



Impact Training Services

Client Information Handbook

***Impact
Training Services***

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Introduction

Welcome to Impact Training. This handbook is designed to inform clients of Impact's procedures and administration, as they affect your participation in the courses. If you wish to discuss any of the following information please do not hesitate to ask any of our training staff.

About Impact Training Pty Ltd

Impact Training is a Registered Training Organisation (RTO No. 90368) under The Australian Quality Skills Authority (ASQA) and has been operating since 1989 and as a RTO since 1996. The skills and qualifications attained by Impact's clients, who have undergone competency-based assessment, are nationally recognised. Impact has the authority to issue qualifications under the Australian Qualifications Framework (AQF) and we offer a range of qualifications from Statement of Attainments through to Diploma qualifications from Nationally Accredited Training Packages.

Impact's Vision and Values

Vision

"Assisting people to recognise their potential and achieve their own success through training"

Mission

To make a difference to people's lives by providing quality training that is relevant and enhances a person's work skills and knowledge for improved career and business opportunities

Values

To achieve our vision we have five guiding values which are:

Integrity

'Do what is right' - Integrity is the foundation of all that we do, we are honest and ethical in all of our dealings and we deliver what we promise. We are open, transparent and weigh up all aspects in making decisions.

Collaboration

'Work as one' - At Impact we work as one and we actively share our ideas and information across the organisation for the benefit of all clients. We ensure our priorities are focussed on what's good for the organisation and we encourage open dialogue and 'straight talking'.

Accountability

'Own your actions' - As individuals we each take responsibility for the way our clients experience Impact and we each make decisions in line with all relevant legislation, social, environmental, and ethical responsibilities.

Respect

'Value every voice' - We treat all people with respect and dignity and we build trusted relationships with our diverse clients. We are passionate about supporting our clients "their success is our success".

Excellence

'Be your best' - We relentlessly pursue excellence and take pride in everything we do. We challenge our thinking and look beyond the obvious, to meet our client's needs and expectations through continuous improvement.

Enrolments

As course enrolments are limited the priority for enrolment is in the order of receipt of the course registration and payment of course fees. In some courses, places may be reserved for participants from disadvantaged or targeted industry groups.

Upon enrolment you are ready to commence study and the relevant training and assessment materials will be provided to you.

- Enrolments can be made by mail, fax or attendance to our office. Our office is open to take enrolments from 9.00 am to 4.00 pm, Monday to Thursday. The administration staff will be able to assist prospective clients in selecting appropriate courses at the time of enrolment.
- Clients enrolling in Nationally Accredited Training courses will be required to show a suitable form of photo identification at enrolment and again at the course commencement.
- Clients accept full responsibility for any injury to themselves, or loss or damage to their personal property as a result of participation in courses and/or activities conducted by or in association with Impact.
- While Impact staff and trainers will take all reasonable care, clients must be aware of the risks involved in participation so far as they are reasonably foreseeable and warrant that they are physically and mentally fit enough to undertake their chosen activity.

Access and Equity

Impact Training is committed to the principles of access and equity in education and training and generally permit open access to all courses and training programs. The exception is where open access is restricted because of legislation, licensing regulations, government funding policies or because of training package requirements. An assessment of pre requisite competencies may be carried out to determine a client's suitability.

In many courses client numbers may be limited. Training courses are available to clients who meet the specified minimum course entry requirements without discrimination on the grounds of sex, race, colour, nationality, ethnic origin, national origin, marital status, sexual preference, disability, age or any other unlawful ground of discrimination.

Fees and Charges

The client is informed of the fees and charges structure for the training and assessment services along with details of the refund policy upon enrolment.

Once the fee is paid either the training is commenced or in the case of external studies course materials are dispatched

If partial payment is received on course registration the balance of any outstanding fees are payable on the attendance at the course seminar/workshop

The fees can be paid by:

- Credit Card /Eftpos payment via the Electronic terminal at Impacts office
- Clients can also pay by credit card by means of mail or telephone, these are processed and a receipt is issued.

Other fees and charges

Fees apply for the following

Course transfer fee	\$30
Rebooking OTJ assessment	\$30
Re-print receipt	\$35 when requested 21 days or more after original was issued
Re-print Qualification	\$55
Re-print Statement of Attainment	\$35
First Aid Books	\$35 First Aid Manual/Workbook
Text book replacement	Current replacement cost
Course re-enrolment fee	50% of initial course fee
Re-assessment Fee	\$65 per unit + \$45 administration fee

Course Transfer Policy

Clients that have enrolled into a short course (statement of attainment) with Impact can transfer or re-schedule their enrolment or designated class attendance day/s which will incur a \$30 transfer fee payable for each change and the course can only be transferred twice within 3 months of the original enrollment date or unless otherwise stated at the time of registration whichever occurs first.

If the client fails to inform Impact of their wish to transfer the scheduled workshop/seminar before its nominated date, then they may be declined participation in the next available course, unless approval is given by the Operations Manager.

All clients are required to attend their course nominated workshop/seminar day/s or submit their initial course assessment within 3 months of registration otherwise course fees will be forfeited.

The client is required to complete their course in the time nominated in their individual course joining instructions which is usually a maximum term of 12 months. If this time is exceeded and the client wishes to extend the duration of their studies an additional re enrolment fee may be incurred.

Refund Policy

Impact has a policy of 100% refund of any monies paid prior to the attendance of the scheduled workshop/practical day, or dispatch of any course materials if a request for refund is received in writing 14 days prior. This refund is voided if the client transfers the original scheduled workshop/practical day or defers the commencement scheduled workshop practical day

Between 13 days and 7 days prior to scheduled workshop/practical day there is a 75% refund and up to 6 days prior to the scheduled workshop/practical day a 50% refund of monies paid.

Cancellations after this time, or once the scheduled workshop/practical day has commenced, or course materials have been issued or dispatched, non-attendance or partial attendance on the scheduled workshop/practical day non completion of the training will incur a 100% cancellation fee.

Impact reserves the right to cancel or re-schedule programmed workshop/practical days. In the event of this occurrence i.e. being cancelled due to insufficient enrolments, clients will be offered another date or refund.

Request for refunds must be submitted in writing. Examples of when a refund will not be issued are:

- A change of your work hours or work commitments
- Inconvenience of travel to the workshop/practical day
- Non-attendance at the workshop/practical day
- Leaving early or not finishing the workshop/practical day
- Or just changing your mind about doing the workshop/practical day

After Impact receives a request for a refund in writing, if the refund requested is granted it will be processed within 21 days and a cheque will be written out only in the enrolling clients name and forwarded to their mailing address.

Language, Literacy and Numeracy

Impact will disseminate clear information to each client, prior to enrolment, about the possibility of being requested to undertake a formal language, literacy and numeracy assessment prior to enrolment, in particular Government Funded Training Programs and those mandated by state regulatory bodies.

If the LL&N assessment identifies an area of need in language, literacy or numeracy Impact will either:

- Provide low level LL& N support.
- Refer the student to an Adult Education Centre that offers LL&N support, the adult literacy information office (TAFE) 131 601 or Centrelink Literacy and Numeracy Training 132 850

However, where extensive support is required for the client to be able to participate appropriately in the training or where deficiency will clearly inhibit achievement of learning outcomes, the enrolment may be declined.

Student Support

At Impact we aim to provide support to all our clients, if you feel you are having difficulty or need assistance, please see your course facilitator. If you do not feel comfortable speaking to this person you may contact the office in person, by phone, email or in writing where all information will be treated with respect, confidentiality and privacy. Impact will make every effort to provide as much support as possible within its policies and resources for clients to achieve the required level of competency in accredited courses.

Counselling - Impact does not employ a welfare officer however; we have contacts with local agencies that would assist you with any personal issues that may arise.

Persons with a disability - Impact has disability access and parking available at our training premises in Dapto. We encourage any client to contact the office to discuss any individual needs that may arise so we can assist you to complete your studies

Harassment, Victimization and Bullying

Impact Training is an equal opportunity education and training provider, committed to freedom from discrimination, verbal, sexual and physical abuse and victimization. All clients and staff have the right to an environment free from such abuse. Please report any incidents or concerns to your course facilitator or any of our administration staff.

We reserve the right to dismiss any client for disruptive, inappropriate or discriminatory behaviour without refund.

Client Expectations, Rights and Responsibilities

Clients have the right to:

- Be treated fairly and with respect by Impact staff and in line with equity and anti-discrimination legislation and be protected from all forms of harassment
- Privacy, dignity and confidentiality
- Quality provision of courses that recognise and appreciate individual needs and learning styles and contain no hidden costs
- Complain through appropriate channels
- Appeal for a review of the results of an assessment
- Know about policies referring to them
- A safe and clean learning environment.

Clients have the responsibility to:

- Treat other Impact clients and staff with respect and fairness
- Behave in an acceptable and appropriate manner towards other clients and staff and to respect the property of Impact and clients
- Refrain from swearing in classrooms and other learning areas
- Not behave in any way that could offend, embarrass or threaten others
- Not use mobile phones, or similar devices at any time whilst in class
- Not engage in plagiarism or cheating in any assessment task
- Submit all assessment tasks by the due date or ask for an extension of time if there are exceptional circumstances.
- Refrain from smoking on any part of Impact grounds.
- Smart casual clothing should be worn at all times and appropriate footwear - No thongs
- Should you change your address while attending a course you must notify our administration staff so your records can be updated
- Strict infection control procedures are adhered to during a course and you must obey the instruction of your facilitator at all times
- Clients should come to class alcohol and drug (including prohibited substances) free and not in possession of prohibited or dangerous articles or weapons.
- No eating in, nor food or drink are to be taken into any of the class rooms
- Clients are responsible for their personal possessions while attending the course.
- Be punctual and at least 80% attendance is recommended to achieve the outcomes of the course and meet assessment requirements, unless specified by any licensing requirements or conditions
- If you are going to be absent please notify our office so arrangements can be made for you to receive any notes or handouts missed in your absence
- You must monitor your own progress throughout your course and seeking advice if and when you are experiencing difficulties
- Limited parking is available onsite but at your own risk. Impact does not take responsibility for providing parking for clients or any damage or loss that may occur whilst parking on Impacts premises.

Client Exclusions

Impact may exclude a client from a course if he or she:

- fails to meet the published requirements for the course,
- fails to pay the course fee without reasonable excuse,
- the limit in the number of clients permitted for the class has been exceeded.

Impact reserves the right to remove from class:

- clients who do not behave in an acceptable and appropriate manner towards trainers, staff and other clients,
- fails to accept any reasonable direction from Impact staff,
- who do not respect the property of Impact or other clients,
- is disruptive, abusive or violent in class.

Behaviour Standards - Disciplinary Procedures

It is expected that while studying at Impact, you show respect to persons and property (including fellow clients and Impact property), and abide by Impacts rules. Clients will be counselled and/or disciplined if their conduct/work is considered to be of less than acceptable standard in the areas of:

- Behaviour
- Class attendance
- Academic performance

At all stages throughout the disciplinary process, clients will have the reasons for their unacceptable behaviour, class attendance or academic performance clearly explained to them. Clients will also be counselled as to how their performance/behaviour can be improved. A course of action will then be agreed upon and a reasonable time period allowed to implement the changes required.

How is the Disciplinary Policy Implemented?

At the first instance of misconduct, the client will be counselled and the outcome of this counselling session documented and recorded on the client's file (a copy is also provided to the client for their records).

If there is a second instance of misconduct, the client will be counselled and if the outcome is unsatisfactory, the client will be suspended or dismissed at the discretion of Impact management.

The outcome of this counselling session will be documented and held on the clients file (a copy is also provided to the client for their records). The suspended or dismissed client will not be permitted back onto the grounds of Impact Training.

Can I be dismissed without notice?

Yes - if a client's misconduct is considered to be extreme, Impact management has the right to suspend the client without notice.

Examples of this behaviour could be:

- Abusive behaviour or/and harassment of staff, visitors or other clients (verbally or physically).
- Being under the influence of drugs or alcohol.
- Displays signs or symptoms of poor hygiene or any signs of transmittal ailments.
- Theft of goods from Impact, staff, visitors or other clients
- Flagrant disobedience of all reasonable and lawful instructions given to the client.

If a client is suspended, dismissed or expelled, there will be no refund of the course fees.

Occupational Health & Safety

Impact Training is committed to providing a safe and healthy environment for all staff, clients and visitors to Impacts premises. The facilities are regularly checked, evaluated and reviewed to ensure they conform to the OH&S requirements. Staff and clients should conduct themselves in a manner that does not contribute to hazards or likely injure yourself or others.

An incident book is kept at the administration office where all incidents and accidents must be recorded as soon as practicable with time, date, location, and description of the incident/accident.

If you see anything you feel may be a hazard it is your duty to report it to your trainer or administration staff immediately. Your trainer will discuss the emergency evacuation procedures during the course introduction.

Assessment

All clients will be informed at the beginning of the course of how they will be assessed. Impact follows the assessment guidelines as set out by the AQF and in the training package to ensure assessments are reliable, flexible, fair and valid.

Evidence of competency is gathered from a number of sources ie observation in class, written short answers, verbal questioning, demonstration, portfolio, workplace projects etc.

The trainer will let you know in advance, the date, time for each assessment. If you are unable to attend at this time you must inform Impact, as it may be possible to make alternative arrangements. You are required to complete the assessment activities within the allocated time frame. The assessor will explain or clarify anything that you are unsure of or don't understand in relation to assessments.

Qualifications are made up of various units of competency and on successful completion of all the required units you will be issued with a Qualification for the course you have completed and an academic transcript issued.

Clients will be assessed as C - Competent or NYC - Not Yet Competent (meaning that competency has not yet been demonstrated) in all of the operations/skills as set out in the performance criteria of the unit/s. If you do not achieve competence in all the required units you will be issued with a Statement of Attainment for the units of competency that you have completed or for non-accredited courses you will receive a Certificate of Achievement.

After the assessment the trainer/assessor will discuss your performance with you either during or after the assessment. A client that has not achieved the required competency or has failed to complete an assessment, feedback will be provided with assistance to re-attempt the assessment to gain competency on one further occasion, without re-enrolment or any extra fee. If further reassessments are required to demonstrate competence after this, it will be at the discretion of Impact and an additional fee will be charged.

You will be formally notified of your results in writing after the results have been compiled and recorded by Impact. All results are confidential.

Plagiarism

Plagiarism is the act of passing off another person's work as that of your own. Examples include copying or summarising the work of another person and including work from the internet without acknowledgement. Any student found plagiarising will receive a non-completion result in the unit of competency or unit attempted. Any person who knowingly aids another person to commit plagiarism shall be dealt with as if they themselves committed plagiarism.

Assessment Due Dates

Your joining letter/training plan will outline the learning schedule and expected assessment submission and unit completion dates. It is the client's responsibility to keep a copy of work submitted in case of any actions beyond the control of Impact (e.g. lost in the mail, corrupt files). Please note that Impact cannot accept facsimile copies of assessment tasks unless previously arranged.

Late Assessment Items

If a client is unable to submit an assessment task by the due date, they should contact Impact prior to the due date and seek approval for an extension. Assessment tasks submitted after the due date without an approved extension may result in a non-completion result or an extra payment. Once you complete the classroom activity for a particular course or qualification you have 30 days to hand in all the assessment tasks relevant to the course or qualification unless specified in your joining letter/training plan.

An additional re-assessment fee per unit of competency will apply to any material submitted after 30 days or a re enrolment fee will apply if assessments are submitted after the last day of the course/qualification or the expiration of the 12 month period. In relation to RPL assessments the portfolio of evidence must be submitted prior to the course expiration or 12 months or as stipulated in the joining letter otherwise an additional re-enrolment fee will apply prior to assessment.

Assessment Extensions

Extension requests should be submitted in writing to Impact and should be no later than five (5) working days prior to an assessment due date to be considered. For an extension to be granted, one or more of the following criteria needs to be established:

existence of extenuating circumstances or a prohibitive medical condition (a copy of a medical certificate may be required).

Note: clients who fail to attend over 80% of face to face delivery (or as stipulated by any regulatory authority) may be asked to show cause. Places may be reallocated or enrolment cancelled where the client is not progressing successfully.

Resubmissions

Some clients may be required to resubmit assessment activities to attain competence. It is anticipated that these clients will be able to demonstrate competence following resubmission. The resubmission due date will be specified in writing together with accompanying feedback from the assessor.

Workplace Assessments

Clients who are unable to demonstrate competence in essential workplace tasks or provide all required paperwork and completed supervisor signed off sheets will be deemed NYC- not yet competent. It is the client's responsibility to ensure that the required paperwork and signatures have been provided before submitting work. If an onsite re-assessment is required the applicable re-assessment fee would apply.

Re-Assessment

If a client is dissatisfied with the assessment result, they are entitled to have their assessment task reviewed. The appeal should be addressed to the Operations Manager no later than seven working days after the assessment. A re-assessment fee may be required.

Results of Assessments and Awards

Results of assessment and qualifications will be issued within 14 days of achieving competence. Where advice is required from an employer to confirm completion, the 14 days will commence from the time the advice has been received by Impact Training. Any client with outstanding fees will have their qualification withheld until all fees have been paid.

Qualification Recognition Policy

Impact has a policy to make a process for Recognition of Skills and Current Competencies available to all clients at the time of enrolment and as such Impact Training recognises AQF qualifications and Statement of Attainments issued by other Registered Training Organisations (RTOs), this is known as Mutual Recognition. Clients must provide Impact with a certified copy of the credential, which will be retained and filed in the clients file, along with copies of other Statements of Attainment, certificates and academic transcripts, which form part of the same qualification. It maybe necessary for the applicant to demonstrate that the knowledge/skills learned has remained relevant or current. Clients will be provided with the results of their application in writing.

Impact Training, recognises that you may be able to demonstrate particular competency based on prior learning, skills gained in the workforce, or skills otherwise gained through previous studies, workplace or life experiences.

Recognition of prior learning will be granted if you can demonstrate competence in all the elements of a particular unit of competency and the learning outcomes in a particular unit. Clients that consider that they possess the competency levels for the units of the qualification may be granted credit upon substantiation of this claim.

The assessment can only commence after the appropriate fee has been paid and using the prescribed RPL Kit. Impact's assessors will assess this submission and this may also require attendance at an interview, if the claims are substantiated, the client will be granted exemption from undertaking the particular unit/s.

Clients seeking RPL will be provided with the results of their application in writing. Those who cannot provide sufficient documentary evidence may have to undergo an assessment and/or additional training. Costs for any additional training may not be included in the RPL application fee. Documents submitted for RPL consideration may be retained for audit purposes.

Client Records Administration Procedure

Impact is committed to maintaining the integrity and accuracy of academic records. Impact is required by the Australian Skills Quality Authority (ASQA) to retain the following records, which must be made available for examination if required for audit purposes:

- Records of clients assessments (including an assessment portfolio for each client, records of assessment of competencies, and any assessment activities conducted for the purposes of granting recognition of current competency or prior learning or credit transfer).
- Client attendance details for all sessions of training
- Transcripts of clients outcomes

Impact may retain a sample of evidence from a client's assessments or portfolio for audit purposes in the clients file. All records will be stored electronically and all electronic records will be kept in confidence and will be retained for a period of 30 years

Access to records

All clients are entitled to gain access to their records and may request a copy of their file, just complete a consent form which can be found on our website or by contacting our office. We cannot release information without your written permission.

Confidentiality and record keeping

All clients records are confidential and are kept in accordance with Student Management Records Procedures and maintained for a period of at least five years stored in lockable filing cabinets

Quality Management

Impact is committed to provide a quality service to our clients and has adopted a process of self-assessment and a continual improvement policy. This is achieved by:

- continuous improvement of program quality using student and stakeholder feedback,
- improved client service,
- implementation and maintenance of the risk management policy,
- implementation and maintenance of the AQF framework and the standards for NVR registrered training organisations
- continuous improvement beyond best practice across all areas of the organisation.

Client Feedback

At the end of the course each client will have the opportunity to complete an evaluation feedback form that looks at their level of satisfaction and ways of improving our service. Time should be taken to complete this form accurately so that we can improve our training for the future clients.

Marketing and Advertising

Impact markets all education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of this information, no false or misleading comparisons will be drawn with any other provider or course. Accredited courses are offered under the requirements of our registration as a Training Organisation with the Australian Skills Quality Authority (ASQA), the National VET Regulator.

Legislative Requirements and Compliance

As an RTO Impact Training is committed to complying with the various legislative and regulatory requirements that apply to its activities, and particularly in the areas of access and equity, child protection, all forms of discrimination and harassment, and occupational health and safety. All Impact staff are required to be familiar with these requirements as they relate to their jobs, and to observe them at all times.

Complaints Procedures

Impact recognises that differences and grievances can arise from time to time. The quick resolution of these matters is in the best interest of all parties concerned and the following steps can ensure this happens. A complaint or appeal is deemed to be either a

- Formal complaint or appeal when it is made in writing to the Operations Manager or
- Informal if directed verbally and in confidence to a staff member.

Procedures upon receiving a complaint are as follows:

Informal complaint

In the first instance, complaints should be discussed as soon as possible with the person/s involved. However, if this is impractical, the client should make a complaint to the Operations Manager. The Operations Manager will consider the complaint and attempt to reach a satisfactory resolution within 10 business days.

Formal complaint

Where consideration at the informal level does not lead to a satisfactory resolution or the complainant is not satisfied with the Operations Manager decision, the complainant may proceed to a formal grievance. The grievance must be submitted in writing to the Operations Manager.

Where a grievance includes allegations concerning the conduct or actions of a staff member, and the substance of those allegations is not minor in nature, the staff member will be immediately notified of the grievance by the Operations Manager. The affected staff member will be given an adequate opportunity to respond. The Operations Manager will determine appropriate processes to investigate and make a decision. This may involve the parties to the complaint being interviewed. An outcome will be advised in writing within 10 business days.

Appeal

If the complainant is not satisfied with the outcome of the complaint, they may appeal to the Managing Director in writing within 14 days of receiving this advice. The Managing Directors determination in the matter will be final within Impacts procedures.

Assessment Review

If a client is dissatisfied with the assessment result, they are entitled to have their assessment task reviewed.

1. Clients can request a review of any marked assessment task in writing to Impact's Operations Manager seeking a formal review, enclosing a copy of the assessment task, showing the grade and the marker's comments. Impact will then arrange for the marker to review the assessment task. Clients that request a review of their assessment results must do it within 7 days of receiving the results.
2. If, after the review, they are still dissatisfied with their assessment result, they can appeal to the Managing Director by completing and forwarding an Assessment Appeal Form, which can be obtained from Impact upon request. The Managing Director will then arrange for a review of the assessment result and advise the client of Impact's decision. Any appeal must be lodged with Impact within 7 days of receiving the results of the initial review.

In the event the client is still not satisfied, an appeal can be referred to a mutually agreed accredited assessor for determination. The cost of this assessment will be borne by the client.

External agency for grievances

If the complainant is still dissatisfied or is unsatisfied with the fairness of the process, the complainant has the right to lodge a complaint externally with an appropriate authority such as: *Australian Skills Quality Authority Level 10 255 Elizabeth Street 1300 701 801*

Withdrawal of a grievance

A client may withdraw a complaint or grievance at any time during the grievance resolution process and in this case the matter will be concluded and deemed to be resolved. If the original complaint or grievance was made in writing then the withdrawal must also be in writing to the parties involved who are handling the matter at the time the withdrawal is lodged.

ANNEXURE: DECLARATION OF UNDERSTANDING FORM - AD1A**CLIENT DECLARATION OF UNDERSTANDING**

I,

(Insert name)

Declare that:

- I have read and understood the Impact Client Handbook and appropriate course information
- I understand my obligation and responsibilities as a student and the attendance requirements
- I understand the literacy and numeracy levels required to complete the course I have chosen and if the course requires it I will undertake the appropriate assessment
- I have been offered the opportunity to access learning support
- I have been provided with a course timetable for the course in which I have been accepted
- I understand that once I have been issued with course materials such as manuals, workbooks etc and I lose, misplace or they are destroyed or otherwise I am unable to bring them to class and/or use them for the course I will have to purchase a replacement copy.
- I have been advised of the accreditation status of the course and the qualification to be issued on completion
- I have been offered RPL/Credit Transfer understand the requirements in apply for them
- I have read, understood and agree with the information in the Client Handbook relating to privacy issues and consent to the use of personal information being used for research, statistical purposes and reporting to relevant government departments

Signed:..... Date:..... / /

Course Name:..... Start Date: / /

Please return this signed sheet to your trainer before commencing study.

OFFICE USE ONLY

Instructor:

Course Name:.....

Start Date/witness: / /