



# Registered Training Organisation

RTO Code: 51358

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# Learners Information Booklet

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This information is made available as a requirement of  
a RTO in compliance with the ASQA

**For additional information please contact:**

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# TRAINING PROGRAM INFORMATION BOOKLET

## **Code of Good Training Practice:**

TNL Consultants Pty Ltd has a Code of Practice to guarantee you quality service and good practice in all areas of its training services. Good practice applies to the way we market our services, operate our business, manage our finances, and administer our training programs. For your information, a copy of this Code of Practice is available for all training course participants.

## **Entry into Training Programs:**

Entry into training programs is made on the basis of you being able to meet the appropriate Training Package or course pre-requisite entry requirements. TNL Consultants Pty Ltd will ensure that these are explained to you and that you meet these standards prior to training program or workplace assessment registration. In all other respects, TNL Consultants Pty Ltd provides places on a first in – first served – basis to ensure fairness in access to training opportunities. In cases where you are attending at an employer's request, your workplace supervisor or employer's permission may also be required.

## **Training Program Information:**

Details of the training programs, links to nationally recognised training, fees, content, assessment methods and certification will be explained to you either before or during your training course enquiry or registration. If you have any questions, please ask your trainer or assessor, or you could ring and discuss your questions with our office staff who are there to assist you with your training program enquiries.

## **Fees, Charges and Refunds:**

All fees payable information on training courses will be given to you prior to registration. In accordance with our refund policy, TNL Consultants Pty Ltd has a "pay as you go" payment policy and will:

1. Require payment arrangements for all training program or event fees to be made prior to the program or event commencing (card number, cheque or company service order).
2. Make a full refund of any payment received if cancellation made 7 days prior to commencement.
3. Charge an administration fee of \$150 if less than 7 days notice of cancellation is given.
4. Make no refund for non-attendance. A substitute attendee is acceptable at any time.

## **Making Training Programs Meaningful:**

All training materials, training programs and assessments are written in plain english to help you understand these materials – and you should tell your trainer or assessor if you have any special needs including help with reading and writing or understanding what is meant by questions – so that extra help can be given to you.

## **Extra Help and Guidance:**

If you need any extra help other than what your trainer or assessor can provide, please discuss your needs with the administrative office or the Business Manager.

## **Appeals, Complaints and Grievance:**

TNL Consultants Pty Ltd has systems in place to protect you, other training participants and your trainers and assessors from:

- ◆ bullying;
- ◆ victimisation;
- ◆ racial vilification;
- ◆ discrimination on any grounds;
- ◆ harassment;
- ◆ unfair treatment or unprofessional behaviour; and
- ◆ unfair assessment decisions or processes.

Grievance, discrimination, harassment and bullying procedures are available to protect you (and others). Please notify your trainer or assessor, the administrative office, or the Business Manager if you have any complaints. You can refer to our Grievance Policy and Training Procedure for Training Participants and/or Anti Discrimination, Harassment, and Bullying Policy and Procedure for more information. Copies of these policies/procedures can be requested through our office.

A formal assessment appeal process is available to anyone who believes their assessment process has been treated unfairly. Our Assessment Policy is available to give you a step by step guide to using the appeals process. All appeals are treated with the utmost confidentiality in a fair and equitable process.

## **Discipline:**

Discipline in the form of counselling, dismissal or suspension is available to all RTOs under the terms of the Australian Skills Quality Authority (ASQA). This will only be used by TNL Consultants Pty Ltd where there are serious breaches of professional ethics or unacceptable standards of behaviour which adversely impact on the rights of other trainers or trainees.

## **Equity and Fairness:**

Disability and equity inclusive policy and procedures are also available to assist and support training program participants as well as the trainers, assessors, administrative and management staff within TNL Consultants Pty Ltd when operating as a Registered Training Organisation (RTO).

## **Recognition of Prior Learning (RPL):**

If you have some skills and knowledge from previous experience or because you have attended other training programs, you should bring this to your trainer's or assessor's notice. It is possible that you may reduce the time required for training and you may even gain a full qualification if your assessor verifies your competence through assessment against national industry standards.

## **National Recognition:**

Statements of Attainment issued by other RTOs will also be accepted, if your competencies are still up-to-date and if the ratings and types of equipment used are the same as those for which you hold certification.

You should check with your trainer or assessor who will advise you of their currency and recognition in terms of nationally recognised training arrangements.

## **Confidentiality and Security of Records and Outcomes:**

Information you provide by way of program registration, prior experience, competency demonstrated during assessments, and standards achieved will be maintained for at least a period of six months in accordance with the requirements of the Australian Skills Quality Authority (ASQA). Records of attainment will be maintained for a period of 30 years. These will be maintained in a secure environment and confidentiality is guaranteed.

Should you wish information about your achievements be known to your employer or other parties, you will need to provide authorisation for this to occur. You may be asked to sign an authorisation form where an employer requires you to undertake training as part of your workplace job role or function.

All training participants are likewise required to maintain security of information about other trainees such as competency achievement.