You will be given a briefing on the emergency procedures in the event of an emergency and you are expected to comply with instructions given by company members.

EMPLOYMENT OPPORTUNITIES

Upon successful completion of your training may be able to gain employment in the areas for which you have been trained and prepared.

As stated earlier, we are not able to guarantee you will be employed at the successful conclusion of your training. The onus is on you to seek out the available employment opportunities and to successfully complete your training.

FEEDBACK AND COMMUNICATION

We embrace an ongoing policy of open communication and encourage feedback and dialogue with all students to assist with meeting student needs and concerns as well as for ongoing improvement of our services.

We would appreciate feedback in regard to your opinions, satisfaction, or other views about our operations, policies, procedures, and training delivery and assessment.

Feedback will be sought through the completion of a Student Satisfaction Survey provided by us at the conclusion of your training. You may also be called upon by the regulating body ASQA (Australian Skills Quality Authority) to complete a survey on our services.

FEES

As a Nationally Registered Training Organisation we are able to collect fees from the student and must provide or direct the student to information specifying:

- Fees that must be paid to us;
- Payment terms and conditions including deposits and refunds;
- Student's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- Student's right to obtain a refund for services not provided by us in the event the:
 - arrangement is terminated early; or
 - we fail to provide the Services.

PAYMENT

COURSE FEE

Course name	Fees (AU\$)	Material Fees (AU\$)
BSB50215 - Diploma of Business	5000	500
CPP20218 - Certificate II in Security Operations	1100	200
HLTAID001 - Provide cardiopulmonary resuscitation	150	0
HLTAID003 - Provide first aid	100	0

PAYMENT OPTIONS

Qualifications

BSB50215 - Diploma of Business \$5,000.00

CPP20218 - Certificate II in Security Operations \$1,100.00

Payment One – paid at the time of enrolment. (this payment is also your enrolment fee)

- 50% of the course cost; and
- An equipment fee if applicable.

Payment Two – paid at the commencement of the Second Semester

- \$50% of the course cost;
- Any late payment penalty (if applicable); and
- Any alternative assessment fee (if applicable)

Unit of competency

Your payment options are:

1. Pay full course fee on the day, at the commencement of your training by Bank cheque, Credit card or cash; or
2. Pay 10% of the course fee by electronic funds transfer prior to course commencement.

Note: Credit card transactions incur a 1.5% transaction fee.

After your initial skills assessment and successful completion of the knowledge test has been completed, your application for enrolment is accepted, we will advise you of the course fee to be paid.

OTHER FEES

ALTERNATE ASSESSMENT FEE

Failure to complete the assessment task on the alternate date, will incur an alternate assessment fee of \$250.00.

CHANGE TO COURSE

Any approved changes to downgrade a course after commencement of the course, a \$250.00 administration fee will apply.

No charge will apply should the Student wish to upgrade to a higher course.

Note: The enrolment fee is not refundable

LATE FEE PAYMENT

It is the student's responsibility to pay fees on time according to the payment plan agreed upon at time of course enrolment and any late fee payments will incur a late fee payment of \$50.00.

Should a student require an extension for their fee payments, they have to apply in writing to the Director, at least two weeks prior to fee being due.

Note: Should the payment not be made at the agreed date, the overdue account will be sent to a debt collection agency without any further notice. Matters which have been referred to the collection agency will not be handled by the institute and will be treated separately from any further accounts.

Any costs incurred in the collection of fees are the responsibility of the student / parent / guardian. The institute will not pay these fees.

A learner with outstanding fees shall be suspended from undertaking any training and assessment services until such times as the outstanding arrears have been brought up to date.

RECOGNITION OF PRIOR LEARNING (RPL)/ CURRENT COMPETENCIES (RCC)

The fee's associated with Recognition of Prior Learning are:

1. Assessment fee \$250.00 per unit of competency applied for.

REPLACEMENT CERTIFICATE OR STATEMENT OF ATTAINMENT

In cases where a student has lost or misplaced their certificate or Statement of Attainment, a fee of \$50.00 will apply for a copy to be produced.

COOLING-OFF PERIOD

The decision to enrol in any training has to be the right decision for your career aspirations and hopes for the future. To

assist you in making the right decision, we allow a two day cooling off period immediately after the completion of your initial skills assessment.

This period of time allows you to firm up your decision to enrol and complete the training.

At the end of your cooling off period, you will receive a notification of enrolment and a reminder of your cancellation and fee obligations and the cost involved.

CANCELLATION

Cancellations made by you prior to your course commencement must be made in writing by you and is deemed to take effect on receipt of your written notification.

Cancellations after the course commencement must be notified in writing and you will:

1. Be refunded the unused portion of your course fees; and
2. Incur an administration fee equal to 25% of the total course cost.

WITHDRAWING FROM A COURSE

If you leave and/or abandon your course before the scheduled termination date and time, for whatever reason, no refund will be given.

TRANSFER

We reserve the right at our discretion to transfer a course to another date and venue and this action will in no way waive the terms and conditions stated herein.

In the event of us having to cancel a course, without offering any acceptable alternative, then you shall be entitled to a full refund of monies paid and no further liability shall be incurred by us.

FEE PROTECTION

Where, we are unable to provide services for which you have paid, you will:

- Be placed into an equivalent course such that the new location is suitable to you; and
- You receive the full services for which you have prepaid at no additional cost; or
- Be paid a refund of any prepaid fees for services yet to be delivered above the prepaid fee amount.

REFUND

All applications for a refund of monies paid to us are to be made to the director on the refund application form. The refund application form is to be accompanied by any evidence you wish to present to support your application.

Refund application forms are available from the administration team.

Full qualification

Refunds of any unused portion of your fee payment are available in circumstances whereby we are unable to provide the services for which you have prepaid.

Refund application forms are available from the administration team.

Full refunds are provided for:

Withdrawing from your course, where the change to venue or course date has been instigated by us and such change is not suitable to you. (This includes the non-refundable deposit amount)

Partial refunds are provided for:

A course is commenced but due to unforeseen circumstances, we are unable to complete the course. (The refund amount is for any unused portion of the prepaid amount)

NO REFUND

There is no refund of fees or any prepaid amount for:

1. any poor and/or non – attendance;
2. poor behaviour;
3. you provided false or misleading information;
4. you failed to comply with the conditions of the RTO

Note: You will not be able to commence training until such times as fee payment has been:

1. Qualifications

Initial payment has been received

2. Units of competency

Full payment has been received no later than the day of the course

PAYMENT OF REFUND

Where a refund is granted, refunded monies will only be paid to the registered student.

TIMEFRAME FOR REFUND

All applications for refund shall be determined within 10 working days.

APPEALS

Learners who are not satisfied with the outcome of the refund process may access our complaints and appeals process.

NO FEE SERVICES

Any services provided to assist the learner to complete their training successfully are provided free of charge to the student accessing such services and includes referrals to external services. Where possible such external services will be a not for profit or international student services specific organisation.

Any investigation into a complaint or appeal is also at no cost to the student.

INDUSTRY ENGAGEMENT

We have engaged with industry including skills councils and employers to ensure our training and assessment services are being delivered to meet the needs of the industry and that your training is relevant to industry.

This engagement ensures you are able to fulfil an industry need.

INITIAL SKILLS ASSESSMENT

Under the National VET Regulator Act 2011, Standards 2015, we are required to undertake an initial skills assessment to assist with the identification of potential language, literacy or numeracy and non-vocational barriers to completing the training.

We will conduct an initial skills assessment with you at the time of enrolment or immediately prior to commencing the training.

The initial skills process for the full qualifications is in two (2) parts and involves:

Part One

A short interview, conducted by our trainers, as to your knowledge and experience of the industry you are training to gain employment in.

Part Two

A Language, Literacy and Numeracy assessment shall be conducted by directing the learner to the Learner Resources Group's website to undertake the assessment using the LLN Robot.

All of this is designed to assist us in understanding:

- Your ability to complete the course; and
- Any additional assistance you may need prior to commencing your training.

ISSUANCE OF AWARDS

Statements of Attainment will be issued to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete and providing all agreed fees the student owes to us have been paid.

LEARNING DIFFICULTIES

If you have any learning difficulties, we encourage you to identify them either directly or in confidence to your Trainer or Director, prior to course commencement.

LEGISLATION

We are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated and all employees are made aware of any changes.

The legislation that particularly effects your participation in our Vocational Education and Training programs includes:

- Equal Opportunity Act 1984;
- Fair Trading Act 1987;
- National VET Regulator Act 2011;
- Privacy Act 1988;
- Standards for Registered Training Organisations 2015;
- Workplace Health and Safety Act 2012;
- Workers Compensation and Rehabilitation Act 1986;
- Unique Student Identifiers Act; and
- All legislation relevant to the training you are undertaking.

MONITORING, RECORDING AND ASSESSING THE COURSE PROGRESS

Responsibility for monitoring student progress

The trainer is responsible for:

- a) monitoring course progress,
- b) identifying any student who may, be in need of support or intervention, and
- c) working with the student and relevant staff to provide appropriate intervention.

Any agreed intervention strategy is recorded in student file.

The trainer is also responsible for referring any issues pertaining to a student who is not making satisfactory progress to the Director.

When dealing with a student who is not progressing effectively in their course we will:

1. Ensure all students are treated fairly and openly;
2. Aim to maintain student confidentiality and privacy except as required by law;
3. Ensure appropriate information will be made available to students identified as at risk of not achieving satisfactory course progress;
4. Ensure ease of access to learning and other support to students at risk of not achieving satisfactory course progress;
5. Ensure equity, consistency, transparency and natural justice principles are observed;
6. Ensure privacy laws are respected.

STUDENT SUPPORT SERVICES

As we offer training courses to all members of the community, we have established a number of vocational barrier supports which include special assistance with:

1. Assessment tasks, and
2. Language, Literacy and Numeracy;

Assistance will depend on the needs of the student and may include referral to any of the following, singularly or in combination:

1. Reading and writing hotline;
2. Access to a dictionary or interpreting device; or
3. Foundation Skills program at a Community College or TAFE.

We are able to assist with the determination of suitable non- vocational support services to assist students including, but not limited to:

- Accommodation assistance;
- Centrelink;
- Counselling;
- Food/Material assistance;
- Legal Aid;
- Personal Support;
- Australian Tax Office;
- Ethnic Communities Council;
- Women's Legal Resource; and
- Interpreting Services.

STUDENT RESPONSIBILITIES RESPONSIBILITIES AND RIGHTS

When you elect to participate in training with us, you have a responsibility to:

1. Adhere to our policies and procedures,
2. Treat others with respect, fairness and courtesy,
3. Not plagiarise, collude or cheat in any assessment activity,
4. Arrive on time,
5. Notify your trainer if you will be absent or late,
6. Participate,
7. Submit assessments on time and in the required manner,
8. Obey all traffic laws during periods of supervised driving; and
9. Provide written notice of any changes to your enrolment status.

You have a right to:

1. Be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status;
2. Be free from all forms of intimidation;
3. Request a change to the trainer and/or assessor;
4. Work in a safe, clean, orderly and cooperative environment;
5. Have personal property protected from damage and other misuse;
6. Learn in an environment that is conducive to success;
7. Work and learn in a support environment without interference from others;
8. Apply to have existing skills and knowledge recognised;
9. Privacy concerning records containing personal information, (subject to other statutory requirement and other agreed uses);
10. Be given information about assessment procedures at the beginning of the unit and progressive results as they occur;

11. Lodge a complaint and have it investigated effectively without fear of retaliation or victimisation; and
12. Express and share ideas and to ask questions.

OUR RIGHTS AND RESPONSIBILITIES

We will maintain and deliver high quality training courses, complying with the VET Quality Framework (VQF) accreditation requirements as a Registered Training Organisation.

We will maintain Workplace, Health and Safety, Equal Opportunities, Harassment, Bullying and Discrimination Policies and relevant legislation.

We will:

1. Have suitable qualified staff;
2. Provide all training services for which we are registered to provide;
3. Student resources; and
4. Effective assessment tools.

PRIVACY

All personal information provided to us is protected by the requirements of the Commonwealth Privacy Act, and is securely stored. It will not be accessed by any unauthorized person without prior written consent from the student.

Our full privacy policy is available:

1. In your pre-enrolment package;
2. For download from our website; or
3. By phoning or emailing our office.

RECOGNITION OF PRIOR LEARNING (RPL)/ CURRENT COMPETENCIES (RCC)

Qualification

You may be eligible to gain status for previous industry experience, studies in other courses or from other training providers.

If you fit in this category enquire about RPL/RCC or credit transfers which could significantly shorten your study requirements.

Unit of Competency

As the units of competency on our scope of registration have a requirement for refresher training to be undertaken, the RPL process can only be applied to the amount of training to be provided and not to the actual unit of competency.

COURSE CREDIT

All students are made aware of the ability to apply for course credit via a RPL, CR or CT application throughout the enrolment and induction process of the course.

RECORDS MANAGEMENT

Administrative records management specifications are determined by regulatory requirements, the business functions, technologies, risks, evidence requirements, retention and archiving, compliance requirements for external and internal reporting, security, storage and retrieval of information.

We maintain records of program development, program delivery, participants, human and physical resources, and financial and management activities.

Records we will collect for each student includes:

1. Participant personal details - recorded and entered at the time of enrolment and confirmed at training session
2. Course details - recorded and entered at the time of enrolment and confirmed at training session
3. Course units of competency or modules - recorded at the time of enrolment and confirmed at training session
4. Progress - recorded on hard copy by trainers/assessors.
5. Attendance - recorded on training session rolls by trainers/assessors.;
6. Completed assessments – retained for 12 months.

Participant records must be maintained for 30 years.

ACCESSING YOUR PERSONAL RECORD

To access your personal record, you need to make an appointment with the Director either by phoning the office or arranging an appointment through your trainer.

TRAINERS AND ASSESSORS

As per the requirements of the Standards for Registered Training Organisations 2015 (the Standards), we provide all of the training services you have purchased through the employment of person who:

1. Holds the Unit of Competency you are being trained in;
2. Has recent and relevant workplace/industry experience; and
3. Is considered a Subject Matter Expert in their respective field.

Note: We don't engage any person or training organisation to deliver our training and assessment services on our behalf.

STUDY PERIOD

Each course will be delivered to meet the specific requirements for each student or group of students. A training calendar has been prepared for each course for each calendar year.

WHS

We believe that all accidents are preventable and seek to ensure a safe environment for all students and staff.

During your course induction, your trainer will explain the WHS requirements particular to your training location and where required the need to wear Protective Personal Equipment (PPE).

You will be expected to comply with our Workplace Health and Safety Policies and report all incidents, near miss activities and safety hazards immediately.

WORKING WITH CHILDREN

We will comply with all Federal and State working with Children legislation.

A list of all relevant legislation is available from the Federal Police Website
<http://www.afp.gov.au/nch/policechecks.html>

WORK PLACEMENT

Work placement is a learning and experience opportunity only, it is not an assessment task and will not be used to assess your competence for awarding of a qualification or Statement of Attainment.

Prior to commence of your course, we will arrange for a period of work placement to be completed in an actual business offering the services relevant to your training.

Each period of work placement will give you an opportunity to build relationships, establish networks and practice and demonstrate the skills and knowledge you have acquired as part of your training as relevant to the units of competency you have undertaken in the preceding semester.

You will be required to attend this period of work placement, as it is a part of your course that you undertake work placement.

You are responsible in the first instance to locate a suitable workplace to undertake your work placement. Where your proposed location for work placement is not suitable, you are able to recommend or source a more suitable business or we will locate a suitable business for you in a location suitable to you.

Where a suitable business is not able to be located by you or sourced for you, a simulated work environment will be created at our training venue, which will include you being able to practice in simulated workplace conditions.

2020



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