



RTO Provider Number 91585

Participant Handbook



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Introduction

Thank you for choosing Unique Training Providers, we look forward to working with you to achieve your training and career goals.

Unique Training Providers is committed to providing high quality standards of vocational education and training, we aim to provide a happy, friendly atmosphere in which to learn.

Unique Training Providers will ensure that you will receive the opportunity to fulfil your personal potential during your training and every endeavour will be made by staff to accommodate the training to meet your individual needs.

About us

Unique Training Providers (UTP) is an innovative Registered Training Organisation (RTO) specialising in providing quality training and assessment in vocational education and training qualifications. We have been a Registered Training Organisation since 2009. We specialise in training for the Real Estate and Stock & Station industry.

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.

National VET Regulator (NVR) Standards

The Standards for Registered Training Organisations 2015 form part of the VET Quality Framework, a system which ensures the integrity of nationally recognised qualifications. These Standards set out the requirements that Unique Training Providers are required to meet in order to be an RTO.

Unique Training Providers is responsible for ensuring ongoing compliance with the Standards for Registered Training Organisations, including where services may be delivered on the RTO's behalf. The Chief Executive Officer is responsible for ensuring that the operations, staff, and students of the RTO complies with the requirements of the VET Quality Framework

Unique Training Providers will ensure that compliance applies across all of its operations within the RTO's scope of registration, as listed on the National Register (<http://www.training.gov.au>).

All employees, including contractors, of Unique Training Providers are required to comply with the regulatory requirements of these standards across the RTO's operations and scope of registration. Compliance with the Standards includes ensuring that training products delivered by the RTO meets the requirements of training packages or VET accredited courses and have integrity for employment and further study and ensure that the RTO operates ethically with due consideration of learners' and enterprises' needs.

Unique Training Providers has policies and procedures in place for ensuring compliance with the VET Quality Framework, which are distributed to Staff and Students as part of their induction process.

Standards for Registered Training Organisations can be found below:

[Standards for Registered Training Organisations \(RTOs\) 2015](#)

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)
- Sexual Harassment Act 1984
- Harassment Act 1997
- Human Rights and Equal Opportunity Commission Act 1986
- Privacy Act and National Privacy Principles
- Student Identifiers Act and Regulation 2014
- Child Protection (Working with Children) Act 2012
- Copyright Act 1968

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.legislation.nsw.gov.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.

Unique Training Providers guarantees that the services provided by Unique Training Providers will be:

- provided with due care and skill
- fit for any specified purpose (express or implied)
- provided within a reasonable time (when no timeframe is set for the training).

The RTO guarantees to supply the service within a reasonable timeframe. What is 'reasonable' will depend on the nature of the training and other relevant factors such as the students' ability to complete the training and assessment.

What happens if this guarantee is not met?

In the first instance, the student should submit a complaint to the RTO identifying where the RTO has not met its requirements against the Consumer Guarantee, please refer to the Complaints policy for how to submit a complaint.

If a student believes that the RTO has failed to meet one or more of the consumer guarantees, he/she is entitled to a remedy – for example, a refund, a further service to rectify the problem and in some circumstances compensation for consequential loss. In line with the complaints process, the RTO will provide the appropriate remedy.

If the problem is **minor** and can be fixed, the RTO will choose how to fix the problem.

The consumer cannot cancel and demand a refund immediately, the RTO must have an opportunity to fix the problem. If the complaints process takes too long, the consumer is eligible to cancel the service and request a refund.

In the event of a **major** problem, and the RTO is unable to fix the training service, the consumer can choose to:

- terminate the contract for services and obtain a full refund, or
- seek compensation for the difference between the value of the services provided compared to the price paid.

A purchased service has a **major** problem when it:

- has a problem that would have stopped someone from purchasing the service if they had known about it
- is substantially unfit for its common purpose, and can't easily be fixed within a reasonable timeframe
- does not meet the specific purpose the consumer asked for and can't easily be fixed within a reasonable timeframe
- creates an unsafe situation.

Unique Training Providers is not required to provide a remedy or refund if a consumer:

- simply changes their mind, decides they do not wish to go ahead with the training
- discovers they can buy the training more cheaply elsewhere

Changes to Agreed Services

Where there are any changes to the agreed services that will affect the learner, including in the event of Unique Training Providers closing down, the RTO will advise the learner in writing within 10 business days of the event, this includes changes to any new third party arrangements or a change of ownership or any changes to existing third party arrangements.

Work Health and Safety Policy

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

The RTO monitors and maintains the appropriate Workplace Health and Safety levels and obligations under the Federal and State rules and regulations of the NSW Work Health and Safety Act 2011.

If students have any concerns or notice a condition or practice that seems unsafe, it is important that it is brought to the attention of the RTO management. This generally occurs through the Trainer / Assessor.

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. Students 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 students 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 student will:

- a) take reasonable care for his or her own health and safety, and
- b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons, and
- c) comply, so far as the person is reasonably able, with any reasonable instruction that is given by the person conducting the training to allow the person conducting the training to comply with this Act.

Emergency Procedures

An emergency situation may be described as an incident that has the potential to cause loss of life or serious injury to personnel, or major damage to equipment or property. An emergency situation develops suddenly and unexpectedly and requires immediate action to bring under control.

In the event of an emergency, if practical, save human life or prevent the emergency from escalating e.g., remove people from the area, fight the fire with appropriate firefighting equipment or turn off services.

Fire Emergency

If the emergency situation involves a fire the following points should be remembered if attempting to fight the fire:

1. When using a fire extinguisher do not aim the nozzle at the centre of the fire. Work from near edge and with a sweeping motion drive the fire to the far edge.
2. Do not stand up-wind or uphill of a fire.
3. If there is any chance of chemicals or explosives in the fire, evacuate the area.
4. If there is any doubt about it being an electrical fire, treat it as an electrical fire.
5. If unable to immediately control the situation it must be reported by available means such as, telephone, etc.
6. You must notify your name, type of emergency, location of the emergency and assistance required.
7. Never take any unnecessary risks in attempting to control the situation. Evacuate first.

You need to make yourself aware of Emergency Procedures, the location of fire extinguishers or hose reels and the location of the Evacuation Meeting Point.

Evacuation Procedure

In the event of an emergency situation e.g.: a fire, bomb threat, gas leak etc... each person is required to follow the Evacuation Procedures below.

1. Upon notification to evacuate, e.g., alarm or a warning from the Fire Warden, each person is to await further instructions from the Fire Warden.
2. Once the Fire Warden has given instructions to evacuate, you should:
 - a. follow the Fire Warden to the Evacuation Meeting Point
 - b. leave the building in an orderly manner, and
 - c. meet at the Evacuation Meeting Point indicated on the signs located around the building.
3. Upon arriving at the Evacuation Meeting Point please await further instructions from the Fire Warden or the Emergency Services.
4. Please do not leave the Evacuation Meeting Point until you are instructed to do so, as a roll call will be initiated to ensure that there are no people left behind in the building.

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 students feel valued, respected, and are treated fairly.

Specific principles

- All staff and students 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 students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good faith.

Privacy

Unique Training Providers takes the privacy of our students very seriously and we will comply with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles

In some cases, we will be required by law or required by the NVR standards to make student 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.

***Australian Privacy Principle 1 – Open and transparent management of personal information
Types of information which will be collected and where it is held***

The RTO collects information for training purposes and compliance against NVR standards to ensure quality service is given to its students in an open and transparent way.

The information collected and stored in the RTO's AVETMISS database includes;

- Student Name
- Age, sex
- Contact information
- Record progress
- For more information, please refer to Clause 17.4 on page 90 for Records Management – paper-based Policy and Procedure

How information is gathered

This information is collected for statistical purposes by the Government & regulating bodies. How the RTO gathers such information through the AVETMISS data collected on the enrolment form and the Q1 AQTf feedback form.

Australian Privacy Principle 2 – Anonymity and Pseudonymity

Should the student and/or stakeholder choose to remain anonymous or use a pseudonym the individual has the right when it is lawful and practicable to do so.

In the case of enrolling into a nationally recognised qualification, all students must use the identity details on their photo ID which will be verified by the RTO.

***Australian Privacy Principle 3 – Collection of solicited personal information
Personal information other than sensitive information***

The RTO will only collect personal information that is reasonably necessary for one or more of their functions or activities.

Sensitive information

Sensitive information in which the RTO may collect and/or solicit, would be for lawful means as authorised by or under an Australian Law or a court/tribunal order. Should sensitive information related to student's health and safety, the RTO may collect this information with the consent of the individual or authorised by or under Australian Law.

Australian Privacy Principle 4 – Dealing with unsolicited personal information

Should the RTO receive personal information although not solicited such information, they will determine as soon as practicable and lawful to do so, destroy the information or ensure the information is de-identified. The RTO will also, within a reasonable period after receiving the information, determine whether or not it could have been collected under APP 3.

Australian Privacy Principle 5 – Notification of the collection of personal information

At or before the time, or if that is not practicable as soon as practicable after, the RTO collects personal information about an individual, such steps will be taken to inform the individual:

- The identity of the RTO and contact details
- If the RTO collects or has collected person details from someone other than the individual
- If the collection of personal information is required or authorised by or under and Australian law or a court/tribunal order.
- The purpose for which the RTO has collected the information
- The consequences (if any) for the individual if all or some of the personal information is not collected by the RTO
- Whom the RTO discloses the personal information too
- How the individual may access the personal information and seek correction of such information
- Please refer to Clause 16.6 on page 72 for access to records Policies & Procedures
- How the individual may complain due to any form of breach
- Please refer to Clause 16.1 on page 74 for the Complaints and Appeals Policies & Procedures

Australian Privacy Principle 6 – Use or disclosure of personal information

The RTO will ensure and promote to its staff that disclosure of personal information for another purpose such as direct marketing, public relations and relationship building is prohibited unless the individual has consented to the use of disclosing information.

Where State or Commonwealth funding supports training, we are obliged to submit personal and progress details for research, statistical analysis, program evaluation, post completion survey and internal management purposes.

Australian Privacy Principle 7 – Direct marketing

The RTO will not use or disclose personal information for the purpose of direct marketing as outlined in APP 6 unless consent is made by the individual.

This includes sharing your personal details with another organisation unless it is a government department.

Australian Privacy Principle 8 – Cross border disclosure of personal information

The RTO will only transfer personal information to an individual or someone overseas if:

- The receipt of the information is subject of law
- The RTO believes that the disclosure of the information is reasonably necessary for one or more enforcement activities.

Australian Privacy Principle 9 – Adoption, use or disclosure of government related identifiers

The RTO must not adopt a government related identifier of an individual as its own identifier of the individual unless required or authorised by or under an Australian law or a court/tribunal order; if:

- The identifier is prescribed by the regulations
- The organisation is prescribed by the regulations
- The adoption, use or disclosure occurs in the circumstances prescribed by the regulations

In the case of Traineeships and Apprenticeships, students will be issued with a Training Contract Identification Number (TCID), which will be used for identification with the relevant government department.

In the case of the Unique Student Identifier (USI) all students will be required to produce this number on enrolment.

Australian Privacy Principle 10 – Quality of personal information

All personal information collected by the RTO must be accurate, up to date, complete and relevant. Refer to Clause 16.6 on page 72 for the Policies & Procedures.

Australian Privacy Principle 11 – Security of personal information

The RTO must ensure that personal information is protected from misuse, interference and loss from unauthorised access, modification, or disclosure. To ensure this, all data is collected and stored on the student management system with limited access to authorised personnel only.

Australian Privacy Principle 12 – Access to personal information

All students have the right to gain access to information on request that fall within the definition of personal information. Should the information be withheld from the individual, the RTO should provide reason why access will not be made available within lawful reasons.

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.

A Working with Children Check is a prerequisite for anyone in child-related work in NSW. All training and administration staff who may come into contact with students under the age of 18 years, this includes the delivery of training and assessment, are required to complete a Working with Children Check before they are able to work with students under the age of 18.

As a Registered Training Organisation, we have adopted child-safe policies and practices to help keep students under the age of 18 safe. All our staff, 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 \$1000 prior to the commencement of any course. This includes a non-refundable component. 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 \$200 for Certificate of Registration courses and \$600 for Certificate IV courses.

Refunds may be made in the following circumstances:

- a) Participants have overpaid the administration charge
- b) Participants enrolled in training that has been terminated by the RTO
- c) Participant advises the RTO 7 days prior to course commencement that they are withdrawing from the course
- d) If the participant withdraws from a course or program, prior to course commencement, due to illness or extreme hardship as determined by the RTO
- e) In the event that the RTO fails to provide the agreed services

If a student 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 livestream or 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

Any outstanding fees which have been invoiced may be sent to a third-party collection agency for recovery of those outstanding fees. **The student will be responsible for the fees incurred** for the use of a third-party collection agency.

Additional fees

Late Assessment Submission Fees - Unique Training Providers applies additional fees where assessments have not been submitted by the required date as per the developed training plan. This will be charged at \$50 per late submission of assessment.

Re-Enrolment Fee – Where students have not finished their course in the required timeframe, a re-enrolment fee will apply as follows unless an extension has been granted:

Certificate of Registration - \$75
Certificate IV Courses - \$250

Overseas Students

Unique Training Providers does not have registration for CRICOS which excludes any person who has a restriction to education on their Visa. Overseas students will be required to provide evidence of their Visa conditions prior to being offered enrolment into 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 within a secure 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.

Data Provision Requirements

The **Data Provision Requirements 2020** outlines the requirements for applicants and registered training organisations (RTOs) to capture and provide data to the regulatory body.

The data required relates to registration and performance information, including quality indicator data and information derived from the Australian Vocational Education and Training Management of Information Statistical Standard (AVETMISS).

The Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) for VET providers is a national data standard for VET providers that ensures the consistent and accurate capture of VET information about students, their courses, units of activity, and qualifications completed. It provides the mechanism for national reporting of the VET system.

For a copy of the AVETMISS Standard go to <http://www.ncver.edu.au> and select Statistical Standards – VET Providers.

(Note: AVETMISS is revised from time to time to maintain relevance and appropriateness. The current version can be accessed from the NCVER website (above).

The Data Provision Requirements require relevant applicants and RTOs to show that they have adequate systems to capture and report on this data against the agreed quality indicators.

Student Access and Update to Personal Information

All students have the right to access their record of participation and progress within a timely manner. In order for a student to access their records they are required to submit a request in writing to the RTO. If the student wishes to provide a third party with access to their records, they should state this in their formal request in writing.

The RTO will provide, within 48 hours of receiving the written request, a confirmation in writing that the RTO has received a request for Access to Records and confirmation of how long it will take for the access to be granted.

In no more than 5 business days the RTO will provide the student with access to their records as well as a Record of Results of the student's participation and progress.

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

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 students 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, Language, or location.

All students 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 and work experience requirements set out by NSW Fair Trading for the application of a Certificate or Licence.

Certificate of Registration – 16 years

Licence – 18 years

In order to apply for a Class 2 Agents Licence, Certificate of Registration holders will need to complete the required qualification, have 12 months industry experience, and must complete work experience requirements.

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 or your trainer.

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

Information contained in the enrolment form will be used to create a student file. All student information is stored securely.

Upon enrolment into our Certificate IV course and payment of administration fees, a training plan will be developed in consultation with the student outlining the students and Unique Training Providers obligations during the training course. The training plan will detail the units of the course and the required timeframes, delivery modes and outcomes. This will remain a "live" document and any changes made must be agreed and documented.

Where a student is a trainee, the training plan will be developed in consultation with the student, the employer, and Unique Training Providers.

Students who supply their email address will subscribe them to our regular updates newsletter sent via email. Students have the option to unsubscribe at any time on receipt of the newsletter.

The student is responsible for notifying Unique Training Providers if they have a medical condition or disability or require assistance in their training.

If a student is identified as having a Disability and requiring further support, refer to the Support Services section in this manual.

The RTO reserves the right to decline admission to a course, terminate a student's enrolment in a class or change a Trainer/Assessor at any time without notice.

Cooling Off Period

The RTO protects the rights of the learner including but not limited to the Statutory requirements for cooling-off periods.

Only in limited circumstances, students may be eligible to cancel their enrolment by placing a formal notice of cancellation in writing to the RTO Manager (a letter or email is acceptable) within 10 business days of enrolment, unless the student has already commenced the training. Please refer to the Refund policy for process on acquiring a refund.

Induction

Once students 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 Training Plan
- 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 and Statements of Attainment to be issued

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/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 read and understood the USI privacy statement. This statement is included on the enrolment form.

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

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

USI information will not be provided to students if requested. Students will be directed to the USI website to access their USI account.

The RTO will ensure the security of USIs and all related documentation for verifying the student identity, all personal information collected solely for the purpose of applying for a USI on behalf of a student will be destroyed in manner that will keep all personal information confidential, this includes digital and hard-copy of records.

The following process is in place for ensuring the security of a student's USI:

- Only authorised personnel will have access to a student's personal information, for both hard copy and electronic records.
- All student records, including evidence collected for verifying the students record, are stored in "locked" filing cabinets within the head office.
- Strong passwords on all network-connect computers are in place, which is only accessible by authorised personnel.
- Back-up copies of the database is automatic as the Database is cloud based.

Student Rights and Responsibilities

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

- Provided with quality training and assessment practices
- Training delivered by a suitably qualified Trainer/Assessor with experience in the Real Estate & Stock and Station 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 successfully completed
- Access to our complaints and appeals policy

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
- Cooperating with Trainers, Assessors, RTO Staff and Students in the conduct of training and assessment
- Being in the training, participate, don't jeopardise your own learning by not participating
- Dressing appropriately for the classroom, as if you would dress for your workplace
- 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 students 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 such as the Reading, Writing Hotline.

Special Needs / Support Services

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.

The RTO caters to diverse client learning needs and aims to identify and respond to the learning needs of all students. All students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial enrolment and induction stage.

The RTO is committed to providing students requiring additional support, advice, or assistance while training. To achieve this and to ensure the quality delivery of training and assessment, the RTO provides

support services to improve and extend training outcomes. Students are advised to make an appointment with their trainer in the first instance, if required the student can then schedule an appointment with the RTO manager to discuss support services.

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.

Additional support services include:

- Learning Support
- Assistance when applying for RPL or credit transfer
- Whether or not specialist support equipment or personnel is required
- Whether or not any reasonable adjustments need to be applied to suit the candidate context
- Briefings on the assessment process, may be written or verbal. If verbal, must be looked up in writing
- Provision or access to assistive technology
- Additional tutorials to assist with learning
- Assistance in using technology
- Adjustment to equipment (i.e., change of study to support a student with a bad back)
- Referral to LLN assistance
- Mentoring
- Referral to counselling services
- Grievance /conflict resolution
- Stress management
- Access and equity issues
- Client welfare and support

Genuine difficulties for a learner to complete a program in the allotted timeframe are to be brought to the attention of the RTO manager at the first available opportunity.

Support Services List

The Support Services List provides a list of support services available to students through referral, please refer to the list to identify the most appropriate service for the students. This list is provided at the back of the Participant Handbook and includes website addresses and phone numbers to access these services.

If a student is unsure of the service that they require, they should contact their trainer or the RTO Manager to discuss further.

Participant 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.

Students also have access to phone and email support before, during and after their training

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.

In the event that your allocated trainer is unable to deliver training, we will transfer your training to one of our other trainers.

In the event that we (UTP) are unable to deliver training to students already enrolled into any of our courses, you will be given the option to cancel your enrolment and apply for a refund (where applicable) or we will endeavour to transfer your enrolment to another mutually acceptable RTO who can deliver the equivalent training.

Flexible Delivery and Assessment Procedures

Unique Training Providers recognises that not all students learn in the same manner, and that with an amount of "reasonable adjustment" students 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 students e.g., the inability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the student can verbally demonstrate competency.

Assessments are conducted in a variety of formats which can be adapted to suit the students' needs.

Recognition of Prior Learning Policy (RPL)

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

Students 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.

All students are eligible to apply for Recognition of Prior Learning and are advised of this on the course flyer.

Recognition of Prior Learning is granted as a result of identifying and assessing previous and current informal education and training, work experience and/or life experience and knowledge. Previous learning and the evidence supplied is measured against pre-determined performance standards contained within the Units of Competency.

To prepare for recognition of prior learning the student should indicate their decision to apply for recognition as soon as possible after the induction and orientation program. Following is the process for preparing for recognition of prior learning:

In consultation with the trainer/assessor the student should:

- Decide which units are to be recognised
- Provide an Evidence Portfolio in line with agreed evidence plan
- Undertake peer assessment or third-party evidence
- Be prepared to 'show, tell and apply' skills and knowledge

Evidence for recognition of prior learning may include any of the following:

- Performance, demonstration, or skills test/assessment
- Workplace or other pertinent observation
- Oral presentation
- Portfolio, logbook, task book, projects, or assignments
- Written presentation
- Interview and questions
- Simulations
- Video, photographic (endorsed) evidence
- Competency conversations (focusing on key points to look for in responses)

Students will initially be assessed against the performance criteria and critical aspects of evidence for each unit of competency within the Training Product.

RPL applicants must demonstrate their claim for competency in sufficient detail to enable the assessor to make clear judgements.

Students are required to sign an RPL Application, which outlines the requirements of the evidence required for proof of competency.

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. The RTO Manager will report both positive and negative feedback to the relevant people for discussion. Feedback regarding delivered programs is to be discussed with the trainer that delivered the training with positive feedback being acknowledged. These discussions are to assist in the revision and adjustment of training material and delivery methods and enable to trainers' professional development.

Any complaints or issues that are identified from feedback are to be recorded for improvement and action. Once action has been taken, it is reviewed at the monthly Quality and Compliance Meetings.

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 required TAE 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 students,
 - employ a participatory approach,
 - provide for students 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)

Some tasks will require that you have access to a digital device with access to the internet and other software programs

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 will not condone cheating or plagiarism in any form by students of the RTO and will ensure that these standards are upheld. Trainers must be diligent in reducing potential opportunities for cheating and plagiarism to occur by adhering to our policy on Cheating and Plagiarism.

Definition of Cheating

Cheating is defined as obtaining or attempting to obtain, or aiding another to obtain credit for work, or any improvement in evaluation of performance, by any dishonest or deceptive means. Cheating includes but is not limited to: lying; copying from another's test or examination; taking or receiving copies of an exam without the permission of the instructor, allowing someone other than the officially enrolled student to represent same.

Definition of Plagiarism

Plagiarism is defined as the act of using the ideas or work of another person or persons as if they were one's own without giving proper credit to the source. Such an act is not plagiarism if it is ascertained that the ideas were arrived through independent reasoning or logic or where the thought or idea is common knowledge. Examples of plagiarism include but are not limited to the following: the submission of a work, either in part or in whole completed by another; failure to give credit for ideas, statements, facts, or conclusions which rightfully belong to another; use of another's project or programs or part thereof without giving credit.

It is cheating to:

- hand in someone else's work as your own (with or without that person's permission)
- hand in a completely duplicated assignment
- take work without the author's knowledge
- allow someone else to hand up your work as their own
- have several people write one computer program or exercise and hand up multiple copies, all represented (implicitly or explicitly) as individual work
- use any part of someone else's work without the proper acknowledgement
- steal an examination or solution from a Trainer/Assessor.

It is not cheating to:

- discuss assignments with your Trainer/Assessor or other students to understand what is being asked for
- hand in work done alone or with the help of staff
- get help to correct minor errors in spelling, grammar, or syntax (sentence construction)
- discuss assignment requirements and course materials so that you can better understand the subject (this is, in fact, encouraged)
- submit one assignment from a group of students where this is explicitly permitted or required
- use other people's ideas where they are acknowledged in the appropriate way, such as referencing using footnotes, end notes or the Harvard system of referencing.

Penalties

If you are suspected of cheating, your Trainer/Assessor will investigate to establish evidence to support the suspicion.

If there is evidence to support the suspicion, your Trainer/Assessor will notify the RTO Manager and set out the concerns to you in writing, requesting a time to discuss the matter. You will have the opportunity to counter the allegations made against you.

Once you have provided your information, Unique Training Providers may come to one of two decisions:

- It is a minor or unintentional offence, and you will need to undergo an alternative form of assessment, such as a short oral assessment, which may involve talking about the work or questioning.
- It is a serious offence, and you will fail the module. Repeated offences of cheating – minor or serious – will result in failure of the module plus a record on your student file, together with the reason.

You will be advised of all penalties writing. Unique Training Providers reserves the right to cancel any student enrolment, without being obligated to provide a refund for any serious offences.

What if I don't agree with the decision?

If you are accused of and penalised for cheating and believe that the accusation is unjust, you have the right to appeal against the charge. This appeal must be lodged in writing to the CEO within one week of the penalty being imposed.

The appeal may be lodged against:

- the process
- the decision
- the penalty.

The appeal will be investigated, and a decision will be advised to you within a week of your appeal.

If you are having difficulties with your studies, you are encouraged to seek help from your Trainer/Assessor

Complaints

Unique Training Providers aims to foster good relations with Learners.

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

Unique Training Providers is committed to maintaining a fair and equitable complaints handling system. This system is offered to learners at no cost.

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.

Where possible, learners, clients and staff are encouraged to resolve concerns or difficulties directly with the person(s) concerned. If you are unable to resolve your issue at this level, a formal complaint can be lodged.

Formal complaints must be submitted in writing, addressed to the Compliance Manager. This may be submitted via email to info@uniquetrainingproviders.com.au or to PO Box 192 Mittagong NSW 2575

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

All complaints will be dealt with professionally, impartially and in confidence. We will endeavour to resolve any complaints in a timely manner.

A written outcome of the complaint will be provided to you within 10 working days of a decision including the reason for the decision. If the complaint process will take longer than expected, we will keep you updated of the progress in writing.

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 10 working 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.

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.

We will acknowledge receipt of your request for an appeal in writing. Students will be given the opportunity to discuss their appeal with our Compliance Manager and/or CEO. All complaints and appeals are dealt with in the strictest confidence.

Every effort will be made to resolve the issue to both the student and Unique Training Providers satisfaction. We will keep you updated of the progress in writing.

We will advise the student of the outcome of any appeal within 10 working days including the reasons for the decision.

In the unlikely event that we cannot reach a mutually acceptable resolution, a third party may be utilised to assist in re-assessing the appeal.

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 student, the trainer has the authority to:

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

If a student 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 students. Any breach of our disciplinary standards will be discussed with the trainer and Unique Training Providers' CEO and the appropriate action will be taken

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

In determining whether a student is competent/or not yet competent, the student is assessed against the requirements of the qualification, including the units of competencies and the performance criteria and assessment requirements within the units of competency.

Students are issued with a VET Statement of Attainment or VET Qualification once competency has been achieved, as outlined within the Training Product. The testamur for all AQF qualifications issued will identify the qualification as an AQF qualification with the words "The qualification is recognised within the Australian Qualifications Framework".

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.

CPD Certificates will be issued within 10 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. Unique Training Providers is not responsible for students not receiving their certificate by email and encourage to students to allow emails from **info@uniquetrainingproviders.com.au** and to check their junk/spam mailbox.

Students are responsible for the safe storage of their Certificates and Statements of Attainment. If a student requires a reissue of their Certificate or Statement of Attainment, this request must be in writing and will incur a fee of \$33 incl. GST. Students will also be required to verify their identity prior to any certificates being re-issued.

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.

Course Timeframes

Each course is developed with a specified timeframe for completion; however, these courses can be completed earlier. Course timeframes are listed on the appropriate course outline.

If extra time is required, students 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. A re-enrolment fee will apply if an extension has not been granted – see additional fees.

The following is a list of courses and their maximum duration

COURSE	MAXIMUM DURATION
CPP41419 Certificate IV in Real Estate Practice	4 years
CPP40516 Certificate IV in Strata Community Management	2 years
Certificate of Registration (Assistant Agent)	6 months
Units of Competency - 3 per year	6 months
Auction accreditation course	3 months
Continuing Professional Development (CPD)	3 months

Support Services List

Name of Organisation	Website	Phone #	Email	Client Needs Addressed
AA - Alcoholics Anonymous	www.aa.org.au	1300 222 222	http://www.aa.org.au/contact-central-service-offices.php	Clients who are/or have been affected by alcoholism
Australia.gov.au	http://www.australia.gov.au/	Website	Refer to Website	Covers a broad range of assistive support including LLN
Adult Migrant English Program	www.education.gov.au/adult-migrant-english-program-0	1300 566 046	http://www.education.gov.au/feedback-and-enquiry-form	Assisting clients who have migrated to Australia and require assistance with LLN
Beyond Blue	www.beyondblue.org.au	1300 224 636	https://online.beyondblue.org.au/WebModules/Email/InitialInformation.aspx	For clients who are experiencing anxiety and/or depression
Black Dog Institute	www.blackdoginstitute.org.au	(02) 9382 2991	http://www.blackdoginstitute.org.au/aboutus/contactus.cfm	Depression and Bipolar Disorder Information Australia
NSW Community Help	www.community.nsw.gov.au	1300 555 727	Refer to website	For clients who are experiencing difficulties in the home, domestic violence, child abuse and neglect
CEDD - Eating Disorder Help Centre	www.cedd.org.au	Refer to website	info@cedd.org.au	To assist clients who are experiencing issues with eating disorders
Kids Helpline	www.kidshelp.com.au	1800 551 800	Webchat or Email Available Online	Services for assisting children or people who are concerned about a child
Just Ask Us!	www.justaskus.org.au	03 8413 8413	http://www.turningpoint.org.au/About-Us/Contact-Us2.aspx	For clients who are concerned they may have a drug (incl. alcohol), emotional or mental health concern
Lifeline Australia	www.lifeline.org.au	13 11 14	https://www.lifeline.org.au/Get-Help/Online-Services/crisis-chat	Clients who may be in a crisis or at risk of suicide or know of someone at risk of suicide
The Reading Writing Hotline	http://readingwritinghotline.edu.au/	1300 655 506	rwhotline@det.nsw.edu.au	If a client is having difficulty with reading, writing and numeracy
NA - Narcotics Anonymous	http://na.org.au/index.php?lang=en	1300 652 820	info@na.org.au	Clients who are/or have been affected by drugs
NSW Rape Crisis Centre	www.nswrapecrisis.com.au	1800 424 017	http://www.nswrapecrisis.com.au/GetHelp/NSWservices.aspx	To assist clients, and their non-offending supporters, who have experience or are at risk of sexual assault

Name of Organisation	Website	Phone #	Email	Client Needs Addressed
Workplace Bullying Helpline	www.workershealth.com.au	02 4926 2129	newc.admin@workershealth.com.au	For clients who have been affected by bullying
Suicide Helpline	www.suiceline.org.au	1300 651 251	Available on website	For clients who may be contemplating suicide or don't know how to help someone in their family who has been affected
Men's Helpline Australia	https://www.mensline.org.au/	1300 78 99 78		For male clients who have male related health issues
Wesley Mission	www.wesleymission.org.au	(02) 9263 5555	Available on website	Helping people with a wide range of issues affecting communities and individuals.
National Council for Single Mothers and their Children	http://www.ncsmc.org.au/	(08) 8354 3856	ncsmc@ncsmc.org.au	Single mothers who need assistance
Physical disability Australia	http://www.pda.org.au/	(02) 6567 1500	Available on website	For clients who require assistance with their physical disability
Deaf Australia Translating and Interpreting Service	http://www.deafau.org.au/	(07) 3357 8266	Available on website	For assisting the trainer who might require an interpreter for clients who are deaf or have hearing impairments
Salvo Care Line	http://salvos.org.au/salvocareline/	1300 36 36 22	Available on website	For clients who require financial assistance or emergency care
Disability Advocacy Network Aust.	http://www.dana.org.au/	(02) 6175 1300	Available on website	For clients who may require assistance with their disability
National Disability Service	http://www.nds.org.au/	(02) 6283 3200	nds@nds.org.au	For clients who may require assistance with their disability
Vision Australia	http://www.visionaustralia.org/	1300 84 74 66	info@visionaustralia.org	For clients who require assistance due to vision impairment
Community Migrant Resource Centre	http://www.cmrc.com.au/	(02) 9687 9907	Available on website	For clients who may need assistance for Migration support services
Family and Community Services Ageing, Disability and Home Care	http://www.adhc.nsw.gov.au/	(02) 9377 6000	servicembx@facservices.nsw.gov.au	Support for family, ageing, disability or home care
Job Access	https://www.jobaccess.gov.au/	1800 464 800	hotline@workfocus.com	Driving Disability Employment through a variety of support services
Department of health/Mental health	www.health.gov.au	(02) 6289 1555	Available on website	Support for students who are affected by health or mental health issues