



RTO Provider Number 91585

Participant Handbook



C4URSELF Training Pty Ltd
Trading as UNIQUE TRAINING PROVIDERS

PO Box 192

Mittagong NSW 2575

Phone: (02) 4872 1495

Fax: 4404 7706

Email: info@uniquetrainingproviders.com.au

www.uniquetrainingproviders.com.au

Table of Contents

National VET Regulator (NVR) Standards	3
Legislative Requirements	3
Code of Practice	3
Work Health and Safety Policy	3
Harassment and Discrimination Policy	4
Privacy	4
Working with Children	5
Fees and Refund Policy	5
Overseas Students	5
Participant Training Records Policy	5
Access and Equity	6
Client Selection	6
Enrolment	6
Student Rights and Responsibilities	6
Language, Literacy and Numeracy (LLN) Assistance	7
Special Needs	7
Induction	7
Flexible Delivery and Assessment Procedures	7
Participant Support, Welfare and Guidance	7
Discipline	8
Recognition of Prior Learning Policy (RPL)	8
National Recognition Policy	8
Feedback	8
Assessment Standards	9
Assessment Criteria	9
Assessment Methods	9
Plagiarism Policy	10
Assessment Appeals	10
Complaints	10
Student Access and Update to Personal Information	11
Qualifications and Statements of Attainment	11
Certificate issuance Policy	11
USI – Unique Student Identifier	11
Course Timeframes	12

Introduction

Welcome to our Registered Training Organisation, C4URSELF TRAINING Pty Ltd trading as **Unique Training Providers**. Training Provider Number 91585.

Unique Training Providers is an innovative Registered Training Organisation specialising in providing quality training and assessment in vocational education and training qualifications.

Our trainers and assessors are highly qualified and have extensive industry experience. All our trainers/assessors hold a minimum Certificate IV in Training and Assessment.

Our trainers and assessors also participate in ongoing professional development training to maintain currency in their field.

We are here to support our participants throughout our training programs and to ensure they have an enjoyable learning experience.

National VET Regulator (NVR) Standards

You are about to become a participant in the process that can result in achieving a nationally accredited qualification, statement of attainment and/or Continuing Professional Development (CPD)

These courses can only be delivered by a Registered Training Organisation (RTO).

These standards and the auditing process are intended to provide the basis for a nationally consistent, high quality vocational education and training system.

Legislative Requirements

We are subject to a variety of legislation related to training and assessment as well as general business practice. Unique Training Providers conducts all business activities in line with, but not limited to, the following Acts:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTO) 2015
- Work Health & Safety Act 2011
- NSW Anti-Discrimination Act (1977)
- Human Rights and Equal Opportunity Commission Act 1986
- Privacy Act and National Privacy Principals
- Student Identifiers Act and Regulation 2014
- Child Protection (Working with Children) Act 2012

Legislations are continually being updated and the CEO is responsible for ensuring all staff is made aware of any changes.

Copies of all Acts and Regulations can be found at www.austlii.edu.au

Code of Practice

A code of practice has been developed and endorsed by all staff at Unique Training Providers. It provides a framework for the delivery of training and assessment.

Unique Training Providers are committed to providing a working and training environment that is free from any form of discrimination or harassment and that abides by all legislative requirements.

Work Health and Safety Policy

Unique Training Providers is committed to creating and maintaining an environment to ensure a safe and healthy workplace is provided for all employees, contractors, visitors and third parties.

Continuously improving our WHS management and performance makes good business sense and provides benefits to all while minimising the risk of injuries and illnesses.

Policy

1. Training Environment

Unique Training Providers staff has a moral obligation not only to take care of themselves but be responsible for the safety of others as well. Therefore, Unique Training Providers staff has a duty of care to identify any WHS hazards in the training environment prior to commencing any training. Hazards identified require the risk to be eliminated or reduced to an acceptable level and must be done before learning commences. Participants will be advised of WHS issues at the commencement of training and reminders will be given at appropriate times over the duration of the training. If particular activities involve special WHS advice, then participants will be briefed before that activity commences.

2. Risk Assessment

The Trainer will:

- Complete a training venue risk assessment form
- Be aware of the WHS procedures in place
- In consultation, identify any areas for improvement that need to be addressed for a safe training/learning environment
- Assess any potential hazard according to the likelihood of injury or damage and how serious the injury or damage may be
- Develop an action plan and check that the agreed action has been taken
- Follow up on the agreed action

The participant will:

- Take reasonable care to ensure safe and healthy learning conditions for themselves and those around them
- Comply with safe learning procedures in accordance with instructions
- Report to their trainer any conditions or equipment they deem to be unsafe or unhealthy

Harassment and Discrimination Policy

We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and participants feel valued, respected and are treated fairly.

Specific principles

- All staff and participants have a right to work in an environment free of any form of harassment and discrimination
- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated
- When management is informed of any harassment or discrimination it has the responsibility to take immediate and appropriate action to address it
- In dealing with all complaints, the rights of all individuals will be respected and confidentiality maintained
- Whenever possible, all complaints will be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint will be victimised
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers
- Staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution process in good faith.

Privacy

Unique Training Providers takes the privacy of our participants very seriously and we will comply with all legislative requirements. These include the Privacy Act and Australian Privacy Principles

In some cases we will be required by law or required by the NVR standards to make participant information available to relevant government agencies relating to education & training.

A copy of the Privacy Policy is located on our enrolment form and includes a declaration giving authority for Unique Training Providers to provide information as required to government agencies relevant only to your training.

Working with Children

We do accept people under the age of 16 in our training programs.

We comply with all Federal and State working with children legislation such as the Child Protection (working with children) Act 2012.

All our trainers/assessors have the relevant working with children clearances.

Fees and Refund Policy

The course enrolment form clearly sets out all fees and charges. Fees are payable on enrolment.

Unique Training Providers will not accept more than \$1500 prior to the commencement of any course. In cases where course fees exceed \$1500, the remainder of the fees will be collected by Unique Training Providers throughout the duration of the training course.

Our standard cancellation period is 7 days. If a student cancels their enrolment more than 7 days prior to the commencement of a course, a refund of fees paid will be issued minus an administration fee of \$100 for Certificate of Registration courses and \$500 for Certificate IV courses.

If a participant cancels their enrolment into a course within 7 days of the course date, all fees are retained by Unique Training Providers. We will endeavour to re-schedule you in another course, where possible, with no extra fee.

If a course is cancelled by Unique Training Providers, all course fees will be refunded in full.

No refunds will be given once a student has commenced training.

No refunds will be given to students completing any course by distance learning, also known as correspondence, once course material has been sent from our office.

All cancellation and refund requests must be sent in writing to
E: info@uniquetrainingproviders.com.au

Overseas Students

Unique Training Providers does not have registration for CRICOS which excludes any person who is not a permanent Australian resident to enrol into any of our courses.

Participant Training Records Policy

We are committed to maintaining and safeguarding the accuracy, integrity and currency of our records without jeopardising the confidentiality of the records or our participant's privacy.

Individual Participant records will be stored in a locked secure office area. Our electronic records are protected by password access, we further protect our records by maintaining up to date virus, firewall and spyware protection software.

We will retain Participant results for a period of not less than 30 years.

All assessment documents are retained by Unique Training Providers for a period of 6 months.

In the event that we cease to operate as an RTO we will transfer all records to ASQA in appropriate format and detail as specified by ASQA at the time of ceasing RTO operations.

Access to individual Participant training records will be limited to those required by the NVR Standards such as:

- trainers and assessors to access and update the records of the participants whom they are working with,
- management staff as required to ensure the smooth and efficient operation of the business,
- Officers from the Department of Education and Training, ASQA or their representatives for activities required under the Standards for Registered Training Organisations,

Or those required by law such as:

- people as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act).

Or

- participants authorising releases of specific information to third parties in writing,
- the participant's themselves, after making application in writing. For example participants seeking a replacement Qualification or Statement of Attainment.

Access and Equity

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis in accordance with but not limited to the following legislation:

- Sex Discrimination Act
- Human Rights and Equal Opportunity Act
- Race Discrimination Act
- NSW Anti Discrimination Act

All participants have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All participants who meet our entry requirements will be accepted into any of our training programs.

Any issues or questions regarding access and equity can be directed to Unique Training Providers' CEO.

Client Selection

There are no pre-requisites to enrolling in our training programs although there are age restrictions set out by NSW Fair Trading for the application of a Certificate or Licence.

Certificate of Registration – 16 years

Licence – 18 years

Enrolment

All students are required to complete an enrolment form prior to the commencement of any course. Completed forms are to be returned to the student's trainer or to our office. Enrolment forms are available from our office, from your trainer or through our website.

Students are required to acknowledge that they have read the Participant Handbook on the enrolment form.

Information contained in the enrolment form will be used to create a student file for each student.

Student Rights and Responsibilities

Students enrolled with Unique Training Providers (UTP) will be afforded the following rights:

- Training delivered by a suitably qualified Trainer/Assessor with experience in the Real Estate Industry
- The opportunity to be individually supported to achieve the training outcome desired
- Support in the workplace to achieve competencies
- Receiving a nationally accredited Statement of Attainment or Qualification where all units of competency in which they are enrolled are completed successfully

By acknowledging they have read the Participant Handbook, students also acknowledge that they will meet the following obligations and responsibilities:

- Agree to be bound by the policies and procedures of UTP whilst enrolled as a student
- Authorise UTP to release personal/and or medical information to meet any educational or legal obligations in accordance with the privacy policy as outlined in the enrolment form
- To pay all fees and charges relating to their enrolment
- Acknowledge that UTP reserves the right to cancel or delay courses due to unforeseen circumstances and/or if minimum course numbers are not met. Students will be offered a full refund for cancelled courses or have their course fee credited towards another UTP training course.
- Advise UTP if you are withdrawing from a class as soon as possible
- Acknowledge that all marketing and training material are the intellectual property of UTP and agree not to misuse, duplicate, reproduce, copy or sell any intellectual property belonging to Unique Training Providers.
- To complete assignments and tasks assigned to them by their Trainer/Assessor to enable assessment
- To communicate any difficulties experienced to enable their Trainer/Assessor to make reasonable adjustment to training delivery and assessment to support individual needs required to complete training

Language, Literacy and Numeracy (LLN) Assistance

Working in the real estate industry requires staff that can communicate in both verbal and written forms. In most cases this is in English. In addition, many work roles involve the use of numeracy skills.

All of Unique Training Providers courses are delivered and assessed in English.

To ensure that our learners have every opportunity to succeed in their career we have included as part of our enrolment process a Language, Literacy and Numeracy review to ensure that our potential participants have the required standard of English and numeracy skills to complete our courses.

This will be assessed prior to acceptance of enrolment. Students who fail to attain a sufficient grade to have a reasonable chance of functioning in the workplace will be declined acceptance into the course, have their fees refunded and referred to an appropriate service for additional Language, Literacy & Numeracy support.

Special Needs

During the enrolment process, Unique Training Providers asks for any special needs to be identified. You will be given the opportunity to discuss your special needs with your designated trainer as they will be more than happy to assist but can only assist if they are made aware. Where special needs are identified, Unique Training Providers will make every effort to accommodate individual student needs, however, we reserve the right to refuse enrolment where we feel the student cannot meet training requirements to achieve a successful outcome.

Induction

Once participants have read through this Handbook and completed Enrolment, they will complete an induction program which will cover:

- Confirmation of the course to be delivered.
- The training and assessment procedures, including method, format and purpose of assessment. This will be provided in the form of a copy of their Training Plan
- Fees schedule associated with the course being undertaken
- Informed of their trainer/assessor and their contact details
- Details of training venue and course times
- Information regarding Recognition of Prior Learning (RPL)
- Supply of relevant training material
- Qualifications to be issued, which includes Statement of Attainment for completion of the Salespersons' Registration Course, or for partial completion of a full qualification where all units of competency are not completed.

Flexible Delivery and Assessment Procedures

Unique Training Providers recognises that not all participants learn in the same manner, and that with an amount of "reasonable adjustment" participants who may not learn best with traditional learning and assessment methods will still achieve good results.

Unique Training Providers will make any necessary adjustment to meet the needs of a variety of participants e.g. the inability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the participant can verbally demonstrate competency.

Participant Support, Welfare and Guidance

We will assist all participants in their efforts to complete our training programs.

In the event that you are experiencing any difficulties with your studies (including illness, injury or other unforeseen circumstances that may arise) we would recommend that you speak to your trainer, or another member of Unique Training Providers' staff, who will make reasonable adjustments to support you through training to complete your studies. This can include incorporating amended training delivery and assessment methods to support individual student needs.

We will ensure that the full resources of our RTO are made available to ensure that you achieve the required level of competency in all nationally recognised qualifications.

Should you be experiencing any personal difficulties you should make contact directly with the Unique Training Providers' CEO who will assist you to the full extent of our capacity.

Discipline

Unique Training Providers attempts to provide training and assessment services in a spirit of co-operation and mutual respect.

If a trainer or staff member is unhappy or dissatisfied with the behaviour of a participant, the trainer has the authority to:

- Warn the participant that their behaviour is unsuitable
- Ask a participant to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

If a participant wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure.

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and participants. Any breach of our disciplinary standards will be discussed with the trainer and Unique Training Providers' CEO and the appropriate action will be taken.

Recognition of Prior Learning Policy (RPL)

Unique Training Providers recognises that participants will have acquired vocational skills from a variety of different sources, other than formal training.

Participants who believe they have skills and knowledge that would be covered in the training programs offered by Unique Training Providers should apply at the time of enrolment to have their skills and knowledge assessed and where appropriate have the training program reduced.

Participants can make an application for Recognition of Prior Learning at any time during the training program.

An RPL application is available from our office or details regarding the RPL process can be found on our website.

National Recognition Policy

Unique Training Providers recognises qualifications gained through courses undertaken under the Australian Quality Framework. Transcripts of Academic Record and Statements of Attainment issued by other RTO's will be taken into account during the process of National Recognition. Students that provide Transcripts and Statements of Attainment for units of competency that form part of their training course will be given Credit Transfer (CT) for those units.

National Recognition is available to all participants enrolling in any of our training programs on our scope of registration.

Feedback

On completion of each training course, students are asked to complete a feedback form. This form will be given to you by your trainer. It is not compulsory to complete, and you may remain anonymous. Feedback forms may be handed to your trainer or returned to our office.

Upon completion of a qualification, you will be requested to complete a statistical survey electronically. Again, this is not compulsory, and you may remain anonymous.

All student feedback is important to us. It helps us continuously improve and provide clients with the best possible service.

All feedback is reviewed by our Compliance Manager and CEO on a regular basis.

Assessment Standards

All assessments conducted by us will:

- Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the minimum TAE40110 qualification.
- All of our assessments within our RTO will lead to the issuing of a statement of attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the Nationally Endorsed units of competency in the applicable training package.
- All of our Assessments will be:
 - **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess,
 - **Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
 - **Fair** - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
 - be equitable, culturally and linguistically appropriate,
 - involve procedures in which criteria for judging performance are made clear to all participants,
 - employ a participatory approach,
 - provide for participants to undertake assessments at appropriate times and where required in appropriate locations.
 - **Flexible** - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,

We will achieve this through:

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

Assessment Criteria

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

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

Assessment Methods

Our assessments and assessment methods will ensure that we:

- focus on the application of the skill and knowledge as required in the workplace, including:
 - Task skills (actually doing the job)
 - Task management skills (managing the job)
 - Contingency management skills (what happens if something goes wrong)
 - Job role environment skills (managing your job and its interaction with others around you)

We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency.

Staff are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

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

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

Plagiarism Policy

Unique Training Providers reserves the right to cancel any student enrolment, without being obligated to provide a refund for any of the following reasons:

- The student has been caught cheating
- The student has identical answers to that of another student
- The student cannot reaffirm their understanding of an answer they have provided
- Asking for answers
- Offering a bribe to any UTP employee, contractor, agent or third-party provider to obtain answers
- Provide assessment answers not completed by the student

Assessment Appeals

As a learner you have the right to appeal an assessment decision made by Unique Training Providers under the following circumstances:

- If you believe the assessment was invalid or unfair and/or
- You feel that the assessment process was invalid, inappropriate or unfair

Prior to undergoing the appeals process, we at Unique Training Providers ask you to discuss your concerns with your trainer/assessor. If this does not resolve your concerns you can appeal against the assessment decision within 15 days of receiving your results.

You can lodge a formal assessment appeal as follows:

submit your appeal in writing to our compliance manager with the following details:
the name of the course being undertaken
the name of their trainer/assessor
the reason for making the appeal

Appeals should be addressed to our Compliance Manager and can be sent via email to info@uniquetrainingproviders.com.au or to PO Box 192 Mittagong NSW 2575.

Upon receiving the appeal request, the student will be given the opportunity to discuss their appeal with our Compliance Manager and/or CEO.

Every effort will be made to resolve the issue to both the student and Unique Training Providers satisfaction. We will advise the student of the outcome of any appeal within 14 days.

Where an appeal cannot be resolved, a third party may be utilised to assist in re-assessing the appeal.

All complaints are dealt with in the strictest confidence.

Complaints

Unique Training Providers aims to foster good relations with Learners. We acknowledge the enjoyment of learning experiences reflect how well Learners learn and progress through their professional and personal development.

We also know that from time to time, problems may arise during the learning experience that can affect the learning outcomes of participants. These problems can arise from the behaviour of other learners as well as Unique Training Providers staff and management.

The prompt settlement of any complaints that may occur is in the best interest of all parties concerned. It is always a good idea for the Learner to try to resolve any disputes they may have prior to taking formal action. If a student has a complaint they should:

Speak to their trainer/assessor who may be able to assist the student immediately or take action to resolve the issue

If the trainer/assessor is unable to assist or the complaint relates to them, you should contact our Compliance Manager. We will ask that you submit your complaint in writing. This may be done via email.

The compliance manager will contact you to discuss your complaint. Your complaint may be handled over the phone or you may request a meeting in person.

A written outcome of the complaint will be provided to you within 5 days of a decision including the reason for the decision.

If our compliance manager is unable to assist you with your complaint, our CEO will review the complaint. The student will be given the opportunity to present their case to the CEO within 3 days of making the complaint.

If your complaint still remains unresolved, we will provide a mutually acceptable third party conciliator at no cost to you.

Student Access and Update to Personal Information

Participants will be provided with timely access to current and accurate records of their participation and progress for training they are undertaking with Unique Training Providers.

On completion of an assessment the participant is provided with the outcome of assessment. If the participant requires information about their participation in a course they will need to contact the administration office. Depending on the nature of the request the participant will either be provided with the information immediately or will be advised that the information will be provided after it has been extracted from our recording system. Only the participant, or if they under 18 years of age their parent/guardian, will be given access to their records. No other person or party has access to the participant records. In some cases the participant may be required to put their request for information in writing to the CEO.

It is the responsibility of the participant to provide Unique Training Providers with any changes to their personal details as soon as possible.

Qualifications and Statements of Attainment

All statements of attainment and qualifications issued by Unique Training Providers will contain the Nationally Recognised Training (NRT) Logo. This represents nationally recognised qualifications, meaning that any other Registered Training Organisations will be required to recognise your qualification anywhere in Australia.

Certificate issuance Policy

Unique Training Providers can only issue AQF Qualifications and Statements of Attainment that are within its scope of registration.

Appropriate certification will be issued within 21 days once all enrolment and assessment requirements have been met and all fees have been paid.

Students will be provided with a copy of their Certificate by email to their nominated email address. Students will also have the option to have their Certificate sent via post.

Students may apply for a copy of their certificate to be re-issued. This request must be in writing and will incur a fee of \$33 incl. GST. Upon receipt of this request, students will be issued with an invoice which is payable prior to the certificate being re-issued. Certificates will be sent within 7 days of payment being received.

USI – Unique Student Identifier

All students undertaking nationally recognised training delivered by a registered training organisation will need to have a Unique Student Identifier (USI).

A USI gives students access to their online USI account which is made up of ten numbers and letters.

In time a USI account will contain all of a student's nationally recognised training records and results from 1 January 2015 onwards. A student's results from 2015 will be available in their USI account.

When applying for a job or enrolling in further study, students will often need to provide their training records and results. One of the main benefits of the USI is that students will have easy access to their training records and results throughout their life.

Students can access their USI account online from a computer, tablet or smart phone anywhere and anytime

Students can apply for a USI by going to www.usi.gov.au

Students must provide Unique Training Providers with their USI for validation prior to a statement of attainment or qualification being issued

Unique Training Providers will apply for a USI on a student's behalf only with written permission where the student acknowledges they have been given and read the USI privacy statement.

All student USI's are kept secure on the student management system

A USI is not required for Continuing Professional Development (CPD) courses

Course Timeframes

Each course is developed with a specified timeframe for completion, however, these courses can be completed earlier. If extra time is required, participants can apply to UTP in writing for an extension. If an extension is not requested a notification of cancellation will be sent to the student. No refund will be available. The following is a list of courses and their maximum duration

COURSE	MAXIMUM DURATION
CPP40307 Certificate IV in Property Services (Real Estate)	2 years
CPP40407 Certificate IV in Property Services (Stock and Station Agency)	1 year
CPP40516 Certificate IV in Strata Community Management	2 years
Certificate of registration training course real estate	3 months
Certificate of registration training course stock and station	3 months
Auction accreditation course	3 months
On-site managers course	1 year
Buyer's agents licence course	6 months
Continuing Professional Development (CPD)	3 months