


# STUDENT HANDBOOK 2023



THIS STUDENT  
HANDBOOK EXPLAINS  
OUR COMMITMENT TO  
YOU AND YOUR  
RESPONSIBILITIES WHEN  
ENGAGING WITH OUR  
TRAINING

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## **DISCLAIMER**

All care has been taken to ensure the information presented in this STUDENT HANDBOOK is accurate at the time of writing. The author takes no responsibility for any loss or damage suffered resulting from any inaccuracies or omissions. The content does not foreshadow nor take any responsibility for future actions taken by governments/regulators that might affect the accuracy of information presented in this manual. Users of this manual should check with the relevant source when working from this document.

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## Copyright

This STUDENT HANDBOOK was developed by RDP TRAINING PTY LTD.

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## WELCOME MESSAGE

Welcome to RDP TRAINING PTY LTD (RDPT).

This STUDENT HANDBOOK explains our Policies and Procedures as they impact your training and assessment journey with us. Our Policies and Procedures are informed by the Standards for Registered Training organisations, (RTOs) 2015 legislated under the *National Vocational Education and Training Regulator Act, 2011*. This legislation provides for the administration of a vocational education and training (VET) system that ensures students can have confidence they will receive quality training and assessment within the VET Sector.

As an RTO (pending) we are governed by this legislation and all other legislation applicable to your rights as a student. The policies and procedures outlined in our Student Handbook reflect our compliance with these laws and govern our organisation's daily operations.

While we would not expect you, as a student, to understand all the complexities of the VET system or what constitutes quality training, this Handbook gives you information about what to expect from our organisation's employees when training with us. You can be confident when enrolling with us, regardless of the Course you choose to study, you will receive a quality training and assessment service.

We have current learning resources, materials, the latest equipment as used in workplaces, and well qualified trainers with heaps of industry experience to support your learning experience. While still considering an individual student's learning style, our training strategies are designed in consultation with industry, so you can be 'job-ready' when you leave us.

As a student with RDPT, your feedback is critical to our continuous improvement policy. Along with the formal feedback gathered in class, students are encouraged to give feedback throughout their enrolment. If you have concerns or issues at any time, please contact our Office, myself, or if you have a grievance and need to make a formal complaint, follow the procedures outlined in a later section of this Student Handbook.

Thank you

Rhonda Picton – CEO  
RDP TRAINING PTY LTD

## LEGISLATION

- *National Vocational Education and Training Regulator Act, 2011*
- *Student Identifiers Act, 2014*
- *Competition and Consumer Act, 2010*
- *Privacy Act 1988 (Privacy Principles) [www.privacy.gov.au](http://www.privacy.gov.au)*
- *Copyright Act 1968*
- *Anti-Discrimination Act 1977 (NSW)*
- *Disability Discrimination Act, 1992*
- *Disability Discrimination Act (DDA) Disability Standards for Education 2005*
- *Work Health and Safety Act 2011*
- *Equal Employment Opportunity (EEO)*

All legislation is available at <https://www.austlii.edu.au>

## UNIQUE STUDENT IDENTIFIER (USI)

If you intend to start studying soon, you'll need a Unique Student Identifier (USI). Check if you have a USI or create one at [www.usi.gov.au](http://www.usi.gov.au) Follow this link to watch a short video explaining how the government uses your USI. <https://youtu.be/QD8eXcYvINk>

If you have you done any training recently, you might already have a USI. Jump on to the USI website to find out! [www.usi.gov.au](http://www.usi.gov.au)



For students

For providers

VET transcripts

About us

Help

Login to the USI registry

[Home](#) > [For students](#)

### Get a USI

A USI is your lifelong education number – you only need to create it once.

[Click here to Get your USI](#)

Under the *Student Identifiers Act, 2014* we **MUST NOT** issue a statement of attainment or a qualification certificate unless you have a valid USI. We will verify your USI on enrolment to confirm it is valid.

## OUR SERVICES

We offer nationally recognised training aligned with the national competency standards in the following Training Products:

- Certificate III in Civil construction (National Code RII30920)
- Prepare to work safely in the construction industry (National Code CPCWHS1001)

Full details of the training products we offer under our Scope of Registration can be found at: <https://training.gov.au/Organisation/Details/pending>



## What is Nationally Recognised Training (NRT)?

*Nationally Recognised Training* means that you have demonstrated your competence in the standards accepted by industry across Australia, as those required in the real workplace. Regardless of where your competence was assessed, nationally recognised training provides you with the ability to transport or carry your skills with you across Australia and increases your opportunities for employment or career advancement.

Nationally recognised training means flexibility. You can start and stop training as you like or as your career develops and be assured in the knowledge that what you have learned in the past can be recognised without the need to be re-trained.

NRT also means you will be able to seek credit or seek to have your current competencies recognised (RCC) or prior learning recognised (RPL) from any RTO if you want to further your studies in a similar field.

On successful completion of your Course, you will receive a **Certificate** for a full qualification or a **Statement of Attainment** for an individual Unit of Competence or cluster of units (sometimes referred to as a Skill Set) that you have successfully completed.

Keep your Certificate/ Statement of Attainment safe as it is your passport to recognition of these skills in the future.

## What are National Competency Standards?

All training and assessments conducted for Units of Competence are measured against National Competency Standards. National Competency Standards describe what your industry accepts as effective performance in the workplace. They outline the skills and knowledge you need to perform a particular task or job. National Competency Standards are the benchmark that is used when assessing whether you are competent rather than a subjective measure as compared to other Candidates.

Full details of the competency standards related to our Training Products can be found at: [www.training.gov.au](http://www.training.gov.au) and search by the National Codes RII30920 and CPCWHS1001.

## OUR FEES

Course fees and charges, if applicable are fully disclosed to our domestic fee-paying clients, including the student, a legal guardian, where applicable, and third parties prior to enrolment. Fee disclosure is full and transparent with no hidden charges or surprises and where a Course has been designed for a specific client need, or a recognition only process, the fee-payer will receive a written Quote. On Quote Acceptance (in writing/email) enrolment confirmation and invoice/s will be issued by RDPT.

Where a student's Course fee exceed \$1500 specific options will be provided for installment payments as it is our policy not to collect more than \$1500 in advance of delivery of service. In such circumstances, fee structure will be based on student progression in the Course with unearned fees received not to exceed \$1500 at any point in time for an individual student. This limit does not apply for corporate or other clients paying for groups of students.

All course fees must be paid prior to course commencement unless other arrangements have been made. This may include the receipt of a Purchase Order number for CEO approved clients. Payments can be made at our Office using cash, cheque, money order, bank cheque or eftpos and over the phone by credit card.

**Certificates and/or Statements of Attainment will not be issued unless the full Course fee has been paid.**

### Total course fee

Each Training Product publicly offered by RDPT has a specific course fee. The course fee is the maximum fee that will be charged to the student. Where students are required to provide additional learner resources such as reference material, research documents, own PC and Internet access, the student is clearly advised of this when accessing the relevant Course Brochure on our website and during the enrolment process.

Course fees for the 2022/23 Calendar years are: (may be subject to change without notice)

National Code	National Name	Course fee
CPCWHS1001	Prepare to work safely in the construction industry (White Card)	\$150
RII30920	Certificate III in Civil Construction (Traffic Management)	POA
RIIWHS201E RIICOM201E RIIWHS205E RIIWHS206 RIIRIS301E RIIWHS302E RIIWHS303	Work safely and follow WHS policies and procedures Communicate in the workplace Control traffic with stop-slow bat Control traffic with portable TC devices & temporary signs Apply risk management processes Implement traffic management plans Position, set up and program portable traffic control devices	\$750*
* This is a combination Course (TC COMBO) consisting of the seven units of competence from RII30920 mandated by SafeWork NSW to obtain a TCWT Card for TRC (Traffic Controller) and IMP (TMP Implementer) type work which are typically combined as workplace roles. The cost includes SafeWork NSW card processing fees.		

### Cancelled courses

Whilst every effort is made to ensure that courses run as publicly scheduled, we reserve the right to alter any scheduling, including cancellation of Courses, if required.

Enrolled students will be contacted by text/phone at least three days prior to the course commencement wherever possible. Depending on the circumstances, arrangements for re-scheduling will be advised as soon as possible after any change/cancellation.

Other fees, charges, and refunds (CEO has discretionary power to waive other fees & charges as appropriate)	
Course cancellation by RDPT	Full fee refund
Withdrawal – No notice given < 5 working days prior to commencement	No refund
Withdrawal – after course commencement	No refund
Insufficient EOI on day of SafeWork Course is treated as a withdrawal after Course commencement and no refund is available. A re-booking fee applies.	\$50
Assessment re-submission (first and only)	No fee
Re-assessment fee (per unit)	\$50
Re-issue credential (Certificate/Statement of Attainment)	\$25

## Refunds

Regardless of the circumstances if a refund is sought, you must complete a *Refund Request* form (FOE-002) for approval by the CEO. If the Course has been cancelled by RDPT, a full refund will be made available.

Please carefully consider your ability to attend your Course on the scheduled date as it may not always be possible to transfer your enrolment to another date. We have the best chance of transferring you to another Course, if you notify our Office prior to 5 days before commencement date of your Course. If you are unable to attend your Course and notify us within 5 days prior to commencement of your Course, without reasonable cause, you will not be entitled to a refund.

Reasonable cause may include:

- serious illness (verified by a Medical Certificate)
- change of employment hours or location (verified by employer)
- other reasons deemed valid at the CEO's discretion

Once your Course has commenced, no refund is available if you leave prior to completing, without reasonable cause, as stated above.

If you are dissatisfied with any aspect of our Refund Policy outlined above, you can submit a *Refund Request* on compassionate grounds directly to the CEO for review.

## YOUR RIGHTS (CONSUMER PROTECTION)

The *Competition and Consumer Act, 2010* provides for:

- National consumer protection and fair-trading laws
- Enhanced enforcement powers and redress mechanisms
- A national unfair contract terms law
- A new national product safety regime
- A new national consumer guarantees law



## Contractual agreement

Enrolling students should be aware that they are entering into a contractual agreement with RDPT to provide a service and that contains some basic consumer protections and rights.

These are called consumer guarantees and are intended to ensure you get the service you paid for and were led to believe you would.

### 1. Due care and skill

There is a guarantee that service providers must carry out all services using an acceptable level of care and skill. Their work must be at least as good as what a competent person with average skills and experience would provide. They must also take reasonable steps to avoid loss or damage when providing the service.

### 2. Fit for a particular purpose

There is a guarantee that the services and any resulting products will be reasonably fit for any particular purpose specified. This guarantee may not apply if it is unreasonable to rely on the service provider's skill or judgment, or if the provider tells you the service or resulting product will not meet your purpose

### 3. Services must be supplied within a reasonable time

There is a guarantee that the services will be supplied within a reasonable time, if there is no time frame otherwise agreed. What is 'reasonable' will depend on the nature of the services and other relevant factors such as weather and availability of parts or supply of materials (or Trainers).

For more information, follow this link: [Consumer guarantees A guide for consumers \(accc.gov.au\)](https://www.accc.gov.au)

To be sure you are clear about your rights, we have designed our Enrolment forms, Course Brochures, Training /Session plans or similar documents using logical formats and plain straight-forward English language. All our communications with students are mindful that:

- Wording (written or verbal) allows the potential student to know and understand what he/she is agreeing to
- Disclaimers are clearly explained
- No misleading or deceptive behaviour/messages are given
- No actions or dialogue (written or verbal) that may force or coerce are made
- All dealings with students (including those disadvantaged) are fair

We will also keep you fully informed (via text, email, phone, or written communication) of any changes that occur which may affect the services we are providing, including:

- a. a change in ownership of our RTO, and/or
- b. any changes to, or new third-party arrangements we put in place, for the delivery of the services we offer
- c. If RDPT ceases to operate, all student records (including results) will be transferred to and subsequently maintained by Australian Skills Quality Authority (ASQA).

## CONTINUOUS IMPROVEMENT

RDPT has implemented processes for gathering data in the form of feedback from clients, students, and other stakeholders to maintain our high standards and continuously improve the services we offer. During your training journey, we may ask you to participate in this process by completing a Feedback Form. Your involvement in this critical element of our quality assurance process is valued and your input will be carefully considered and acted upon as determined by our senior management. Of course, if you are dissatisfied with any aspect of your journey with us, you can lodge a formal complaint at any time.

## COMPLAINTS

We will deal with any complaints in an effective and timely manner, ensuring that all parties are provided with equal opportunity to present their case. Formal complaints are dealt with and decided within 15 working days of the receipt of the written complaint.

In the first instance complaints should be discussed informally with the staff or trainers involved. However, if the complaint cannot be managed informally, you can complete and submit a formal complaint in writing to [admin@rdptrainingcfcf.com.au](mailto:admin@rdptrainingcfcf.com.au) outlining the nature of the complaint. Confidentiality is maintained concerning all complaints. The details of the complaint or appeal will only be disclosed to those who need to be involved in the complaint resolution process.

The complaint will be reviewed by the CEO or representative, and the complainant will be contacted for further information if required. The CEO will notify the complainant of the result in writing.

If the complainant is still unsatisfied with the result, they may submit further information and the complaint will be referred to and reviewed by the General Manager. The General Manager will determine the final decision outcome. The General Manager or representative will notify the complainant of the result in writing. If the complainant is still dissatisfied with the outcome, they can choose to contact an independent body.

Thank you.

## YOUR TRAINING JOURNEY

RDP TRAINING Pty Ltd (RDPT) is committed to delivering high quality services that support students throughout their training and assessment journey. This commitment is based on a student focused operation to produce the best possible outcome for you.

Your journey with us is undertaken in 5 phases:

- Marketing
- Enrolment
- Support and progression
- Training and assessment
- Completion



Through each of these we want to be sure you are aware of our responsibilities to you and our expectations of your behaviour through each phase as well. Please read the summary of each phase below and if you need more information regarding any aspect of the journey, contact our Office.

## MARKETING

We market and advertise our training products and services in an ethical manner consistent with the Standards for RTOs 2015(CI 4.1,2.3 and 2.4). We promote our training products and services with integrity, accuracy, and professionalism, to avoid ambiguity or misleading statements.

Specific course information, including content and vocational outcomes is provided by the relevant Course Brochure. This Brochure is designed to provide accurate and current information about the Course, so you are well informed when determining if the Course is the right one for you.

Each Training Product Brochure contains information about our training and assessment strategy of how we plan to deliver and assess the Course, including:

- Our RTO Code (pending) indicating we are registered with ASQA and can be found by searching our registration number on [www.training.gov.au](http://www.training.gov.au) to view our details and our current scope of registration
- National code and title of the training product
- A statement distinguishing national recognised training identified by the NRT logo
- Course details:
  - Location/duration/times/delivery mode
  - Resources needed e.g., appropriate clothing/PPE
  - Pre-requisites, work placements, if applicable
  - Licensing and eligibility requirements e.g., age and identity documents



This information is provided regardless of the type of marketing medium used; social media (including Facebook, Twitter) newspaper, radio, website, or Television.

It will also be clear from the Course Brochure where a 3<sup>rd</sup> party is advertising a Course on our behalf, enrolment is with RDPT.

## ENROLMENT

Enrolment is initiated by a student contacting RDPT. We will then provide you with a Course Brochure for the course(s) being considered and this Handbook full of the information you will need to start your journey and engage with training.

Enrolment in some training programs is subject to meeting certain prerequisite conditions and/or entry and eligibility requirements. This information is contained in the relevant Course Brochure and for Courses regulated by SafeWork NSW mostly consist of a minimum age requirement and the ability to produce original Evidence of Identity documentation.

For most of our Courses we also ask the student to complete a Language, Literacy and Numeracy (LLN) assessment to determine their general course suitability and identify any issues that need to be addressed. This is known as a Pre-enrolment Self-assessment (PESA) process and involves the contexts of:

- learning
- reading
- writing
- oral communication
- numeracy questions and
- include a digital literacy component, depending on the Course.

Where a student is struggling to meet the course requirements, our staff can assist by providing some options and/or support services that may be helpful. See next Section SUPPORT AND PROGRESSION. If a student doesn't meet entry requirements, and all attempts have been made to assist them, then an alternative course may need to be identified.

Students should check the My Skills website prior to enrolling in any course to ensure the course meets their career goals at [www.myskills.gov.au](http://www.myskills.gov.au)

Completion of an Enrolment Form does not constitute formal acceptance into a course. RDPT will provide written advice of enrolment acceptance when all requirements have been met, including fee payment. Confirmation advice with Course date, times, location, catering, and any other specific course requirements will be emailed to enrolled students.

On enrolment, student's details will be entered into our Student Management System (VETtrak). Recording your details in our system establishes your individual file which is then used to record information as it is generated during your training. This might include attendances, assessment task and overall course results, withdrawal from classes, and disciplinary matters, where necessary.

Details of how we store, use, and distribute this information is provided in a later Section under the heading of PRIVACY POLICY. We are committed to maintaining the accuracy, integrity, and currency of all student information, as well as ensuring appropriate security of all records to uphold confidentiality and protect every student's privacy. Students have the right to request information about or have access to their own individual records. Students also have the right to request a hardcopy of their file that can be supplied as a printout from records retained within the Student Management System.

Information provided at enrolment, will be used by RDPT for the purposes of general student administration, communication, state and/or national reporting, course monitoring and evaluation. This information may be disclosed to the National Centre for Vocational Education Research (NCVER) and/or an agency authorised to undertake surveys on their behalf. We do not sell or give away our customer lists.

*Note:*

*Some courses may have a limited number of vacancies which will be filled in chronological order of completion of enrolment, meeting eligibility requirements and payment of fees, if applicable to ensure our enrolment procedures remain free from discrimination of any type.*

## SUPPORT AND PROGRESSION

RDPT is committed to practicing fairness and providing an equal opportunity for all current and potential students to access and participate in training, and the opportunity to achieve a successful outcome regardless of age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, employment status, remote location or any other perceived barrier of class or category. Our practices are as inclusive as possible and do not unreasonably prevent any students that can safely participate in training from accessing our services.

The PESA helps establish entry eligibility to a course, but also identifies where special learning needs or support services might be utilised during training to enhance the learning process. Where students have a special need identified during the PESA, RDPT can provide or arrange appropriate assistance through student welfare, guidance and in some instances external support services.

Support services may include:

- LLN programs or referrals to appropriate programs
- Assistive or adaptive equipment, and resources to increase access for students with disabilities
- Additional learning resource/tutorial and/or study programs
- Mediation services or referral to appropriate services
- Flexible scheduling and delivery of training and assessment
- Counselling services or referral to appropriate services
- Information technology support
- Learning materials in alternative formats e.g., large print
- Learning and assessment programs customised to the workplace

In the case where no issues were identified during the PESA, we encourage any student who is experiencing difficulties once their course has commenced, to advise their trainer immediately to discuss any options for assistance to be made available.

In summary, it is our intention to provide equal opportunity to all students whether living with a disadvantage/disability or belonging to a particular class/category by supporting them for the best chance of success in training and assessment.

We strive to create and maintain a learning environment that is inclusive for all students by having:

- Access to course information in a readily available, easily understood format
- Training programs and services that promote inclusion and are free from discrimination
- Materials, resources and assessment tasks and tools that do not require students to have higher or more complex LLN skills than those needed in the workplace for the competencies being taught or assessed
- Opportunities for repeated and supported practice
- Consideration of each individual student's needs to provide the best opportunity for skill development and achieving a successful outcome

If at any time you think this is not the case, or we could do better in the service we provide, we will welcome your feedback. If you want to make a formal complaint, follow our COMPLAINTS PROCEDURE which is detailed in a later Section of this Handbook. This procedure is available to all students and sets out the protocols we follow to ensure complaints are handled objectively and in a procedurally fair manner.

The following list of services may assist students with specific needs beyond the types of support we are able to provide. The costs of these services, or other support services are the responsibility of the student and not included in or covered by your course fees.

### **Reading Writing Hotline**

c/-TAFENSW  
Ultimo Campus  
P.O. Box 707  
Broadway 2007  
Phone: 1300 655 506  
[About Reading Writing Hotline](#)



[Literacy For Life Foundation -  
Aboriginal-led adult literacy charity  
\(lflf.org.au\)](#)

### **Specific Learning Difficulties Association of NSW (SPELD)**

Phone: 02 9739 6277  
[SPELD NSW | Support for Specific  
Learning Difficulties](#)

### **Deaf Society of NSW**

Phone: 1800 893 855  
[info@deafsociety.com](mailto:info@deafsociety.com)  
[www.deafsocietynsw.org.au](http://www.deafsocietynsw.org.au)

### **Vision Australia**

Phone: 1300 847 466  
[Vision Australia. Blindness and low  
vision services](#)

### **Mental Health Line**

Phone: 1800 011 511 (24hours x 7  
days)  
[http://www0.health.nsw.gov.au/mhdao/  
contact\\_service.asp](http://www0.health.nsw.gov.au/mhdao/<br/>contact_service.asp)

## TRAINING AND ASSESSMENT

RDPT is committed to delivering quality training and assessment services that meet and exceed the expectations of our students. We have developed strategies for training and assessing each of our training products, or courses, in consultation with industry, trainers and other stakeholders which adhere to the following principles:

- Training and assessment strategies (TAS) will reflect the requirements of the relevant training package and where applicable industry Regulators (e.g., SafeWork NSW)
- TAS are developed for each target group to meet their identified characteristics and needs
- All training programs will require the development of a TAS for full and partial completion of a qualification
- The TAS address the resources, staffing(Trainer/Assessors) and facilities which must be planned, secured and available for all deliveries
- All TAS documents for current Course offerings will be validated annually through the internal review and continuous improvement procedures
- TAS are implemented and followed for all deliveries

### Training delivery

Training delivery methods and modes are flexible and can consist of face to face, distance, on-line or any combination of these methods. Regardless of the mode, we will always have the resources needed to provide a quality delivery. This means having resources, materials and equipment that is currently used in the workplace, so student get a realistic training experience. Reflective of most of our training products, training delivery is focused on practical skills for workplace job roles and is delivered in a real or simulated workplace environment. Much of your learning will be by *doing* and *practicing* the workplace tasks that are the substance of the unit/s you are studying.

Consequently, assessment is judged by your ability to do these tasks. This is called Competency Based Assessment (CBA) and underpins the VET Sector as the most widely used and accepted form of training and assessment.

### Assessment (CBA)

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package. Our strategy for all assessment is competency based and consistent with the principles of assessment, rules of evidence and the requirements of the relevant training package, regardless of the assessment pathway undertaken.

We offer three main pathways for assessment appropriate for the purpose of national recognition of a part or a full qualification under the Australian Qualifications Framework.

The main assessment pathways are as follows:

- a. Off-the-job assessment in a real or simulated workplace environment
- b. Workplace assessment, on-the-job
- c. Recognition

## Recognition

Recognition is the process by which individuals can have their previously attained qualifications as well as any relevant informal learning and experience recognised through an assessment only pathway i.e., without the need to undertake training.

Recognition is offered to all students, so if you think you may be eligible for an RPL or CT process, speak with our Office staff or to one of our Trainer/Assessors. To grant recognition, your assessor must be confident that your current skills and knowledge meet the competencies specified in the Training Package.

The options for recognition available are:

- Credit Transfer (CT)
- Recognition of Prior Learning (RPL)
- A combination of the above options

## Credit Transfer (CT)

Previous formal training with another RTO, may provide credit transfer against a unit of competency. Valid certification from the other RTO is required before a Credit Transfers can be granted. This form of recognition is generally only used where the Unit Code is the same or the unit is deemed as *Equivalent* by the relevant Training Package. If the unit is *Not Equivalent* the better recognition process may be Recognition of Prior Learning where any gaps in the equivalence can be recognised by another process.

## Recognition of Prior Learning (RPL)

This pathway considers formal and informal training completed previously and may reduce the training time and/or assessment tasks required to demonstrate the competencies.

*Note:*

1. *For both RPL and CT certified copies of qualifications and/or records need to be supplied by the student which will need to be verified by RDPT before RPL or CT is granted.*
2. *Licences issued for courses regulated by SafeWork NSW cannot use a recognition process and students must complete the SafeWork NSW mandated assessments.*

We undertake that our assessment system, including recognition, (policies, procedures, and tools) ensures assessments are consistent and based on the Principles of Assessment and the Rules of Evidence.

Assessments are only carried out by qualified Assessors who comply with a professional Code of Conduct to assure you the process is fair and equitable.

Details of the assessment process, method and evidence required for each unit of competence is explained at the commencement of training. At this time, you will be asked to confirm your understanding of the assessment process, as explained, by signing a declaration including acknowledging the need to collect evidence (completed assessments) to obtain a result.

Without evidence, no competency judgment or decision can be made. Evidence collected must be valid, sufficient, current, and authentic (your own work).



Based on the evidence collected, your Assessor will make a judgement of whether you are

✓ **COMPETENT (C)** or **NOT COMPETENT (NC)**

If you are assessed as Not Competent your assessor will talk to you about further training or other options that may be available to assist you achieve a competent result. Students are offered one further opportunity to demonstrate their competence through re-assessment. A re-assessment fee may apply.

If you choose not to be assessed, you can only achieve a Statement of Attendance.

### Submitting Assessments

Ensure you have completed all the required assessment tasks before submitting your work for marking. Assessments that are missing any tasks or have tasks that are not completed, cannot receive a competent result.

If a student does not answer all assessment tasks satisfactorily, they will be given one further opportunity to re-submit their work. A re-submit may be necessary due to a misunderstanding of the question or not enough detail provided to demonstrate skills and knowledge. When a Candidate is required to re-submit work, the assessor will provide information and feedback on what needs to be re-submitted.

### Completed Assessments

All assessment tasks must be marked within 10 days of receipt and a student provided with their assessment result. Successful candidates will be issued certification within 30 days of final assessment judgement being made.

Completed assessments are retained by RDPT for compliance/audit purposes.

Completed assessments will NOT be returned to students.

### Appeals

A fair and impartial appeals process is an integral part of all our training and assessment strategies. Every student has the right to request a review of the assessment decision

Follow this process:

#### **Step 1:**

Where possible, discuss a re-evaluation of your result with your assessor who will make a fair judgment after considering your request

#### **Step 2**

If you are not satisfied, with Step 1 you will need to lodge a Request for Appeal in writing. Within 10 days after you have been issued your result. Forms can be obtained from your Assessor or at our Office.

#### **Step 3:**

On receipt of the Request for Appeal, the CEO will appoint a second Assessor to conduct an independent review of the evidence presented by the student and make a competency judgement. If the student's result is overturned, it will be updated in our SMS and certification will issue inside 30 days when the process will close.

If the result is confirmed, the student will be notified in writing and may proceed to Step 4.

**Step 4:**

If you are still not satisfied with the result you can seek an independent review of the assessment decision. RDPT's CEO will advise you of the various external bodies available, at the time.

All staff involved in appeals handling will treat the student's information as sensitive and confidential and endeavour to protect them and others associated with the appeal from any reprisals or victimisation occurring.

We are committed to the resolution of appeals in a fair and timely manner by ensuring that students:

- are clearly informed in a timely way about how to appeal
- have opportunities to respond and present their case throughout the process
- have access to an independent representative, if needed
- are clearly informed in writing of the outcomes of the appeal
- are provided with an outcome within 30 days. If this is not possible and the time frame is projected to be longer than 60 days, we will formally communicate the reasons for the additional time for a resolution and expected time frame.

## COMPLETION

On successful completion of your training and assessment, you will be issued with a nationally recognised credential, if you provided a valid USI on enrolment.

If you have overlooked obtaining a USI, please contact a Staff member at our Office who may be able to apply for a USI on your behalf. You will need to have some identity documents with you at the time.

Each year RDPT sends student data to the USI Register and any successful results you have which are identified by your USI is updated.

This means in the future you can access your record and download your past training (as shown opposite). This is called a Transcript and is an excellent way to keep track of your life-long training experiences provided by the Australian Government.

RDPT also keeps a record of your results for 30 years which can be used to re-issue your qualification Certificate or Statement of Attainment (fees may apply).

### *Remember:*

*One month or 30 days beyond your course completion date is allowed for completion of all assessment tasks. After this period your enrolment may be finalised as a Not Competent result.*



STUDENT IDENTIFIER REGISTRAR  
Authenticated Vocational Education  
and Training (VET) Transcript

### Authenticated Vocational Education and Training (VET) Transcript

The records held in the National VET Provider Collection<sup>1</sup> for training undertaken from 1 January 2015 show that

Completed the requirements for the following nationally accredited or recognised VET qualification(s):

30/01/2019

**CERTIFICATE IV IN TRAINING AND ASSESSMENT (TAE40116)**

From the BLUEPRINT CAREER DEVELOPMENT PTY. LTD. (30978)

08/06/2018

**DIPLOMA OF WORK HEALTH AND SAFETY (BSB51315)**

From the TAFE NSW - WESTERN INSTITUTE (90009)

Undertook the following nationally accredited VET unit(s) and module(s):

Provider KREATE PTY LTD (90782)

Unit/Module  
(Identifier) - (R<sup>1</sup>)

Outcome

Enrolment Period

PREPARE AND APPLY CHEMICALS TO CONTROL PEST, WEEDS AND  
DISEASES

CA

10/05/2021-04/06/2021

(AHCCHM307) - (11)

TRANSPORT AND STORE CHEMICALS

CA

10/05/2021-04/06/2021

(AHCCHM304) - (11)

Provider DÜBBÖ TRAFFIC CONTROL PTY LTD (41518)

Unit/Module  
(Identifier) - (R<sup>1</sup>)

Outcome

Enrolment Period

APPLY RISK MANAGEMENT PROCESSES

CA

28/01/2020-30/01/2020

(RIIRIS301E) - (20)

APPLY RISK MANAGEMENT PROCESSES

CA

28/01/2020-30/01/2020

(RIIRIS301D) - (20)

## POLICY STATEMENTS

### Work health & safety

We will, as far as reasonably practicable, provide our students with a safe and healthy learning environment by:

- Eliminating or minimising risks to health and safety
- Ensuring that the health and safety of others is not placed at risk by the conduct of our training
- Providing access to adequate welfare facilities maintained in a clean & hygienic state
- Providing a mechanism for representing the views of those affected by our decisions when implementing health, safety, and welfare standards.

Trainers and assessors provide students with an overview of their WHS responsibilities to take care of their own and others safety, at the beginning of each course. This includes an outline of the Emergency Evacuation, and First Aid procedures as well as any known hazards and the implemented control measures to be followed (including PPE). Students are encouraged to report WHS hazards/issues to their trainer/assessor as soon as identified.

### Plagiarism

Plagiarism means the wrongful appropriation of another's language, thoughts, ideas or expressions, and the representation of them as one's own original work. Plagiarism is considered academic dishonesty and a breach of professional ethics. When proven, it is subject to serious sanctions which may include exclusion from a Course, with no result. However, it is quite reasonable to research material while undertaking assessment, so long as the original source is clearly referenced.

### Privacy & confidentiality

We are committed to protecting the privacy of our students personal and sensitive information in accordance with our responsibility to do so according to the Australia Privacy Principles (APP). These principles regulate how organisations collect, use, and disclose personal information.

As an RTO, we collect your personal information so we can process and manage your enrolment in a course with us. We are required by law (under the *National Vocational Education and Training Regulator Act, 2011*) to disclose the personal information we collect about you to the National VET Data Collection for research and statistics about the Australian VET sector.

No student information is disclosed without the student's consent, except as required by law. Student consent must be obtained in writing from the student, or where the student is under the age of 18 years, from their parent/guardian must be obtained. Consent to disclosure of information will be retained in the student file.

We will always seek and gain a student's written consent before releasing to the public domain, any information, photographs, or videos where the student can be identified in any marketing materials and will respect any conditions of permission imposed by the student.

## Social media

Material that could identify and adversely affect a fellow student, staff member or RDPT as an organisation, must not be placed on any social networking sites, unless authorised by the CEO.

No authorisation will be given for any information that could offend or be considered as bullying/harassment or discrimination of any kind.

## Anti-discrimination

Discrimination is the unfair or unequal treatment of a person based solely on class or category to which they belong. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age, or sexual orientation.

It is a requirement of every workplace, including the training environment, to ensure it provides an environment free from all forms of harassment and discrimination, including victimisation and bullying. In doing so, all students are treated fairly and can feel safe, secure, and respected during their training experience with us.

Harassment includes any form of behaviour that is unwanted, unwelcome, or unreciprocated by another person. This may manifest as verbal, physical, or written harassment and is humiliating, offensive, intimidating, threatening, or otherwise contributing to an unpleasant environment.

If you require more information on any of these expectations, ask your Trainer/Assessor for a copy of the relevant Policy document.

### As a student we expect you to:

- Treat others with fairness and with respect
- Observe safety practices
- Behave responsibly by
  - ✓ not littering training premises
  - ✓ not harassing/offending fellow students or staff
  - ✓ not damaging property
  - ✓ not attending class affected by alcohol or illegal drugs

### **As a student you can expect:**

- Suitably qualified trainer & assessors
- Appropriate teaching methods and materials
- Professional conduct
- Clean, comfortable facilities
- Accurate and current information
- Opportunities for input into your learning needs

### **As a student you are entitled to:**

- Be treated with courtesy, fairness, and respect
- Privacy of personal information
- Learn in an environment free of discrimination & harassment
- Learn in a supportive & stimulating environment
- Be informed of assessment procedures
- Lodge a complaint/appeal