



Realistic Training Options

Student Handbook

2019 - 2020





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Welcome

Realistic Training Options is a Registered Training Organisation (RTO) established with the aim of providing the general and civil construction industry with training and assessment that can assist a workforce to work productively, safely and to the quality standards required by the industry.

The Realistic Training Options team is proud to welcome you to our training and assessment programs. We feel that we have in place an ideal learning environment and the quality of your experience with us will largely depend on your motivation and commitment.

Our team of trainers is fully qualified and experienced in the delivery of training and assessment for the Business, General and Civil Construction Industries and will provide you with a variety of experiences and challenges that will enhance your employment opportunities.

At Realistic Training Options, during your training you will have certain rights and responsibilities, most of which are covered in this handbook. However, if you have any questions which are not covered in this handbook you are always welcome to ask us for further information.

We trust that you will find the time we share challenging, rewarding and fun.

Stephen Evelyn
Chief Executive Officer
Realistic Training Options



Trainee Details

Trainee Name	
Student Number	
Registration Number	
Qualification	

Trainer	
Contact Details	

Employer	
Supervisor/Mentor	
Contact Details	

Commencement Date	
Completion Date	



Privacy Statement

Personal Information collected because of your enrolment will be used by the Department of Education and Training for general student administration, vocational education and training administration and regulation, as well as for planning, communication, research, evaluation, auditing and marketing activities by the Department. Only authorised Departmental Officers have access to this information.

Your personal information, attendance details, progress and results may be disclosed to:

- Commonwealth and State Government training authorities and agencies
- Other Institutions in which you enrol
- Your school and the Queensland Studies Authority if you are a school-based apprentice or trainee
- Your employer
- Your parent/guardian, if you are under 18 years of age

No further access to your enrolment information will be provided to any other organisation or persons without your consent, except to an authorised third Party contractor and/or representative(s) of Realistic Training Options, where you have enrolled via that duly authorised third party contractor and/or representative, or where the authorised third party contractor and/or representative(s) is authorised to act for or on behalf of Realistic Training Options in regards to recruitment and/or enrolment and/or education support services and/or fee collection and/or customer service, whereby we may disclose any information relevant to your progress, learning outcomes, conduct and communications during and after enrolment to that authorised third party contractor and/or representative, or unless authorised or required by law, in accordance with the Australian Information Commissioner issues these Australian Privacy Principles guidelines (APP guidelines) under s 28(1) of the Privacy Act 1988 (Privacy Act).

Change of Details

If at any stage there is a change to your details (e.g. address, phone number) you must notify Realistic Training Options as soon as possible

It is under contract that you must supply us with notification of your contract being cancelled within 14 days.



Realistic Training Options Contact Details

Brisbane Office

Location: 101 Connaught Street Sandgate Qld 4017
 Mail: PO Box 1266 North Lakes 4509
 Phone: 1800 308 255
 07 3088 2905
 Email: admin@realistic.edu.au
 Website: www.realistic.edu.au

Enrolment Information

Enrolment Details

Having selected Realistic Training Options as your Registered Training Organisation you will need to complete an enrolment form which will provide us with your details and the course or qualification you will be undertaking. It is important that all the required information is completed accurately.

User Choice

Background information for students

The program works in conjunction with the Commonwealth Australian Apprenticeships System, under which apprentices and trainees (also known as 'Australian apprentices') enter into legally binding training contracts with their employers and receive structured training to achieve a nationally recognised qualification.

The User Choice program provides a public funding contribution towards the cost of training and assessment for eligible Queensland apprentices and trainees.

The program will provide greater flexibility for apprentices, trainees and their employers to select a training supplier of their choice and to negotiate the type of training they require. User Choice related policies and documents are available on the Department of Education and Training's website.

Information and requirements for supervising registered training organisations (SRTOs) can also be found on the department's website at <https://desbt.qld.gov.au/training/apprentices/srto>

Information for apprentices/trainees can also be found on the department's website at <https://desbt.qld.gov.au/training/apprentices>

The intent of the User Choice program is to provide funding for training and assessment that supports the apprenticeship and traineeship system, as defined by the *Further Education and Training Act 2014*. User Choice funding is only available when all arrangements, particularly employment arrangements, are consistent with the Act. The employer of an apprentice or trainee must therefore provide adequate facilities, range of work, supervision and the on-the-job training required by the Act and document this information in a training plan agreed to with the supervising registered training organisation and the apprentice or trainee.



Information regarding qualifications and government contributions under the User Choice 2017–20 program is published on the User Choice funding and pricing webpage on the department's Training website. User Choice 2017–20 qualifications and government contributions are available via the Queensland Training Information Service (QTIS).

For information regarding the qualifications that we have under User Choice 2017-2020 refer to the link below via the Queensland Training Information Service (QTIS) website <http://qtis.training.qld.gov.au/Training/Search?q=RTO&PageSize=10&Search=Search>

To be eligible to receive a government contribution, the apprentice or trainee must:

- have entered a Training Contract for a qualification that is funded by the department
- be registered on DELTA with a commencement date or recommencement date on or after 1 July 2010
- select a training provider that holds PQS (pre-qualified supplier) status for their nominated qualification.

The government contribution will be detailed in the apprentice or trainee's Letter of Registration from the department and is subject to student eligibility and their selection of an eligible PQS as their SRTO.

Government contribution

The government contribution will be determined by the following business rules:

- The government contribution for all User Choice qualifications will be reviewed annually. Any changes to the government contribution, point count or unit of competency count will apply only to students commencing under the User Choice 2017–20 program.
- Industry and/or employer contributions may be required where the government's contribution of public funding does not meet the cost of training offered by the training provider (PQS).
- Since 1 January 2014, Year 12 graduates have been able to access fee-free training. Fee-free training is available for Year 12 graduates for training in high priority qualifications identified by the Queensland Government and industry groups.
- From 1 July 2019 to 30 June 2023 the Free apprenticeships for under 21s initiative will cover the cost of training for Queensland apprentices or trainees who commenced or are undertaking one of the 139 high priority apprenticeship or traineeship qualifications. These are the same qualifications as currently available under the Free tafe for Year 12 graduates initiative and published on the User Choice Price List.
- To identify the high priority apprenticeships and traineeships available under the User Choice program, refer to the User Choice funding and pricing webpage on department's Training website.



Employment status

Student employment status is either:

1. New worker; or
2. Existing worker.

A new worker is one who has worked for the employer for less than 3 months full-time (or 12 months part-time/casual).

An existing worker is one who has worked for the employer for longer than this period.

An apprentice / trainee is a student undertaking study towards a Qualification; all other students are classified as trainees.

Tuition Fees/student contribution fees

Tuition fees are generally charged for User Choice and Fee for Service clients.

Fees are calculated on the nominal hours of each competency achieved.

User Choice funding covers the cost of training and assessment however you or your employer will be required to pay tuition fees called the Student Contribution fee and is set by the Government based on the nominal hours for each competency.

The current student contribution fee is calculated at **\$1.60** per nominal hour for each Unit of Competency/Module delivered.

NOTE: The Student Contribution fee is currently reviewed annually by the Government in January each year.

Under User Choice training contract, the only cost to the employer/student are the tuition fees..

At times, Government initiatives may also provide additional funding towards training of existing workers.

When the participant converts from a school-based apprentice or trainee to a full-time or part-time apprenticeship or traineeship, student contribution fees must be charged for training and assessment for any units of competency not yet commenced. This does not apply when the participant is a Year 12 graduate or undertaking the under 21 initiative and is undertaking a high priority qualification as identified by the department.



Concessional Tuition Fees

Partial exemption

Concessional fees may be available for trainees/apprentices where the participant falls into one or more of the following exemption categories.

- (a) The participant was or will be under 17 years of age at the end of February in the year in which the PQS provides training, and the participant is not at school and has not completed year 12.
- (b) The participant holds a Health Care Card or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of a person who holds a Health Care Card or Pensioner Concession Card, and is named on the card.
- (c) The participant issues the PQS with an official form under Commonwealth law confirming that the participant, his or her partner or the person of whom the participant is a dependant, is entitled to concessions under a Health Care Card or Pensioner Concession Card.
- (d) The participant is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and AVETMISS VET Enrolment Form.

If you wish to take advantage of the reduced fees, you must supply appropriate evidence at the time of your enrolment. This may include:

- Current Social Security/Veterans' Affairs card
- Birth Certificate
- Confirmation of your Indigenous Status

Realistic Training Options will charge no more than 40 per cent of the current student contribution fee for any student/trainee/apprentice who is eligible to claim concessional tuition fees – partial exemption.

Full Tuition Fee Exemption

Realistic Training Options may apply full exemption from the student contribution fee where the participant falls into one or more of the following exemption categories:

- (a) Where payment of the student contribution fee would cause extreme financial hardship, then we may waive these fees.
- (b) Where the Queensland Government, as represented by the departmental officer responsible for the User Choice budget, advises in writing that fees are optional. On receipt of such advice, we may choose not to collect the student contribution fee.

The following circumstances listed below cover a full exemption from the fees:

- (a) where credit transfer/national recognition has been applied to a unit of competency/module
- (b) where the participant is a school-based apprentice or trainee
- (c) is undertaking a qualification as part of the Skilling Queenslanders for Work's Work Skills Traineeship program.



Fee-free Year 12 Graduates

Effective from 1 January 2014, The PQS must not charge a student contribution fee to a Year 12 graduate who:

- (a) commences an apprenticeship/traineeship within 12 months of completing Year 12 (that is, by the end of the calendar year following completion of Year 12), and
- (b) meets the participant eligibility to receive a government contribution, the apprentice or trainee must:
 - have entered into a Training Contract for a qualification that is funded by the department
 - be registered on DELTA with a commencement date or recommencement date on or after 1 July 2010

The government contribution will be detailed in the apprentice or trainee's Letter of Registration from the department and is subject to student eligibility and their selection of an eligible training supplier as their SRTO.

- (c) enrolls in a high priority qualification identified by the department.

Fee-free for under 21's

- Free apprenticeships for under 21s offers fully subsidised training for 139 priority apprenticeship and traineeship qualifications in areas such as electrical, plumbing and engineering as well as early childhood, aged and disability care.
- The Free apprenticeships for under 21s initiative will cover the cost of training for Queensland apprentices or trainees who commenced or are undertaking one of the 139 high priority apprenticeship or traineeship qualifications from 1 July 2019 to 30 June 2023.
- These are the same qualifications as currently available under the Free tafe for Year 12 graduates initiative and published on the User Choice Price List.

Financial Hardship : Students wishing to apply for fee exemption based on financial hardship must apply in writing no later than 14 days after enrolling to:

Chief Executive Officer Realistic
Training Options
PO Box 1266, North Lakes Qld 4509

Method, timing and collection of contribution fees

Invoices are generated from the student management system after the unit of competency has been achieved. Invoices will be sent to either the student or the employer whoever is stipulated on the enrolment paperwork.

Payment Plans for student fees are also available to assist students if required, please contact a Realistic Training Options representative for information.



Refunds

Realistic Training Options will refund Fees if a written proposal for a refund is sent to us within 14 working days and will be available if no training is undertaken and/or no learner's resources have been given out to the student.

For User Choice refunds where cancellation of enrolment relates to either of these instances – training contract ending, replacement of SRTO or changes of elective units of competency we will refund to the student any contribution fees should those fees be paid in advance.

The user choice funding policy does not stipulate what percentage of an employer contribution fee must be refunded should the apprentice/ trainee cancel before the completion of his/her apprenticeship/traineeship. However, the employer contribution fee relates to the achievement of the qualification and not against individual units of competency.

Consequently, we would apply a proportionate refund and will be able to justify how the refund has been calculated in relation to the apprentices/ trainee's progression through the qualification prior to cancellation any administration processes fees will be kept to a reasonable level.

Training

The Trainee/Apprentice must always:

- Wear protective clothing to all training and assessment activities both on and off job including protective wear.
- Attend all off the job training on time.
- Undertake to complete all training and assessment activities to the best of their ability and in a timely manner.
- Complete all workbooks issued in accordance with the agreed schedule.
- Keep a copy of their training record book available for update and inspection.
- Maintain a record of training in the training record book.
- Observe the conditions of the relevant employment agreement or award.
- Attend and perform work as directed by the employer and in accordance with training agreement detailed in the schedule.
- Behave in a courteous and professional manner.
- Obey all lawful commands.
- Not waste, damage, or injure the property, goods or business of the employer.
- Work towards achieving the competencies agreed in the training plan.
- As instructed, undertake any training and assessment related to the training plan.



Training Record Book

The Training Record Book (TRB) has been designed to enable trainees/apprentices to record their training and experience gained for each unit of competency during their apprenticeship/traineeship. The training record book will be issued to the apprentice/trainee within 14 days of the training plan being signed.

The training record book is progressively monitored and signed off by the employer/supervisor as well as the students trainer at intervals of no more than three months. This provides evidence of the training (both on and off-the-job) that has been completed by the apprentice or trainee.

Use of the Training Record Book

The apprentice or trainee must comply with the following instructions in regard to their training record:

- Produce it to their employer and/or training organisation, when requested, for inspection or to have details of training completed entered in it
- Keep it clean and intact
- Take it with them if they change employers.
- Provide to Realistic Training Options when requested at intervals of not more than three months.

It is important to note that from time to time the Department of Education, Small Business and Training (DESBT) may also request the apprentice or trainee to produce their training record for inspection.

The assessor will take a digital copy of the completed units to keep in the apprentice/trainee's file.

Photographic and supporting evidence is encouraged to be attached to the Training Record Book. All supporting evidence must be clearly marked with the unit it relates to. Photographic evidence can be emailed to rplonline@realistic.edu.au with the unit of competency code and your name clearly identified in the subject line or body of the email.

If the TRB is lost, please contact us immediately so a new one can be issued, it is the responsibility of the student to re-complete and resubmit.

It is recommended that the student record training experiences at a minimum of one a week. Please contact Realistic Training Options if you have any questions about completing the TRB.

Training Plan

The training plan outlines the details of the training to be undertaken during the apprenticeship/traineeship. It is negotiated between the employer, apprentice/trainee and training organisation. It is to be generated within 3 months of the start of the apprenticeship/traineeship. Once signed the employer and apprentice/trainee will both receive a copy of the signed training plan.

If the apprentice/trainee is school based the school is not involved in the training plan. However the impact to the student's school timetable should be discussed with the apprentice/trainees parent or guardian and school's principal if required.



Fee for Service

The cost of training students not eligible for User Choice funding is met by the employer/student.

The current schedule of fees for all Realistic Training Options FFS training courses are available from either:

1. Realistic Training Options office or its representatives; or
2. Realistic Training Options trainer at your next site visit.

Payments and Invoicing

Fees are payable to Realistic Training Options upon you instructing Realistic Training Options to proceed with enrolling you in a course. Students/Employers may be invoiced weekly, fortnightly or monthly for subsequent payments where applicable. Fee for Service contract invoices will be for training and tuition fees.

Realistic Training Options sometimes engages 3rd parties so perform recruitment, enrolment, student support services and collection of fees on its behalf.

In cases where a duly authorised 3rd party enrolls a student on behalf of Realistic Training Options, any financial obligations or determinations regarding or arising from such enrolments, other than fees for license cards, additional photocopying, replacement statements of attainment or certificates/diplomas, are due and payable directly to, and at the sole discretion of, the 3rd party, and not to Realistic Training Options.

NOTE:

Students will not be permitted to attend any additional courses or undertake any further training unless the appropriate fees have been paid. For students paying an invoice post enrolment, Realistic Training Options or its duly authorised 3rd party, where applicable, may suspend a student's enrolment if payment is not received within the agreed timeframe.

Refunds

- a) Non-attendance of scheduled training or appointments will incur a cost of \$120 if 24 hrs notice has not been provided.
- b) If a client wishes to transfer to another course, more than 7 working days' notice will be required.
- c) If a client wishes to cancel a full qualification, then 7 working days' notice must be given to receive a refund, however, where applicable a \$365 administration fee is payable always.
- d) If a client commences a course, but does not complete the course, the full course fee is still payable.
- e) Where circumstances warrant, an agreement may be made with the CEO of Realistic Training Options for a reduced fee to be paid, this is by application only.



General Rules

- a) The refund process reflects the commitment by Realistic Training Options to hold places as booked by clients and the amount of administrative resources consumed at the various stages.
- b) Refunds must be requested in writing to the CEO of Realistic Training Options.
- c) The CEO of Realistic Training Options will process refund requests within 21 working days from the day of receipt if approved.
- d) To allow prompt settlement of refund requests, all advanced payments will be held in a nominated bank account by Realistic Training Options until the course start date.
- e) All requests for refund will be processed on an individual basis, considering impact on follow on units/modules if applicable.
- f) The term 'commencement' in this policy refers to the first day of the first program commenced by the client.

Issues regarding payment are to be handled at the first available opportunity and directed to the CEO of Realistic Training Options. All refunds are to be logged in the Refund Log and signed by the respective client

The Student must always:

- Wear protective clothing to all training and assessment activities both on and off job including protective wear.
- Attend all off the job training on time.
- Undertake to complete all training and assessment activities to the best of their ability and in a timely manner.
- Complete all workbooks issued in accordance with the agreed schedule.
- Observe the conditions of the relevant employment agreement or award.
- Behave in a courteous and professional manner.
- Obey all lawful commands.
- Work towards achieving the competencies agreed in the training plan.
- As instructed, undertake any training and assessment related to the training plan.

Full Refund

If the training is cancelled by Realistic Training Options or if the client/participant cancels their registration at least seven (7) working days prior to the commencement of training than Realistic Training Options will provide a full refund of fees, or transfer to another course if so desired by the client/participant.

No Refund

If cancellation occurs in such a way that Realistic Training Options is not given 24 hours to fill the vacated place in a structured delivery course, due to:

The client/participant cancelling their registration less than one (1) day prior to the day training commences

No notification of cancellation and the participant does not attend

The participant leaving the course after the training commences

NOTE: In each instance above Realistic Training Options will retain all training fees unless a valid medical certificate is produced, or severe financial hardship is demonstrated.



Dissatisfaction with Training

If a client/participant is not satisfied with the training for reasons substantiated in writing to the Chief Executive Officer, another training course may be offered at no cost to the client/participant.

Protection of Fees

Realistic Training Options will not collect any more than \$1500 in pre-paid fees from a prospective or current individual student through direct enrolment.

If a student's enrolment is not completed by 2 business days before the first scheduled payment plan instalment, Realistic Training Options may, at its sole discretion, postpone the commencement date of a student's payment plan. In such cases Realistic Training Options will notify the student in writing of the amended payment plan commencement date.

The \$1500 fee protection restriction does not apply when a third party is indirectly enrolled, for example, through an employer engaging Realistic Training Options to provide training and/or assessment to members of its staff through a negotiated commercial transaction.

Credit Transfers

Any student who has undergone training at another registered training organisation is entitled to gain recognition for their work completed in accordance with the Realistic Training Options Credit Transfer procedure.

Realistic Training Options will allow that person under the mutual recognition principles of Trans-Tasman Mutual Recognition (Qld) Act 2003 to apply for direct credit transfer of a qualification, certificate of attainment or completed units of competency/modules from another registered training organisation.

You should discuss your suitability for Credit Transfer with your trainer.

NOTE:

This process may reduce fees payable except for a fee for service RPL process.

Re – issuance of Qualification or Statement of Attainment

Re – issue of Qualification or Statement of Attainment will be charged out at \$25.00 per certificate and Statement together.

Nationally Accredited Courses

Realistic Training Options offers a wide range of training programs from nationally recognised qualifications to short industry specific courses designed to help you at the workplace.

The nationally recognised qualifications and accredited courses we currently offer can be found on our web site.



Trainees /apprentices/students completing the requirements of the above nationally recognised training qualifications will receive: A Nationally recognised training qualification. E.g. RII30915 Certificate III in Civil Construction (PipeLaying).

Trainees /apprentices/students completing the requirements of the above nationally accredited courses listed above or who have partially completed their qualification will receive: A Nationally Recognised Statement of Attainment (Detailing course or competencies achieved).

Code of Practice

Realistic Training Options is authorised by the Australian Skills Quality Authority to deliver training and assessment services under the provision of the Standards for NVR Registered Training Organisations SNR. Our policies and management practices maintain a high professional standard in the marketing and delivery of vocational education and training services which safeguard the interests and welfare of students and stakeholders. This also includes a commitment to recognise the training qualifications issued by another RTO.

Legislative Requirements

Realistic Training Options will meet all legislative requirements of State and Federal Government. Workplace Health & Safety and SNR Standards will be met always.

Quality Management Focus

Realistic Training Options has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from trainees, staff and employers for incorporation into future programs.

Client Services

We have sound management practices to ensure effective trainee service. In particular we have service standards to ensure timely issue of trainee assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with national guidelines.

Our quality focus includes a Recognition of Prior Learning Policy, a fair and equitable Refund Policy, a Complaint and Appeal Policy, an Access and Equity Policy and Student Welfare and Guidance services. Where necessary, arrangements will be made for those students requiring additional support. We will take every opportunity to ensure that this information is disseminated, understood and valued by trainees and staff.

All fees and charges are made available to the trainee and employer before enrolment, course content and assessment procedures are explained and vocational outcomes are outlined.

External Review

Realistic Training Options has agreed to participate in external monitoring and audit processes required by the State Training Authority.

This covers random quality audits, audit following complaint and audit for the purposes of re-registration from ASQA.



Management and Administration

Realistic Training Options has policies and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation’s sound financial position and safeguards student fees until course and assessment are complete. We have a Refund Policy that is fair and equitable. Trainee records are managed securely and confidentially and are available for perusal by trainees on request. Realistic Training Options has adequate insurance policies.

In addition to standard course fees and charges, Realistic Training Options will charge for the below services:

License Card fees	Cost price as per State/Territory regulatory authority
Replacement license card fees	Cost price as per State/Territory regulatory authority
Additional Photocopying (reprint course notes)	\$00.15 per page
Replacement Statement of Attainment or Certificate	\$25.00
Replacement Wallet Competency Card	\$25.00
Course withdrawal and/or cancellation fee	\$365.00
Credit card surcharges (where applicable)	Cost price, where applicable

Marketing and Advertising

Realistic Training Options markets training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

Realistic Training Options conducts training as a service to its members and the industry. Generally, priority will be given to people currently employed in the industry or who have been guaranteed employment because of training.

Training and Assessment Standards

Realistic Training Options has personnel with appropriate qualifications and experience to deliver training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition for Prior Learning and Credit Transfer). These principles ensure that an assessment includes:

1. Fairness
2. Flexibility
3. Validity
4. Reliability

Realistic Training Options regularly checks with employers to verify that adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of our trainees.



Realistic Training Options also regularly checks with employers that all equipment which is provided by employers for training will be:

1. Typical of that type of equipment used in the industry.
2. Safe and serviceable.
3. Current and not superseded or obsolete equipment.

Realistic Training Options will liaise closely with Construction Skills Queensland (CSQ) which is the industry training advisory board, to ensure that all training and assessment is conducted in accordance with industry training policies.

Sanctions

Realistic Training Options will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or support regulatory requirements, we may have our registration as an RTO withdrawn.

Information on Realistic Training Options Policies

Any reference to Realistic Training Options in this document or in any dealings with Realistic Training Options is defined as including Realistic Training Options employees and any duly authorised contractors and/or representatives of Realistic Training Options, where the said authorised contractor and/or representative is authorised to act for or on behalf of Realistic Training Options.

Realistic Training Options has several policies that affect trainees / students during their time with us, including but not limited to:

Access and Equity (Anti-Discrimination Act 1991)

Our Policy

All admissions to Realistic Training Options courses shall be determined fairly and without consideration to an applicant's gender, sexual orientation, ethnicity, religion, or personal beliefs, handicap, etc., unless such items pose a reasonable argument for non-enrolment on the grounds of safety, capacity to undertake the role, or a position that is in opposition to the laws of the land or the RTO's code of conduct.

Our Commitment

Realistic Training Options will ensure that no applicant for admission to the RTO will be disadvantaged in any way by virtue of their race, gender, age (recognising of course the minimum age), social or educational background or disability.

Your Responsibilities and Obligations

All Realistic Training Options students must ensure they:

1. Provide timely information to Realistic Training Options on any special assistance they may require to satisfactorily complete their training;
2. Advise Realistic Training Options as soon as possible of any discriminatory behaviour directed at them or other students.



Customer Complaints and Appeals

Our Policy

Realistic Training Options welcomes feedback and suggestions on our services. Employers and/or students who would like to raise a complaint or appeal a decision should follow the appropriate Complaint or Appeal procedure.

Our Commitment

Realistic Training Options welcomes feedback and suggestions from employers or students on our services. All complaints and appeals will be dealt with in a professional and timely manner.

Your Responsibilities and Obligations

All Realistic Training Options students must ensure that they:

1. Lodge any complaint or appeal in writing within the specified timelines;
2. Do not lodge any frivolous or time-wasting complaint or appeal. A fee also may be accredited to your account.

Workplace Health & Safety (Workplace Health and Safety Act)

Our Policy

Realistic Training Options requires workplace health and safety to be regarded as an integral part of the day to day operation. The safety of the public, our students and employees are the responsibility of all levels of management and is to be demonstrated at all times.

Our Commitment

Realistic Training Options is totally committed to the principle that workplace injuries can be prevented.

Your Responsibilities and Obligations

All Realistic Training Options students:

1. Are obligated to follow safety instructions given by their trainer and employer.
2. Have the responsibility that all operations under their care or control are carried out in a safe and efficient manner.
3. Must not deliberately put the workplace health and safety of anyone at risk, or deliberately injure themselves, or deliberately misuse anything provided for workplace health and safety.
4. Are required to comply with the standards under the Workplace Health and Safety Act 2011. Students who do not follow the health and safety directions are liable under the Act.
5. Are not expected nor required to attempt anything likely to cause them harm.

Sexual Harassment (Anti-Discrimination Act 1991)

Our Policy

Realistic Training Options considers sexual harassment an unacceptable form of behaviour, which will not be tolerated under any circumstances. The organisation believes that all students and staff should be able to work in an environment free from intimidation and sexual harassment.



Our Commitment

Realistic Training Options will foster a working environment to provide a safe place of work free from sexual harassment.

Your Responsibilities and Obligations

All Realistic Training Options students are obligated to:

1. Not engage in any unwelcome conduct of a sexual nature to either another student or Realistic Training Options staff member
2. Not demand or request sexual favours from either another student or Realistic Training Options staff member
3. Not subject another person to unsolicited act of physical intimacy or
4. Not make remarks with sexual connotations relating to another person

Anti-Discrimination (Anti-Discrimination Act 1991)

Our Policy

Realistic Training Options is an equal opportunity employer (RTO). All students are treated equally, without regard to race, age, sex, marital status or any other factor.

Our Commitment

Realistic Training Options staff will ensure that all students are treated equitably and are not subject to discrimination. They will also ensure that people who make complaints and witnesses are not victimised in any way.

Your Responsibilities and Obligations

All Realistic Training Options students are obligated to:

1. Behave in a courteous, sensitive and non-discriminatory manner when dealing with staff, other students and clients;
2. Not make any discriminatory comments when dealing with staff, other students and clients.

Support Services

Educational and support services may be provided by Realistic Training Options at its sole discretion including, but not limited to:

1. pre-enrolment materials;
2. study support and study skills programs;
3. language, literacy and numeracy (LLN) programs or referrals to these programs;
4. equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
5. learning resource centres;
6. mediation services or referrals to these services;
7. flexible scheduling and delivery of training and assessment;
8. counselling services or referrals to these services;
9. information and communications technology (ICT) support;
10. learning materials in alternative formats, for example, in large print;
11. learning and assessment programs contextualised to the workplace; and
12. any other services that the Realistic Training Options considers necessary to support learners to achieve competency.

Some services may be payable by students in the event that Realistic Training Options does not provide them free of charge.



Privacy (Privacy Act 1988- Federal & Privacy Act 2009 – Qld)

Our Policy

Realistic Training Options will treat all information gathered from its students with the strictest confidence in accordance with the requirements of the Privacy Act. The information will be held in a secure environment and accessed only by authorised personnel.

Our Commitment

Realistic Training Options will ensure the personal information collected as a result of your enrolment will only be used by the appropriate authorities. Only authorised Officers and Realistic Training Options staff will have access to this information.

Your Responsibilities and Obligations

All Realistic Training Options students are obligated to ensure:

1. Any information provided to Realistic Training Options is accurate and up to date;
2. No document is removed or accessed from Realistic Training Options without first obtaining permission;
3. They do not access or remove another student's information.

Further Information

Realistic Training Options' full privacy policy is available upon request or on website at: <https://www.realistic.edu.au/policies/>.

Issue of Awards

Our Policy

Realistic Training Options will only issue an award covered by the scope of registration to persons that have completed all requirements for the award.

Our Commitment

Realistic Training Options will issue a qualification or statement of attainment within 30 calendar days after the person has been assessed as having successfully completed all requirements.

Your Responsibilities and Obligations

All Realistic Training Options students are obligated to ensure they:

1. Complete all requirements of their training;
2. Maintain a current mailing address with Realistic Training Options; and
3. Remain up to date on any payment plans agreed upon with any duly authorised representatives or agents of Realistic Training Options.

Realistic Training Options reserves the right to withhold a certificate and/or statement of attainment in the event that a Learner is in arrears on an agreed scheduled payment plan for any Fee for Service course.



Recognition of Prior Learning (RPL)

Our Policy

Realistic Training Options will acknowledge the skills and knowledge that a person already has, whether they are gained from life, work, community involvement, home or formal training and study to ensure a person does not have to study what is already known in accordance with the VET regulator Act 2011.

Our Commitment

Realistic Training Options will assist any person with the RPL process who reasonably believes they have the skills or knowledge for which no qualification or statement of attainment has been issued and a qualification or statement of attainment could be issued for their skills or knowledge.

Your Responsibilities and Obligations

All Realistic Training Options students are obligated to ensure they:

1. Provide valid and relevant information to Realistic Training Options to support their RPL application;
2. The information is provided in a timely and orderly manner to assist the assessor.

Recognition of Prior Learning (RPL) is the formal recognition of skills and knowledge gained because of work experience, life experience and/or formal training.

To be granted RPL a student must provide sufficient evidence of their prior experience to meet the criteria for the awarding of a competency.

If you believe that you have existing skills and knowledge in some aspects of the qualification in which you are enrolled, it is possible to reduce the amount of training required to complete the qualification and therefore complete your studies early.

In order to be awarded RPL for competencies you will need to provide evidence of your existing skills and knowledge. This evidence can be in the form of a portfolio which may contain information such as:

- A current resume covering a brief description of work; ideally this should cover the last 4 years and must provide the Contact details of your current and previous employers so we can contact them via a phone call to verify your experience and the dates in which employment occurred
- Certified copies of your existing qualifications, awards, workplace tickets;
- Letters from previous employers on their letterhead detailing the type of work, positions held and other relevant information on your employment;
- Any other supporting documents relating to your claim for any competency Including a self-assessment questionnaire
- Any work samples or projects that you have constructed and you can provide these as recognition of your experience to add to your portfolio

You should discuss your suitability for RPL and the type of evidence required with your trainer before making an application.

NOTE:

The RPL process does not reduce fees payable.



Absenteeism

Trainees/Apprentices are required to attend all scheduled classes.

Trainees/Apprentices unable to attend a class must notify Realistic Training

In the event of any unexpected absence a trainee/apprentice is required to advise their trainer as soon as possible to allow alternative arrangements to be made.

If for any reason a trainee/apprentice is going to arrive late to class or is unavailable for a scheduled meeting or site visit then they **must inform** the trainer/assessor as soon as possible.

If a trainee/apprentice is **more than 30 minutes late** for a training session/class, the trainer has the right to refuse entry to the training session. This may result in the trainee/apprentice failing to progress with their training.

What if I have a complaint or concern?

If you feel you need to lodge a complaint, please assist us by:

1. Providing as much detail and relevant information as possible to help us understand your complaint;
2. Telling us clearly what outcome you want;
3. Keeping us updated on new developments to help us assess and investigate.

If you wish to lodge a complaint, then the procedure you should follow is:

Step 1

Discuss the matter firstly with the Realistic Training Options person in charge of that area to try to resolve your problem.

Step 2

Failing a satisfactory outcome, you should refer your complaint in writing within 14 days to the **Chief Executive Officer**.

You should provide full details of your complaint and the responses you have had to date. Give some indication as to how you could see the situation being resolved.

Step 3

In situations where an independent mediation is required this person(s) will be independent to the complaint. They will be qualified and experienced in the complaint and depending on the nature of the complaint they may include;

A team of managers from RTO to mediate or;

- A panel of suitably qualified persons
- A suitably qualified person external to Realistic Training Options
- A qualified mediator
- A representative from industry

Step 4

Should the complaint remain unresolved the employer or student will be advised of external agencies that can assist them.

Each meeting will be documented by staff for Realistic Training Options records. The complainant will be provided with a written copy of all correspondence and written outcome.



Lodge an Appeal against an Assessment

If you wish to appeal a decision, then you have up to 14 days from the date the assessment result was received to lodge it.

The procedure you should follow is:

Step 1

Discuss the matter with your trainer/assessor by presenting any new evidence or clarification of existing evidence. The trainer/assessor will review the decision regarding your new submissions.

Step 2

Failing a satisfactory outcome, you should refer your appeal in writing to the **Chief Executive Officer**. Provide full details on your appeal and the responses you have had to date. Give some indication as to how you could see the situation being resolved.

Step 3

In situations where an independent mediator is required this person will be independent to the appeal. They will be qualified and experienced in the area of the complaint and, depending on the nature of the complaint, they may include:

- A panel of suitably qualified trainers/assessors
- A qualified trainer/assessor external to Realistic Training Options
- A qualified mediator
- A representative from industry

Each meeting will be documented by staff for Realistic Training Options records. The person appealing will be provided with a written copy of all correspondence and written outcome.

Access my Training Records

Trainees who wish to access their training records held by Realistic Training Options should submit their request in writing after completing the appropriate form to:

**Chief Executive Officer Realistic Training Options
PO Box 1266, North Lakes Qld 4509**

Within 14 days of the receipt of your request, Realistic Training Options will arrange for your records to be made available for viewing.

You will need to bring sufficient photo identification (e.g.: driver's licence, passport) to confirm your identity prior to viewing your records.

Your records can only be accessed and viewed onsite and in the presence of nominated Realistic Training Options personnel they cannot be removed.