



# *TURSA*

***Tursa Employment & Training***  
**TRAINEE INFORMATION**  
**HANDBOOK**

Registered Training Organisation 90325

**Administration Office**

LISMORE NSW 2480

**CALL 1800 266 425**

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## **Who is Tursa Employment & Training?**

*TURSA* is a non-profit, independent, regional organisation that delivers several employment and training programmes and services for State/s and Australian Government from Forster in NSW to Noosaville in QLD. Prospective Trainees are treated fairly and without discrimination and are individually interviewed and assessed on their eligibility for training services. Services will be provided to eligible persons fairly and equitably, in an environment free from discrimination and harassment. Support services are in place to assist where necessary – refer to the *Special Needs* section of this Handbook.

## **What Kind of Training Does *TURSA* offer?**

*TURSA* is a Registered Training Organisation (RTO) that offers accredited courses and units within the Australian Qualifications Framework (AQF). As an RTO, we are responsible to ensure compliance with training and assessment requirements. Successful completion of accredited courses entitles a Trainee to a Statement of Attainment or Certificate issued by *TURSA* that can potentially be counted towards future study in the same field.

*TURSA* also offers non-accredited training. Trainees who successfully complete non-accredited training are usually entitled to a *TURSA* Statement of Participation. The allocated *TURSA* staff member will advise at the start of training if the course you are doing is accredited or non-accredited.

*TURSA* offers a range of courses across a broad range of industry and vocational areas. If you would like information about what courses we offer, locations and the costs involved please contact your closest *TURSA* office – refer to the *TURSA* website for locations and contact details.

## **What is Competency Based Training?**

Traineeships are Competency Based Training (CBT). This means that the learning outcomes (i.e., what you will need to learn) are based on agreed Industry Standards and reflect the knowledge, skills and attitudes required to work in their chosen occupation. A Competency is defined as the specific skills and knowledge the Trainee has acquired and the ability to perform tasks and duties to the standard of performance expected in the workplace within the relevant industry.

An example of how a competence may be stated is – *“a person types 50 words per minute without error, on a computer keyboard using a commercially available word processor”*.

In this example the performance required is *“typing 50 words per minute”*, the standard is *“without error”* and the conditions are *“on a computer keyboard using a commercially available word processor.”*

## **The Australian Qualifications Framework (AQF)**

The qualification you receive at the end of your training falls within a system called the Australian Qualification Framework (AQF). The AQF is a nationally consistent system for all qualifications issued in Australia, whether they are from schools, vocational or higher education institutions. This means that your qualification will be recognised anywhere in Australia and can be built on for future training or study.

## Accreditation

On completion or at the point of withdrawal from your training you will be provided with a nationally recognised Statement of Attainment or Certificate that will outline the successfully completed competencies and their alignment with the National Qualification.

A *TURSA* Statement of Attainment or Certificate will be issued to you within 30 days from the date of your last assessment. You should ensure to retain this as a valuable document. However, should you in the future lose this document; you can contact *TURSA* and upon written request the document can be re-issued to you. Re-issues will guarantee the original wording and AQF specifications, UoC and logos would remain. While every effort to supply original signatories and paper should be made, this cannot be guaranteed as Management and paper availability may change over time. Current authorised signatories and paper options will be utilised at the time of re-issue.

## Assessment

Assessment is an essential part of accredited training that allows the Trainee to gain national recognition of their skills and abilities.

### **Traineeships and Full Qualification Delivery**

Assessment occurs at three stages:

- **Before training to assess existing skills.** This is called Recognition. It includes Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) or Credit Transfer (CT). If you believe you already have some of the competency level for the proposed Traineeship or training, you should ask *TURSA* staff for an Information Booklet and Application pack to apply for Recognition. This needs to be undertaken at the time of enrolment.
- **During training to assess progress.** This is done in consultation with you to ensure you are prepared for any assessments. You may also complete work tasks within an off-the-job class that will contribute towards your competency assessments. If you do not feel prepared (e.g., you need more training or are ill) you can request the assessment date be re-negotiated. If you are not competent with your first assessment you can request re-assessment at a later point in the training when you have had more opportunity to learn and practice the skills.
- **After training to assess competence.** A formal assessment is organised in consultation with you and your supervisor to verify that the competencies have been achieved. These assessments are routine and relate directly to the day-to-day work you have undertaken.

### **Short Courses**

- If Recognition has not been applied for by the Trainee, assessments will take place throughout the training and may include practical demonstrations of the skills acquired, small written tasks, questioning, role-plays, or other flexible learning contracts negotiated with assigned *TURSA* staff. You will be advised of the type of assessment tasks at the commencement of each course/competency. If you have any concerns about the type of assessment, please raise them with *TURSA* staff.

**Types of Assessments you can expect that are used by *TURSA* to determine competency and assist you achieve skills and knowledge.**

As you progress through your course, information is gathered to ascertain your development of knowledge and skills. This is achieved through various forms of assessment.

For each Unit of Competency (or you might think of them as topics), you will undertake a range of learning activities to assist you in developing knowledge and skills. A variety of activities can be undertaken as you progress through the learning materials. These are used by both you and *TURSA* staff to discuss and monitor learning progress, to provide ongoing feedback and address any problems immediately rather than at the end of each Unit.

These activities can include (but are not limited to,) involvement in group discussions and answering verbal questions, undertaking quizzes, completing worksheets, skills practice, participation in role-plays, visual representations (for example, drawing a diagram, developing posters, making a video, giving a presentation to the group etc.), and self-reflection of your own progress.

A more formal assessment, demonstrating the knowledge and skills you have developed over time is conducted at the conclusion of the learning. This is achieved through completing knowledge questions and demonstrating performance skills through observation in a real workplace and/or simulated workplace environment. It is about gauging your learning against the Unit of Competency requirements, (the benchmark). The allocated *TURSA* staff member makes a judgement against this benchmark to determine if the learner has achieved competence.

To be deemed competent in a Unit (i.e., to have your developed knowledge and skills recognised towards being awarded a Certificate for a full qualification, or Statement of Attainment where units have been successfully completed but not for all the units required for a full qualification), you need to have successfully completed all the assessments for each unit or cluster of units. This information is recorded on the Assessment Cover Sheet and in our student management system.

Assessment tools include answering written or oral questions, completing questionnaires, undertaking a project or projects, the completion of a Supervisor/Third Party report, via observations in either a simulated environment or real work observation in a workplace, participation in a role play, via the provision of workplace samples, via Recognition of Prior Learning (where you may submit evidence of any previous learning and/or skills/knowledge development specific to a unit or units), or Credit Transfer (where you may have completed an equivalent unit in another course and have appropriate evidence to that effect).

The actual assessment tools utilised can be customised to provide maximum flexibility in the classroom, online and in the workplace, prioritising the best forms of assessment. For example, taking into consideration the availability of a workplace where the application of the knowledge you have gained and where you can demonstrate the skills you have learnt can be observed and the observations recorded by *TURSA* staff.

You will be provided with a maximum of two (2) attempts per assessment. If more are required, this will be considered on a case-by-case basis.

### **What is Plagiarism?**

Plagiarism is the act of copying another person's work and presenting it as your own. This includes not only the direct copying of text but also the appropriation of someone else's ideas, regardless of how they are expressed.

In today's academic environment, students are encouraged to use a wide range of information in their assignments. However, it is crucial to correctly reference any sources used, including the author, source details, and year of publication. The line between what needs to be acknowledged and what is considered common knowledge can sometimes be unclear. When in doubt, always cite your sources to avoid any issues.

Acknowledging the contributions of others is not just about honesty. It also demonstrates the extent of your research and engagement with relevant materials, which positively impacts your assessments.

Many educational institutions now use advanced AI tools and software to detect plagiarism, ensuring the integrity of student work.

It's important to keep a copy of your submitted work for your records. This can help you respond to any allegations of plagiarism and resubmit assignments if necessary. Additionally, copyright laws protect intellectual property, and violating these laws by copying and pasting from the web can have serious consequences.

In summary, plagiarism is unethical and is treated as a serious form of cheating and dishonesty. Always strive to produce original work and give proper credit to the sources you use.

### **Guidelines for using AI in assessments.**

AI tools like ChatGPT and CoPilot can be used to gather information and generate ideas. However, you should ensure that you critically evaluate the information provided and cross-check it with other reliable sources. AI tools can sometime provide incorrect information or information from overseas sources that are not relevant in Australia, so it is best used as a supplementary resource rather than a primary source.

Always disclose if you have used AI tools in your assessment submissions and properly cite any AI-generated content or assistance as you would with any other source or reference.

To maintain academic integrity the work you submit must be your own. AI should only be used to assist you with the learning process, not replace your input and effort when generating responses as part of your assessment submissions.

If you are unsure about appropriate and ethical use of AI in your learning or assessments, please speak to your Trainer for guidance.

By following these guidelines, you can effectively and ethically incorporate AI into your assessment tasks, enhancing your learning experience while maintaining academic integrity.

## **Assessment Appeals Process**

TURSA is committed to providing fair, flexible, valid, and reliable training and assessment services. Should any training Participant wish to appeal against the result of an assessment, i.e., if you are unhappy with the outcome of any assessment or the way the assessment was completed, you can appeal the assessment result or ask us to review our assessment practices. To discuss any concerns, you should contact your Trainer/Assessor in the first instance. If you wish to continue the appeal process after discussing with your Trainer/Assessor, then contact the *Consumer Protection Officer* through the TURSA website. They may then organise an interview time to discuss your concerns further.

You will need to complete and lodge a Training & Assessment Appeals form within 21 days of the assessment decision being received. This form is available from your Trainer/Assessor or contact Training Administration Staff on 1800 266 425 for one to be posted/emailed to you.

The *Consumer Protection Officer* will liaise with the *Manager - Skills & Staff Development* to review the assessment tool/s, evidence, and the academic decision/procedural process in question against the Standards – Chapter 4 Clause 1.8-1.12 (fairness, flexibility, validity, and reliability). If necessary, the *Manager - Skills & Staff Development* will re-assess or arrange for a re-assessment to be conducted.

This process should take no more than 10 working days from receipt of the completed Training & Assessment Appeals form. You will then be advised of the outcome of your appeal in writing.

If a training participant is not satisfied with the outcome of their appeal, the *Consumer Protection Officer* will arrange for re-assessment or arbitration by an external organisation acceptable to all parties in the appeal.

The *Manager - Skills & Staff Development* will document each step/action taken in the appeals process in the *TURSA* RTO Training and Assessment Appeals Register. **All discussions and appeal applications will be treated in the strictest of confidence.**

You may also feel uncomfortable with the Assessor and can request to be allocated to another Assessor. To discuss any concerns, you should contact the *Consumer Protection Officer* through the *TURSA* website.

## Recognition

Recognition is about acknowledgement of a person's skills, knowledge, experience, and qualifications and applying this to the qualification or course they are undertaking. Recognition can be:

**Recognition of Prior Learning (RPL)** is the assessment of the skills and knowledge a person has achieved through work and life experience outside of formal education and training. It considers a person's skills, knowledge and experience, no matter where these were acquired. The Recognition process assesses this unrecognised learning against the requirements of Units of Competency within a qualification.

**Recognition of Current Competencies (RCC)** is where an individual is reassessed for previous completion of some or all course requirements to ensure that the competence has been maintained.

**Credit Transfer (CT)** – credit can be given towards a qualification of a Unit of Competency previously completed, that is equivalent to one (or more) units which is in the current qualification the person is undertaking. CT may be granted on production of certified copies of Qualifications, Statements of Attainment or USI Transcripts that contain nationally accredited competencies.

### General information about Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a formal process that involves assessment of evidence of an individual's prior learning (including formal, informal and life learning) to determine the extent to which that individual's prior learning is equivalent to the learning outcomes and/or assessment requirements of a qualification. The assessment of evidence is measured against national performance standards that require the evidence is valid, current, authentic, and sufficient.

*TURSA* applies a systematic approach to the granting of RPL, which does not unfairly advantage or disadvantage any existing or prospective Trainee. Trainees are not required to repeat learning activities, regardless of how or where the learning was acquired, providing the learning is current and relevant to the competencies applicable to the qualification in which they are or seek to be enrolled. These learning experiences include the individual's relevant formal, informal and life learning.

Formal learning takes place through a structured program of learning delivered by a Registered Training Organisation (RTO) or other educational institution, and which leads to the full or partial achievement of an accredited qualification.

Informal learning takes place through a structured program of learning but does not directly lead to full or partial achievement of an accredited qualification, e.g., business in-house training programs.

Life learning is gained through work experience and life experience (e.g., hobbies and interests, volunteer work and community work).

There are rules about the evidence *TURSA* must collect from the Trainee to make a proper RPL assessment:

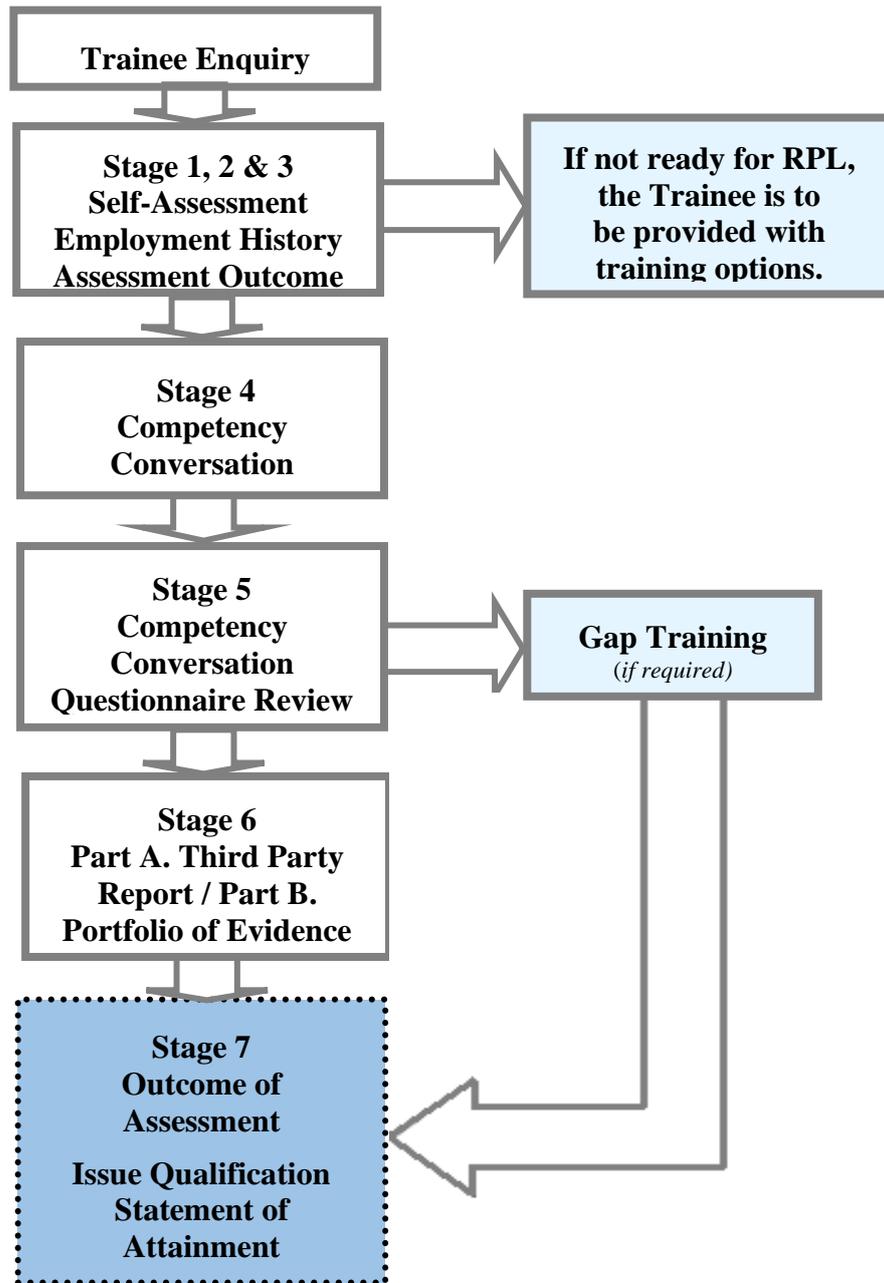
- Validity requires the evidence to objectively support an interpretative decision about RPL. The types of evidence used to make decisions must directly inform the Assessor about the Trainee's performance, competence, skills, or knowledge in a context or for a purpose.
- Sufficiency is about the quality and quantity and evidence. There must be enough evidence of the correct type to support the decision that competency is satisfied, which means the Trainee must be able to demonstrate their performance, competence, skills, or knowledge more than once.
- Authenticity requires the evidence is specifically attributable to the Trainee.
- Currency requires the evidence to demonstrate that the Trainee's skills and knowledge is current or from the very recent past and complies with current industry standards.

More than one piece of evidence may be required to satisfy the rules of any one or more of the rules of evidence. A piece of evidence may support an application for Recognition for more than one Unit of Competency (UoC) or subject.

(Refer to the Recognition Information Booklet and relevant qualification or Unit of Competency Recognition Application Pack for the full information and forms).

Recognition development and assessment is a process. The following flow chart sets out the main steps for each stage of development and assessment from application to outcome for the Trainee and the Assessor.

This flow chart shows the stages in the RPL process.



**The Recognition process involves the following steps:**

1. Enrol in the *relevant Certificate or course* and request Recognition of your skills, knowledge, experience and qualifications against the Unit or Units of Competency which encompass the qualification.
2. Read the information included in the Recognition Information Booklet and Application Pack and commence collecting your evidence to support your application. You will need to complete a self-assessment on the unit selection and gather all relevant supporting documentation (portfolio of evidence). You will then need to align how you have achieved the competencies. If you wish, you can prepare a record of each unit for which you are seeking Recognition to assist in cataloguing your evidence (see the Application Pack). Or you can prepare a list of evidence to be submitted, showing how the Unit(s) of Competency requirements (i.e., Elements, Performance Criteria, Knowledge Evidence, Performance Evidence components) are met. The evidence gathering process can be contextualised to meet an individual applicant/specific Employer's needs. An example of evidence recorded in a record is included in our Recognition Information Booklet, which may assist you to prepare your application.
3. When ready, contact the allocated *TURSA* staff member to submit the application. Your Recognition application will be considered within 14 days and the outcome decision will be conveyed to you within 21 days. A judgment will be made as to whether the application wholly or partially meets the requirements.
4. As part of this process, you will be required to complete a Competency Conversation document and may need to attend an interview to provide feedback, confirm and/or clarify your request for Recognition and to make sure that all relevant learning experiences have been identified. If more evidence is required, the *TURSA* staff member will clearly indicate to which unit(s) this applies and if necessary, provide guidance on the kinds of evidence that may be appropriate.
5. If you are unhappy with the decision, you may Appeal the outcome direct to the *Consumer Protection Officer* through the *TURSA* website. This process should take no more than two (2) weeks and *TURSA* will advise you of the outcome in writing. This means you will either be re-assessed as competent (Appeal Upheld), or you may be advised to collect further evidence to verify your competency (Appeal Dismissed).

**Suggested types of evidence can support your application for Recognition.**

Evidence types	Examples that would support your application for Recognition
<b>Educational achievements</b>	Accredited Certificates, Statements of Attainment, USI Transcripts and exam results, transcripts of units successfully completed – these can be from TAFE or another Registered Training Organisation
<b>Work history/experience</b>	Your work history and on or off-the-job training Up-to-date resume Job descriptions In-house certificates of achievement or participation (non-accredited) that relate to the Unit(s) of Competency
<b>Work samples</b>	Documents designed and/or completed by you, completed work logbooks, photographs or videos of work being done.  If using work samples, the release of these must be approved in writing by your Employer (or their designated representation). They will be stored in your file, which can only be accessed by authorised personnel.  For privacy reasons any work samples must have any participant/customer/staff identifier removed. <i>TURSA</i> is unable to accept evidence with identifiers.
<b>Life experience</b>	Involvement in community, charitable or sporting organisations
<b>References</b>	Written or verbal references from past or present supervisors, participants, or co-workers

Quality evidence is evidence that *TURSA* can rely upon. The evidence provided must be able to withstand scrutiny and provide a clear picture of your competence in the skills and knowledge against the Unit(s) of Competency for which you are seeking Recognition.

To ensure that evidence is relevant and appropriate you should consider that the evidence is:

**Valid:** does the evidence provided relate to the skills, knowledge, and attributes for which you are seeking recognition?

**Current:** can you prove your knowledge and ability to perform tasks to the level required by current industry standards and the Unit(s) of Competency standard (i.e., current competency) is current or the very recent past.

**Authentic:** can *TURSA* be confident they are looking at your own work?

**Sufficient:** have you provided enough evidence to satisfy all the criteria prescribed by the Unit(s) of Competency standard given to you by *TURSA* staff?

Once the hard copy evidence has been assessed, as previously stated, should there be any gaps identified, the staff member will discuss with you the potential options of setting an activity, undertaking a competency conversation, or conducting an observation.

**A key point to consider:**

Certain Unit(s) of Competency or whole qualifications will require that work be conducted in a particular environment. This is what is known as the Context for the assessment. For example, a Hospitality unit may specify working in a Commercial Kitchen or Restaurant/Café environment.

Therefore, workplaces within which you gained your experience would need to meet the definition of these environments relevant to the Unit(s) of Competency or whole qualification. You need to discuss this with the allocated staff member. They will assist you in identifying the Unit(s) requirements and addressing any gaps that may be identified.

**Special Needs**

*Tursa Employment & Training* is firmly committed to providing accessible and equitable Vocational Education and Training to all its Trainees. As such, all *TURSA* staff are bound by an Access and Equity policy that ensures all client groups have equal and appropriate access to training.

Trainee participants with permanent or temporary disabilities, from non-English speaking and Indigenous backgrounds, are long-term unemployed or those with any special requirements (e.g., Childcare) have the right to reasonable adjustments, where possible, to allow them to undertake or complete any *Tursa Employment & Training* course of study. The organisation endeavours to provide support that is tailored to the needs of each participant or Trainee, and you should discuss any special requirements with *TURSA* Staff at the beginning of your training.

When special needs are identified in consultation with you, and in the case of Traineeships with you and your Employer, every effort will be made to meet these needs in a responsive and appropriate manner. We will discuss with you how we will plan, deliver, and assess the training, taking individual special needs into account.

We will make reasonable efforts to provide support adjustments to meet a Participant or Trainee's special needs. This may include (but not limited to) consideration of the following:

- Referral to a specialist Language, Literacy & Numeracy training provider (where available)
- Arrange interpreter services (where available)
- Larger print resources
- Resources printed on coloured paper
- Enquiries in relation to childcare arrangements referred to an appropriate community agency
- Support person to attend course with the Trainee
- One-on-one training to support the learning
- Additional time to support the learning
- Alternate assessment methods (this will be dependent upon the Unit of Competency/Training Package requirements. Some methods may be contextualised to meet individual needs provided the outcome is not changed)

If you require any specialist counselling or referral to other community support agencies, *TURSA* staff will be happy to provide any required information. If you are having difficulties with substance abuse, family violence, relationship or financial problems, accommodation, or legal issues, please discuss these circumstances in private with the relevant *TURSA* staff member. Any services will remain confidential.

Should a Participant or Trainee's needs be beyond making reasonable adjustments, we will assist by locating another Training Provider who can offer the training and has the necessary resources.

## Numeracy & Literacy

You will be asked to take an online Learning Support Assessment. The result of the assessment may allow *TURSA* to supply a higher level of support.

If you have any doubts about your abilities and skills with reading, writing and or maths, please make sure you discuss them with your Employer and or *TURSA* staff before commencing your Traineeship or course.

## Work Health & Safety

It is important for all workers, (Trainees & staff) to have access to a safe working/training environment and be aware of legislation in taking personal responsibility for their day-to-day actions in the workplace. In the case of Traineeships, the Trainee will be undertaking competencies relating to *Work Health and Safety (WHS)* as part of their Training Plan. Likewise, all Persons Conducting a Business or Undertaking, (PCBU) such as Employers have legal obligations to provide this safe working environment. Within New South Wales and Queensland there are several key laws that effect the issue of Work Health & Safety (WHS).

### New South Wales:

NSW Work Health & Safety Act 2011.

NSW Work Health & Safety Regulation 2017.

For further WHS information please visit [www.nsw.gov.au](http://www.nsw.gov.au)

### Queensland:

QLD Work Health and Safety Act 2011.

QLD Work Health and Safety Regulation 2011.

For further WHS information please visit [www.worksafe.qld.gov.au](http://www.worksafe.qld.gov.au)

**Workers** (for example can be an Employee, Trainee or Apprentice, Volunteer, Contractor, or an Employee of a Labour Hire Company working for Persons Conducting a Business or Undertaking (PCBU)), also have an essential part to play in preventing accidents to themselves and others, by being alert and applying the correct procedures for basic safety. Workers do this by being aware of the common causes of workplace accidents and injuries, reducing the risks by using safe work practices, and knowing how to respond in emergencies.

While Persons Conducting a Business or Undertaking (PCBU) hold the primary duty of care to provide a safe and healthy workplace and safe systems of work, everyone at work has a responsibility to act in a safe manner, to the extent that they are able:

### Section 28 - Duties of workers

While at work, a worker must:

- (a) take reasonable care for his or her own health and safety, and
- (b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons, and
- (c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act, and
- (d) co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers

## Unique Student Identifier (USI)

Your USI creates a secure online record of your nationally recognised training and qualifications regardless of where and with which registered training organisation in Australia you gained any qualification. You will be able to get your complete record of any Australian-wide vocational education and training achievements undertaken since 2015 from a single source. This record can be readily accessed by you to provide proof of your VET achievements for Employers.

If you do not already have a Unique Student Identifier (USI) and you want *Tursa Employment & Training* to apply for a USI to the Student Identifiers Registrar (Registrar) on your behalf, refer to the information on the relevant Enrolment or Trainee Details Form you complete upon your enrolment into nationally recognised training conducted by *TURSA*. Note the following key points:

- We cannot issue an AQF qualification without you providing *TURSA* with your USI
- Your USI will not be recorded on any Certificate or Statement of Attainment issued by *TURSA*. You need to retain your own USI information for future use
- When setting access controls on your USI, ensure that you allow *TURSA* access to your records.

## Privacy of Personal Information

*Tursa Employment & Training* staff are bound by a policy that all information is used in accordance with the Commonwealth Privacy Act 1988 (including the Australian Privacy Principles), and the Student Identifiers Act 2014. We will use our best efforts to ensure that any information supplied herein and related to your enrolment remains private and is used only for the purposes of providing employment, training, and assessment services. This includes Unique Student Identifier (USI) – refer to the Important Information section which you can remove and retain from the Trainee Details form you complete on enrolment. Legislation and Funding conditions require that selected information be reported to Australian, and State Government departments and/or agencies.

*Tursa Employment & Training* will not reveal, disclose, sell, distribute, rent, licence, share or pass personal information onto a third party, other than those with whom we have a binding agreement to ensure the third party affords the personal information similar levels of protection as we do and that allows us to reasonably perform our employment and training services. You may request to read our full Privacy Policy at any time <http://www.tursa.com.au>

Your personal information and training and assessment records are only provided to these entities to the extent necessary to enable us to provide our services to you and as required by contractual obligation or law. Otherwise we will only give your information where you have been consulted or would reasonably expect us to do so.

Your information is kept in secure filing cabinets and/or password protected computers and is only available to staff on a need-to-know basis to deliver our services.

Employer/Trainee records (electronic and/or hard copy) may leave the original *TURSA* site for the following circumstances:

1. Transporting between *TURSA* sites
2. Transporting to Head Office for the purposes of records updating, records management and archiving
3. Management & delivery of employment, training & assessment services by *TURSA* personnel

Any Employer/Trainee records that are transported should remain securely in the possession of the *TURSA* personnel. *TURSA* personnel should ensure any Employer records are only used for the purpose intended, and not modified during transport. If required to be retained overnight (due to operational or logistical reasons), *TURSA* personnel are required to take all reasonable steps to prevent unauthorised access or disclosure to persons not employed or engaged by *TURSA*.

We take all reasonable steps to ensure that your information is complete, accurate, and up-to-date by consulting with you on a regular basis. If you believe *TURSA* holds inaccurate information about you please notify us immediately.

If you do not supply us with the information requested, then we may not be able to deliver certain services. We do not use your information for any other purpose than allowing us to deliver our employment, training and assessment services.

Under the Privacy Act you have the right to access personal information we hold about you. If the information is incorrect or incomplete, you have the right to ask us to amend the information. *Tursa Employment and Training* has a Privacy Policy that is available upon request or from [www.tursa.com.au](http://www.tursa.com.au)

The Training Plan that the Employer and the Trainee sign at the beginning of the Traineeship contains an Authority to Release information that states you both agree to *TURSA*'s staff discussing training matters, releasing information, and keeping work samples related to your Traineeship.

Should you require further information about our Privacy Policy or access to your personal information, please contact your local *TURSA* office.

## ***Training and Qualification Information***

### **Courses and Training Institutions**

Detailed information on courses and training institutions can be obtained from the Australian Training website at <https://www.yourcareer.gov.au/> or for NSW on <https://education.nsw.gov.au/skills-nsw>

### **training.gov.au**

Training.gov.au (TGA) is a database on Vocational Education and Training in Australia. TGA is the official National register of information on Training Packages, Qualifications, Courses, Units of Competency and Registered Training Organisations (RTOs). It is found at [www.training.gov.au](http://www.training.gov.au)

### **Further Career Options**

Information on career and qualification progressions can be found at the Australian Apprenticeship Training Information Service. It is found at [www.aapathways.com.au](http://www.aapathways.com.au)

## ***Training Plans***

Trainees should read the plan to gain information relating to their “on” and “off-the-job” training requirements. In addition, Trainees are responsible for safeguarding their training materials.

## **Classroom-based**

### **Attendance**

You are expected to attend all training courses in which you have been enrolled in. Please phone the *TURSA* office where your course is being held and advise us before a course starts if you are unable to attend any session. If you have a medical condition, please obtain a certificate from your doctor (this will help you if seeking a refund). If you are attending a job interview, we may confirm with the Employer to ensure you are complying with any mutual obligations you may have, (if applicable).

### **Training Hours & Breaks**

Training days and durations will vary depending on your chosen course. Detailed information can be found on your Training Notification of Enrolment, (NoE). Generally, courses are held between 9am and 3.30pm, Monday to Friday. You will be clearly advised at the time of enrolment of the course duration, as well as start and finish times. Breaks will vary depending on your chosen course. Generally, there will be short morning tea break with tea and coffee provided, as well as a longer break for lunch. Course participants have access to a refrigerator and microwave oven at lunch times. Your Trainer will let you know about the breaks at the beginning of the course.

### **Expected Standards of Behaviour**

In order to provide a safe and comfortable training environment for all participants certain standards of behaviour and dress apply. They include no drugs or alcohol, no physical or verbal abuse of other participants or *TURSA* staff, no swearing, sexist language, offensive jokes, or pornographic materials. Mobile phones should be on silent and not used unless permission is gained from the Trainer. There is to be one person speaking at a time and everyone to respect the opinions and beliefs of other participants. Attend sessions at the nominated time and return from breaks promptly. Dress is to be casual but still neat and smart with appropriate footwear, (closed in shoes) to be worn. Safety instructions are to be followed at all times. If *TURSA* staff believe that you are not complying with these rules or disturbing other members of the group, they will first discuss this with you. If the behaviour continues, you may be asked to sign a disciplinary contract and/or be asked to leave the course.

Trainees need to be aware sexual harassment is against the law (Anti-Discrimination Act (NSW) 1977, Anti-Discrimination Act (QLD) 1991). Should criminal acts be committed, *Tursa Employment & Training* will support you to report sexual harassment allegations to the appropriate authorities. Any concerns you may have about the conduct of one of *TURSA's* staff should be reported using the electronic Customer Feedback process available at [www.tursa.com.au](http://www.tursa.com.au) or via the Customer Feedback Form available at all *TURSA* offices or contact the *Consumer Protection Officer* through the *TURSA* website.

## Traineeships

### What are Traineeships?

The term *Australian Apprenticeships* includes both Apprenticeships and Traineeships. Traineeships are a combination of on or off-the-job training and employment over a period of up to thirty months. The most common duration for a full time Traineeship is twelve months.

The organisation that employs the Trainee may be eligible to receive assistance via wage subsidies from Employment Services or Disability Employment Service Providers and/or any Commonwealth incentives administered by the Australian Apprenticeship Support Network (AASN). The Trainee undertakes training that is accredited, high quality and nationally recognised. *TURSA* can deliver on-the-job (employment based) training across a range of Industry areas.

### What do you need to do to get involved with Traineeships?

#### Employer:

Simply arrange to employ a Trainee of your choice, (you can employ a friend or family member, or we can find suitable applicants to refer to you) and pay the relevant industry award that has been varied to include Traineeships.

#### Trainee:

Anyone of working age entering or re-entering an industry can become a Trainee. There is no minimum or maximum age limit.

#### *TURSA*:

Can provide information, advice, and assistance about your Traineeship. *TURSA* is a fully accredited Registered Training Organisation (RTO) with Australian Skills Quality Authority, (ASQA), delivering from Forster in NSW to Noosaville in QLD. We can deliver a range of industry areas for the above labour markets. Alternatively, we can refer you to other training providers who are able to meet your training needs or organise another suitable training provider if we are unable to deliver a qualification.

### Purpose of the Traineeship

The Traineeship is an opportunity for individuals to acquire a nationally recognised qualification in a chosen profession whilst in paid employment.

The agreed *Tursa Employment & Training* Traineeship Training Plan offers the framework for a variety of industry related experiences to be continually monitored and assessed. This will ensure the Trainee is exposed to the required performance criteria contained in each Nationally Endorsed Competency Standard.

Those Trainees who successfully complete the Traineeship requirements will be presented with a certificate commensurate with the appropriate qualification level of the Australian Qualifications Framework (AQF). This will provide them with the opportunity to gain employment in their chosen field or articulate into further study up to Certificate IV.

### **Employment Based Training (On-the-Job)**

On-the-job training is different from routinely scheduled duties that occur without close supervision. It involves actively learning under supervision while on-the-job. A person who is competent in the skills being taught should conduct the workplace training. We will discuss with you any special requirements or qualifications the workplace supervisor may need to conduct the training.

### Monitoring the Traineeship Training

On-going monitoring of the Trainee's workplace activities is an integral component of any employment-based training delivery. Your workplace activities will be recorded both manually and electronically.

You will receive regular reports relating to your workplace activities and assessments throughout the nominated workplace visits during the contract of the Traineeship. These will include telephone contacts and workplace visits to deliver and discuss the content of the learning material and support on-the-job training.

Assessment appointments will be scheduled to complete holistic assessments throughout the Traineeship period.

### **Traineeship Training Plan**

Individualised training plans are developed in consultation with the Trainee, Employer and *TURSA* staff. It is used to identify the responsibilities for Employers when providing the appropriate working/training environment, recording the competencies required to complete the qualification and those units which have been achieved.

At the end of the Traineeship, you should ensure that all the units of competency have been 'signed off' by your Employer or workplace Supervisor. The Training Plan is used by *TURSA* along with your assessment evidence that a Statement of Attainment or Certificate qualification has been completed. It is a requirement of your Traineeship to maintain a current copy of your Traineeship Training Plan, in a secure location at your workplace until completion of the Traineeship.

### **Responsibilities of the Employer/*TURSA*/Trainee**

#### **Employer**

Employers are responsible for arranging time for their Trainees to undertake practical learning, working through learning materials, assessments, and monitoring visits with an allocation of a minimum of 3 hours each week averaged over 4 weeks.

Employers are responsible for exposing the Trainee to a variety of on-the-job experiences that will cover the competencies selected at the commencement of the Traineeship.

Completion of a variety of "on-the-job" experiences is essential, so that Trainees are provided with sufficient opportunities to acquire the knowledge and skills identified in the performance criteria of each unit of competency.

#### ***Tursa* Employment & Training**

*TURSA* will allocate a staff member to provide required training and assessment materials, learner record books and any support required for the Trainee to complete the Traineeship Training requirements.

This person will be responsible at the completion of each unit for verifying competency and issuing assessment reports for each Trainee.

#### **Trainees**

Trainees are responsible for utilising the opportunities provided by the Employer and Assessor to gain the knowledge and skills necessary for the completion of the Traineeship and the achievement of the appropriate qualification.

## ***Need Further Information?***

If you're in need of further information, try these sources.

NSW Vocational Education & Training	13 28 11
Fair Work Australia Info Line for Federal Awards	13 13 94
NSW Department of Industrial Relations for NSW Awards	13 16 28
Qld Government Apprenticeships Info Line	1800 210 210

## Consumer Protection

### Your Feedback is Welcome

TURSA regularly reviews its services and seeks feedback via evaluation surveys that may be provided to you after your training is completed. The data and comments collected from you will be treated in the strictest of confidence. The comments you make will assist us to maintain and improve the quality of our training services for that Industry.

We welcome your comments on all aspects of the training services provided by this organisation at any time. You can either:

- go to [www.tursa.com.au](http://www.tursa.com.au) and complete the electronic Feedback form
- obtain/complete a Customer Feedback form at any TURSA office
- write to the *Manager – Skills & Staff Development*, PO Box 70, Lismore NSW 2480

TURSA also operates with a TURSA Training Services Code of Conduct, (a copy of which is displayed in all training rooms).

### Making a Complaint

Should you wish to make a complaint or allegation regarding any matter relating to TURSA's Registered Training Organisation, its staff, or (where applicable) a third-party providing training/assessment services on behalf of TURSA, or a learner undertaking a course with TURSA, you can contact the *Consumer Protection Officer* through the TURSA website. Your complaint will be dealt with in accordance with the principles of natural justice and procedural fairness. This means that the matter will be thoroughly investigated, all relevant parties will be given an opportunity to have their views heard, all relevant evidence will be considered, and a decision made in an unbiased manner. Complaints will be responded to in writing within 5 working days. If the issue requires more than 60 days to process and finalise the matter, you will be kept up to date with the progress in writing.

If you are not satisfied with the resolution of your complaint, the matter will be referred to a Senior Manager within TURSA. If still not resolved, you can call the National Training Complaints Hotline on 133873.

Where the training is subsidised by the NSW Government (under Smart and Skilled), you will be provided with a copy of the *NSW Smart and Skilled Consumer Protection Strategy* upon enrolment. The State Training Services Customer Support Centre can be contacted either through the website <http://education.nsw.gov.au/skills-nsw> or by phoning 1300 772 104.

## **RTO Fees & Refund Policy - TURSA Guarantee**

All refunds & payments are made in accordance with the *Standards for Registered Training Organisations 2015* and any other requirements as specified by *Australian Skills Quality Authority* and relevant applicable legislation.

If you have paid or are required to pay an administration fee, student contribution fee, course fees or an amount related to a training course:

- once your application has been processed you will receive a tax invoice stating any fees and/or charges applicable; payment terms and any instalment plans you have agreed to will be outlined
- for any fees charged over the amount of \$1,000.00 you will not be required to pay in full and will be given the opportunity to pay in instalments
- all fees must be paid in full prior to completion. Qualifications cannot be issued until all fees are paid.
- any issued tax invoices will be amended if evidence is supplied, and an exemption granted, or concession fee applies
- any *TURSA* issued replacement certificates will be free of charge
- you will be provided with a maximum of 2 attempts per assessment. If more are required, this will be considered on a case-by-case basis.

Where you have paid fees and *TURSA* is no longer able to deliver the training, you will be offered:

- a full refund or proportionate refund if the training has already commenced OR/
- assistance to source a suitable alternative RTO to deliver the said training and any associated costs involved will be paid up to the value of fees paid to *TURSA*. Should any change occur, all currently enrolled Trainees and course participants will be advised as soon as reasonably practicable.

**NOTE:** *TURSA* does not offer access to VET Student Loans as this is for qualifications at or above Diploma level. As stated above, we provide the opportunity for Trainees to pay fees by agreed instalments.

Any concerns regarding fees should be discussed with the *Manager – Skills & Staff Development*, queries/concerns can be sent to [training@tursa.com.au](mailto:training@tursa.com.au) attention the *Manager – Skills & Staff Development*.

## **Short Course Enrolments**

Payment for all courses must be received at least 5 working days in advance. Payment can be made via cheque, money order, direct deposit, or Credit Card (*VISA* or *Master Card*). All cheques and money orders must be made out to *Tursa Employment & Training*.

Refunds will be given upon request for any course in which notification is given in writing at least 5 working days before the training commencement date. A 20% administration fee may be deducted from the requested refund (Trainees will be encouraged to rebook or reschedule in other *TURSA* training first, if Trainees rebook or reschedule there will be no 20% administration fee).

No refunds will be given for Trainees who do not notify of non-attendance, or who notify after the course has commenced. (Please note that in special hardship circumstances, refunds may be made at the discretion of *TURSA's Consumer Protection Officer* or the *Chief Financial Officer*).

**Specific Contractual NSW funded requirements may apply.****Payments**

Payment for all training delivery must be received within 28 days of a *TURSA* Tax Invoice being issued unless a payment plan has been negotiated with your allocated *TURSA* staff member and approved in writing. Payment plans will only be approved for a maximum 3-month period, from the training start date.

Payment can be made via cheque, money order, direct deposit, or Credit Card (*VISA* or *Master Card*). All cheques and money orders must be made out to *Tursa Employment & Training*.

**What happens if I don't pay the relevant fee?**

If you cannot pay the compulsory fee within the 28-day period, you need to contact your allocated *TURSA* staff member to enter a payment plan. *TURSA* has the discretion to suspend training and the further issue of training materials until such time as the tax invoice is paid in full or terms for payment have been agreed.

**Exemption Eligibility Outcome (NSW)**

You will be advised in writing (within 28 days of the Traineeship training signup) if you have been granted an exemption. Please discuss with your *TURSA allocated staff* or telephone the *Manager – Skills & Staff Development*, at our Lismore office on 1800 266 425 for further information.

**NSW Smart and Skilled Program Information**

This training is subsidised by the NSW Government.

Detailed information about eligibility, scholarships and concessions are available at <http://education.nsw.gov.au/skills-nsw> Below is an overview, you are encouraged to seek final clarification from the website.

**Eligibility**

In order to be eligible for the *NSW Smart and Skilled Program*, you must be:

- 15 years of age or older, and
- no longer at school, and
- living or working in NSW (or are an Aboriginal or Torres Strait Islander person living in specific NSW border areas – refer to Appendix 8 of the *Smart and Skilled Fee Administration Policy*), and
- an Australian citizen, Australian permanent resident, New Zealand citizen, or hold one of the visas as listed on the Smart & Skill website <http://education.nsw.gov.au/skills-nsw>
- Enrolling as an Apprentice or Trainee in NSW

If you have previously completed a Certificate (regardless of the level), you may be entitled to enrol in a subsidised course up to a Certificate III level. You may also enrol in subsidised training at Certificate IV (and higher levels) depending on the availability of funding for these courses. Although previous qualifications do not affect eligibility, they may affect the student fee. Acceptable evidence regarding proof of eligibility is detailed in Appendix 6 of the *Smart and Skilled Fee Administration Policy*.

Further information regarding *Smart and Skilled* eligibility (and other general information, including the *Smart and Skilled Fee Administration Policy*) is accessible via the link on *TURSA's* website (under Training Services) or go to <http://smartandskilled.nsw.gov.au>

## Fee-Free Scholarships

Smart and Skilled Fee-Free Scholarships are available for:

- young people who are eligible for a concession fee
- young people who are or have been in out-of-home care
- people who are experiencing or have experienced domestic and family violence and their dependants.

## Fee-Free Traineeships

Under the NSW Government Fee Free Traineeship initiative, NSW Trainees that commence their Traineeship qualification on or after 1 January 2020 may be eligible for fee-free training. For eligible Trainees there will be no requirement to pay the student fee.

For more information regarding eligibility on Fee-Free Scholarships and Fee-Free Traineeships go to: <https://education.nsw.gov.au/skills-nsw/students-and-job-seekers/low-cost-and-free-training-options>

## Enrolment Process

### Prospective Trainee:

- confirms the offered training/qualification meets their needs
- access to the *TURSA* Trainee Information Handbook and *Smart and Skilled Program* information via the *TURSA* website
- referral to relevant training/qualification
- complete The *NSW Smart and Skilled Enrolment form* (if the prospective Trainee does not give consent, the enrolment cannot proceed) and *TURSA* Language, Literacy and Numeracy Assessment
- if applicable, provide information and evidence required for any recognition being sought by Trainee, refer to *TURSA's* Recognition Information Booklet and Recognition Application Pack (evidence gathering record)
- determination of whether prospective Trainee meets Smart and Skilled eligibility criteria and any fee concession/exemption, appropriate evidence must be provided by the prospective Trainee
- fee information, Training Plan and NSW Smart and Skilled Final Declaration form issued to Trainee. Notification of Enrolment process cannot be completed until declaration has been signed and returned.
- if enrolment accepted, pay fee or, if agreed instalments are in place, pay first instalment

## Smart & Skilled Fees and Refunds

**NOTE:** The following information is an abbreviated excerpt from the *NSW Smart and Skilled Fee Administration Policy* – for full information, go to the policy as stated above.

Smart and Skilled fees are paid to the RTO by the Trainee as their contribution towards the cost of training, the balance is paid as a subsidy by the NSW Government. The RTO must charge the relevant fee set by the NSW Government, the amount for the fee is determined when the RTO enters the Trainee data into the Smart and Skilled provider calculator and is applicable to the year the Trainee commences training.

### Concession Fees

There are concession fees for disadvantaged Trainees who are in receipt of a specified Commonwealth benefit, allowance or are the dependent of a person receiving a specified Commonwealth benefit or allowance at the time of enrolment. Proof of eligibility for concession fees must be provided. There are several benefits which would deem one eligible. Benefits/allowances are available at <https://education.nsw.gov.au/skills-nsw>

### Fee exemptions

Fee exemptions apply (refer to frequency of exemption information in the Policy) to:

- Australian Aboriginal and/or Torres Strait Islander people
- People with a disability who meet the disability fee exemption criteria, this also includes the dependent child, spouse or partner of a person in receipt of a Disability Support pension

Proof of eligibility for concession fees must be provided.

### Recognition

Should an eligible Trainee be granted Recognition of Prior Learning, (RPL) or Credit Transfer (CT) for a full unit or number of units, the qualification price will be adjusted, and a new (reduced) fee will be determined.

### Withdrawal or Deferring Training

The cut-off date for withdrawal without penalty is a minimum of 5 working days prior to the commencement date of the training. Notice of withdrawal must be in writing. If the Trainee has paid any fees prior to this date, the amount paid will be refunded.

If a Trainee withdraws from training after the cut-off date (i.e., they wish to discontinue their training), they must contact the *Manager - Skills & Staff Development* on 1800 266 425 to discuss this matter. Reasonable efforts will be made to address any training and assessment concerns. If the withdrawal is to take effect, *TURSA* will, (within 21 days of notification of discontinuance), provide the Trainee with a Statement of Attainment for any completed Units of Competency as well as a statement of fees, including any applicable retained administration fee and any refund if applicable.

If a Trainee wishes to defer their training, they must contact the *Manager - Skills & Staff Development* on 1800 266 425 to discuss this matter. If the deferral is granted, the Trainee must re-engage with the training within 12 months from the date of receipt of notice from the Trainee. If the Trainee does not recommence within this period, and wishes to complete their qualification, they will need to re-enrol (subject to eligibility at the time) and pay the relevant fee.

### Transferring In or Transferring Out

If the Trainee is transferring in to *TURSA* from another RTO, they will need to undertake the full Enrolment process. In accordance with the *Smart and Skilled Fee Administration Policy*, *TURSA* will contact the Department to determine the fee payable by the Trainee.

If the Trainee is transferring out (e.g., the Trainee may be moving to another region within NSW), *TURSA* will:

- Issue a Statement of Attainment for all successfully completed units of competency
- Issue an updated Training Plan itemising all the Units of Competency, showing which unit/s have been achieved, which unit/s have been commenced but not completed, and which unit/s have not been commenced
- Determine fees outstanding or refundable in accordance with the *Smart and Skilled Fee Administration Policy*
- Inform Trainee of the results of any outstanding completed training activities and/or assessments

If the Trainee is transferring out (e.g., where *TURSA* is no longer delivering the subsidised qualification in which the Trainee is enrolled), as well as the above four points, *TURSA* will:

- Advise the Trainee of the last training delivery date as soon as known
- Provide options for continuing training – this may include:
  - Suggesting an alternative RTO
  - Referring the Trainee to the Smart and Skilled website <https://education.nsw.gov.au/skills-nsw> so they can identify an alternative RTO
  - Refer the Trainee to the local State Training Services Regional Office for assistance
  - If the Trainee wishes to remain with *TURSA* and continue training, it will be on a fee-for-service basis and not subsidised

### **Recovery of Outstanding Fees**

All fees are required to be paid prior to the completion of the training. If at any time the Trainee is suffering financial hardship when a fee instalment becomes due, the Trainee needs to contact the *Manager - Skills & Staff Development* on 1800 266 425 to discuss this matter.

Should any fees remain outstanding, the *Manager - Skills & Staff Development* will contact the Trainee to discuss and arrange finalising payment of these fees. No Certificate or Statement of Attainment can be issued by *TURSA* if there are any outstanding fees.



## ***Look for your local TURSA office***

### **New South Wales**

- Forster, Taree, Port Macquarie, Kempsey
- Nambucca Heads, Bellingen, Coffs Harbour, Woolgoolga
- Grafton, Maclean, Yamba
- Lismore, Casino, Kyogle, Murwillumbah
- Ballina, Mullumbimby, Brunswick Heads, Byron Bay
- Tweed Heads South

### **Queensland**

- Mermaid Beach, Southport
- Nerang, Oxenford
- Boonah, Ipswich, Laidley
- Inala, Goodna
- Beenleigh, Woodridge, Beaudesert
- Upper Mount Gravatt, Capalaba, Victoria Point
- Toowong, Fortitude Valley, North Lakes, Mitchelton
- Caboolture, Strathpine
- Caloundra, Nambour, Coolum Beach, Noosaville
- Redcliffe
- Toowoomba, Gatton

[www.tursa.com.au](http://www.tursa.com.au)