

A2B

Training Tomorrows Operators Today

CLIENT INFORMATION HANDBOOK

RTO 52294

10 JADE STREET, MADDINGTON, WA 6109

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| Version 3 | DOC# 43 | Revision Date 15/05/2023 | Next Review 15/05/2024 | Approved by Antony Frew |
| Title | A2b Training Client Information Handbook | | | RTO# 52294 |

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Welcome

Welcome to A2B Training.

A2B Training focuses on providing practical based training, and not theory-based training. Whenever possible, training is done by learning on the equipment, and not in a classroom by showing Power Point slides.

At A2B training we strive to provide a supportive environment to help you learn. We pride ourselves on the high level of client support offered and trust that you will make the most of this opportunity.

This handbook contains general information regarding A2B Trainings policies and procedures, available services and requirements, which are designed to ensure everyone training with A2B training is given their best opportunity to achieve success.

We ask that you take the time to read the information provided before undertaking any of the services we provide.

If there is anything in this handbook that you do not understand, or anything you wish to have clarified, please feel free to speak to any member of our friendly staff.

Registered Training Organisation

A Registered Training Organisation (RTO) in Australia is a vocational education organisation providing training and assessment that results in qualifications and statements of attainment within the Australian Qualifications Framework (AQF). These qualifications and statements of attainment are recognised and accepted by industry and other educational institutions throughout Australia.

National Registration Information

A2B Training is a registered business name.

All RTOs are given a national provider number, A2B Trainings provider number is 52294.

A2B Training is registered with the Western Australia Training Accreditation Council (TAC) under Section 27(1) of the Vocational Education and Training Act 1996 (WA) to deliver nationally recognised training in the state of Western Australia only.

RTOs registered with TAC need to renew their registration every five or seven years and must pass an audit to do so, they can also be audited at any time during their registration period. A2B Training is due to renew its registration on 30/04/2026.

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When audited the RTO must prove that they have complied fully with the Standards for Registered Training Organisations (RTOs) 2015 (the Standards).

Client Feedback

A2B Training seeks feedback from all clients on their satisfaction with services they have received.

You will be asked to complete feedback forms regarding both the quality of our training products and the services delivered. Please take the time to complete these forms. Feedback and / or suggestions can be provided to your trainer at any time throughout your training.

Third Party Provider Arrangements

RTOs may; from time-to-time, develop agreements with other organisations to deliver nationally recognised training and assessment or provide other services on behalf of the RTO, in these partnerships the other organisations are called third party providers (TPP).

A2B Training currently has agreements with the following third parties:

Bradical Pty Ltd
Phone: 0427878 702
Email: bradical2@bigpond.com

Roadsafe (Aust) Pty Ltd
Phone: 0420 378 084
Email: dudley@roadsafetrainingwa.com.au

Top Gun Motorcycle and Driver Training
Phone: 0450 409 842
Email: zoleary21@hotmail.com

Although these third parties provide training and assessment or other student services, like fee collection, A2B Training is fully responsible for the quality and standard of those services, so the information provided in this Client Information Handbook is still applicable.

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Services

A2B training provides training and/or assessment services in these areas:

- Nationally Recognised Training (Units of Competency)
- Certificates of Competency (non-nationally accredited)
- Verifications of Competency

The following table lists the nationally recognised units of competency on our scope of registration and that we currently deliver.

Currency Information: The Standards require that A2B Training transition from superseded to current versions of our registered training products within twelve months of the new Unit of Competency being released. Where the corresponding letter appears in the Status column it indicates the currency status of the unit in the Training Package.

C = Current

S = Superseded

R = Removed

| National unit code | Name of unit | Training/Assessment and other services | | | | Status |
|--------------------|---|--|----------|----------|---------|--------|
| | | A2B Training | Bradicle | Roadsafe | Top Gun | |
| RIIMPO208F | Operate support equipment | ✓ | ✓ | ✓ | | C |
| RIIVEH201E | Operate a light vehicle | ✓ | | | | C |
| RIIVEH305F | Operate and maintain a four-wheel drive | ✓ | | | ✓ | C |
| TLIC0023 | Operate and four wheel drive vehicle | ✓ | | | ✓ | C |
| TLIC3004 | Drive heavy rigid vehicle | ✓ | ✓ | ✓ | ✓ | C |
| TLIC3005 | Drive heavy combination vehicle | ✓ | ✓ | ✓ | ✓ | C |
| TLIC4006 | Drive multi-combination vehicle | ✓ | ✓ | ✓ | ✓ | C |
| TLILIC0003 | Licence to operate a forklift truck | ✓ | ✓ | ✓ | | C |

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|------------|---|---|---|---|--|---|
| RIIMPO337E | Conduct articulated haul truck operations | ✓ | ✓ | ✓ | | C |
| RIIMPO326E | Conduct water vehicle operations | ✓ | ✓ | ✓ | | C |
| RIIHAN311F | Conduct operations with integrated tool car | ✓ | ✓ | ✓ | | C |

Course Information

- RIIMPO208F Operate support equipment.
- This is an AQF Level 2 unit. At this level the person should be able to undertake mainly routine work, and as a pathway to further learning, applying knowledge and skills to demonstrate autonomy and limited judgement in structured and stable contexts and within narrow parameters.
- In Resource and Infrastructure Industry sector Qualification pathway, Certificate II Level reflects the role of an assistant working as part of a team. ***These jobs require the completion of a range of routine tasks using limited practical skills.*** In the Quarrying (Extractive) sector qualification pathway, ***these jobs require working safely in a team and following site, safety, and quality procedures.***
- So RIIMPO208F only requires a reasonably basic level of competency to satisfy these requirements.
- It is a competency - based assessment.

Full details and course information is available on the A2B Training website.

www.a2btraining.com.au

Individuals and companies that book our courses will be provided information regarding their specific course when sent confirmation of their booking.

Unique Student Identifier (USI)

If you're studying nationally recognised training in Australia, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

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A USI is free, and your application can be processed [here](#) online or go to www.usi.gov.au.

All clients undertaking nationally recognised training will need a USI.

USI Exemptions: Registered Training Organisations and individuals can be exempt from reporting or obtaining a USI under certain conditions, however where an exemption is provided the training activity will not be included in the National VET Provider Collection and the training activity will not appear on the student's Authenticated VET Transcript.

Further information regarding USI exemptions can be found here:

<https://www.usi.gov.au/training-organisations/training-organisationrequirements/exemptions-reporting-usi>

Booking a Course

- Booking enquiries may be made verbally by phone, website or by email.
- All prospective learners will then be emailed a Booking Form.
- No booking is confirmed until, the completed Booking Form has been returned to A2B Training and A2B Training forward confirmation back to the participant.
- Any pre-requisites for a course are detailed on the booking form or confirmation.

Identification Requirements

Worksafe WA requires learners undertaking training to attain a high-risk work licence (HRWL) need to provide **two forms of identification**: primary and secondary.

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| Current Australian or Overseas Passport | A current entitlement card issued by a Commonwealth Government department (for example, a Medicare card or a Pension card). |
| An original birth certificate or a certified copy | A current credit card or ATM access card issued by a financial institution |
| Photographic driver's licence issued by any Australian licensing authority. | An account statement from a bank, or credit union not more than 12 months old. |
| An Australian citizenship or naturalisation document or immigration | A telephone, gas or electricity account not more than 12 months old, showing your name. |
| A valid High Risk Work Licence | A water or local rate notice or land valuation notice not more than two years old. |

NOTE: It is a requirement of OS&H law (WA) (Regulation 6.6. (2) (a)) that to obtain a HRWL the applicant must have reached 18 years of age.

Payment of Course Fees

Payment is to be made prior to undertaking a course. Payment may be made by cash, cheque, debit/credit card or direct debit. If paying by direct debit, A2B Training's bank account details are available by phoning/emailing A2B Training. These bank details are also on our invoice. In some circumstances A2B Training will invoice companies after training has been undertaken. This will be agreed upon between A2B Training and the company. A2B Training does prefer purchase orders in this instance prior to training commencing.

Cancellations, Refunds or Transfer of Courses

In the event that a student or company cancels a course, the following settlement structure applies:

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1. More than 48 hours' notice given to A2B Training: Full refund.
2. Less than 48 hours (2 business days) notice given to A2B Training: 50% of course cost will be charged.
3. Less than 24 hours (1 business day) notice given: 100% of course cost will be charged (excluding WorkSafe fee if applicable)
4. No refund will be given for withdrawal after a course has commenced.
5. If a participant wishes to transfer to another date no additional charges are incurred, but A2B Training would prefer that this is done at least two days before the course commences.
6. A2B Training usually does not cancel a course once it has been confirmed. This will only be done due to extreme circumstances beyond our control, and not because of insufficient bookings. A2B Training will always run a scheduled course, even if the class size is minimal.

How to Request a Refund

Individuals

A2B Training understands that the circumstances under which an individual may need to cancel a course and request a refund vary, so whilst written advice (email or text) is preferred we will accept telephone notification.

Companies that cancel a course and require refunds must make the request in writing (email).

Your Consumer Rights

Prospective learners have rights as consumers, and Australian Consumer Law provides protection for consumers who purchase services. A full explanation of your rights as a consumer can be found at this location:

[Personal Services a Guide to the Australian Consumer Law](#)

Cooling Off Period.

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By law, you have 10 business days to reconsider an unsolicited consumer agreement (contract). During this time, you can cancel the contract without penalty. This is called the 'Cooling off' period.

An agreement is, considered to be unsolicited when:

- A supplier/salesperson approaches or telephones a consumer without that consumer having invited this contact.
- Negotiations take place over the phone, or in person at a location other than the supplier's premises; and
- The total value of the agreement is more than \$100, or the value was not ascertainable at the time the agreement was made.

Further information regarding cooling off periods can be obtained from the Department of Mines, Industry Regulation and Safety , [Consumer Protection](#).

RTO or Third Party Closing or Ceasing to Deliver Training.

In addition to the rights provided by Australian Consumer Law (as above) there is also a requirement of our regulating body (Training Accreditation Council). Should A2B Training, or any organisation delivering training on our behalf, close or cease to deliver training in which a learner is enrolled, A2B Training must make arrangements to transfer to another suitable RTO (or other RTOs) all existing learners who will NOT complete their training before A2B Training, or any organisation delivering training on our behalf, cease operating.

Should this situation occur, A2B Training will formally notify each existing learner of the arrangements made and obtain their agreement to those arrangements, including any refund of fees.

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Modes of Delivery

A delivery mode describes the way training will be delivered to support and enable learning.

Broadly speaking, there are three delivery modes:

- face-to-face
- self-paced, and
- blended learning.

A2B Training provides training to its learners predominately through face-to-face delivery.

However, where it is established that a learner has existing skills and knowledge resulting in them undertaking a shorter course i.e., Forklift or EWP one-day, then some self-paced learning in the form of pre-course reading will be required.

Assessment

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, and to confirm that an individual can perform to the standard required in the workplace.

Individuals are required to undertake assessments to demonstrate competency in units of competency. Encouragement and support will be provided throughout the assessment process. Any concerns or issues with undertaking assessments, should be discussed with the trainer so that additional support can be provided if required.

- Assessments are conducted according to the guidelines and standards outlined in the Training Package, adhering to the principles of assessment and rules of evidence.
- Competence is to be demonstrated over the full range of performance criteria to industry standards.
- Consistency of outcomes over a period will form the basis of assessment.
- Assessments will be carried out by qualified assessors.
- Clients will be provided with a number of opportunities to demonstrate competency for each unit, including the opportunity to re-assessed if required.
- A2B Training supports reasonable adjustment of assessments and will work with clients to maximise opportunities for successful completion of assessment requirements.

There are several outcomes an assessor can arrive at following their judgement:

Competent [C]: Competent shows that sufficient evidence has been gathered to demonstrate achievement of the standard or objective.

Individuals judged as competent are issued with a Statement of Attainment, both A4 (electronic) and wallet sized. (See [Certification Documents](#))

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Not Yet Competent [NYC]: Not yet competent shows that insufficient evidence has been gathered to demonstrate achievement of the standard or objective.

At the completion of a course or following assessment, if a learner is deemed not yet competent, after every effort has been made to achieve the required competency, A2B Training offers further training at a later date. This is discussed at the completion of the course and dates and costs, if necessary, are discussed.

Recognition of Prior Learning [RPL]: Competency is achieved through the Recognition of Prior Learning process. (See [Recognition of Prior Learning](#))

National Recognition/Credit Transfer [CT]: Recognition of a competent assessment judgement by another Registered Training Organisation. (See [National Recognition](#))

Some courses delivered by A2B Training may also have licencing outcomes, such as high-risk work licences, and may have additional assessment requirements as determined by the licencing authority i.e., Worksafe. These will be discussed during the course and prior to assessment.

Complaints and Appeals

Please see our [Complaints and Appeals Policy](#) at the end of this handbook or visit our website.

Should you consider that you need to make a complaint or lodge an appeal please use our policy as a guide on how to do so.

Working with Others

At all times, the course you are attending should be considered a work situation rather than a classroom and is subject to normal employment expectations. A2B Training expects the following from its employees and therefore of its learners, your cooperation while with us will be appreciated.

- ✓ **Eating and Drinking** – We are flexible enough to allow drinks to be consumed in training areas, but all care must be taken to keep work environment clean and safe. Food should only be consumed during designated breaks and in appropriate areas.
- ✓ **Kitchen Area** - Please keep this area clean. Tidy up after yourself and do not leave a mess for others to clean up.
- ✓ **Toilets** – Toilet facilities are provided for males and females. These facilities need to be always kept clean and hygienic.

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- ✓ **Smoking** – Smoking is not permitted in any part of our premises for safety and health reasons. If you wish to smoke, please do so outside in designated area and use the butt bin provided.
- ✓ **Other Classes** - Please respect their privacy and need to learn. Try not to interrupt or disturb others. Be mindful of noise levels.
- ✓ **Panadol** and other medical drugs cannot be issued to clients according to OSH&WSH regulations.
- ✓ **Parking** - Parking is available at our Maddington site and detailed information will be provided when your booking is confirmed.
- ✓ **Dress Code** - Be prepared to follow our course dress code, including the removal of facial piercings for work placement activities if required. (See [Occupational Safety and Health](#))
- ✓ **Mobile Phones** – Phones are to be turned off during training and assessment. If a person requires to have their phone on for work reasons, or personal reasons, it must be on silent. The assessor must be notified on the day if your phone is required for work or personal reasons.
- ✓ **Respect** – Please always respect fellow classmates and A2B Training staff.
- ✓ **Drugs and alcohol** – A2B Training does not tolerate people in our workplace that are under the influence of drugs and/or alcohol or have in their possession, for use in the workplace any drugs and/or alcohol. If you are, you will be asked to leave our workplace immediately.

Information for Enrolment

A2B Training will give an induction to all participants at the start of each training course. This will cover:

- Training venue, including safety and emergency details
- Course content and outline
- Procedures for assessments to be undertaken.
- Use and care of equipment.
- General housekeeping

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- Complaints and appeals processes.
- Care and acknowledgement of fellow course participants and staff
- A2B Training’s responsibility under the Access and Equity, Privacy and Duty of Care requirements
- Statements of Attainment/Licences etc. to be issued/offered.

Access and Equity

A2B Training will ensure all students have equal opportunity to pursue their training and development. This means participants will have access to a fair and equitable environment without regards to political affiliation, race, colour, religion, national origin, sex, marital status or physical disability. All training and enrolments will be conducted in an ethical and responsible manner, ensuring fairness and compliance to Equal Opportunity Legislation. All trainers and assessors will be responsible to observe and be advocates for this policy.

A2B Training Reasonable Adjustment

Where a learner identifies as a person with special and/or specific needs requiring reasonable adjustment, then strategies contained in the Government of Western Australia, Department of Training and Workforce Development guide *Assessment in the VET Sector* 2015, at Page 62, identifies kinds of reasonable adjustment that can be made:

“The kinds of reasonable adjustment that can be made.

Reasonable adjustment as it applies to participation in learning and assessment activities may include:

- *customising resources or activities within a training package or accredited course.*
- *modifying a presentation medium.*
- *providing additional support.*
- *providing assistive or adaptive technologies.*
- *making additional information accessible both before enrolment and during the course; and*
- *monitoring these adjustments to ensure that the learner’s needs continue to be met.”*

Participants must have a good command of the English language. They must be able to read and write English to be able to undertake the written assessments.

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Student Support Services

A2B Training is committed to providing support services or referral for students within its scope of operations. The nature of the support depends on an assessment of the individual's needs.

If you require support or assistance at any point throughout your course, you are invited to contact us to discuss and design a support strategy. If you are aware of something that might impact your progression through training and assessment prior to course commencement, please notify us as early as possible to allow us to best cater for your needs. If you do not tell us prior to course commencement about an existing condition that may affect completion of training and assessment, A2B Training may not be able to provide the support or assistance required.

Support services may include the following areas.

- **Mentoring:** This encompasses study skills support and assistance when applying for RPL.
- **One-to-One Training:** Where students require individual coaching our trainers and assessors will provide a reasonable amount of one-to-one training.
- **Counselling:** Referral to other services can be provided.
- **Language, Literacy and Numeracy (LLN):** Students can be referred to external agencies for support.
- **Disability Support:** A2B Training can refer students to an appropriate external agency depending on their individual requirements.

Where access to a support service incurs additional costs, those costs must be met by the student, unless other arrangements are made with A2B Training.

Recognition of Prior Learning

Every participant is given the opportunity to demonstrate their prior learning. Recognition may negate the need for training, but full assessments must be completed.

Participants can contact A2B Training for details relating to the requirements for Recognition of Prior Learning. Participants will be required to produce documentary evidence of their knowledge and experience, being in the form of CV's, letters, references from managers, prior

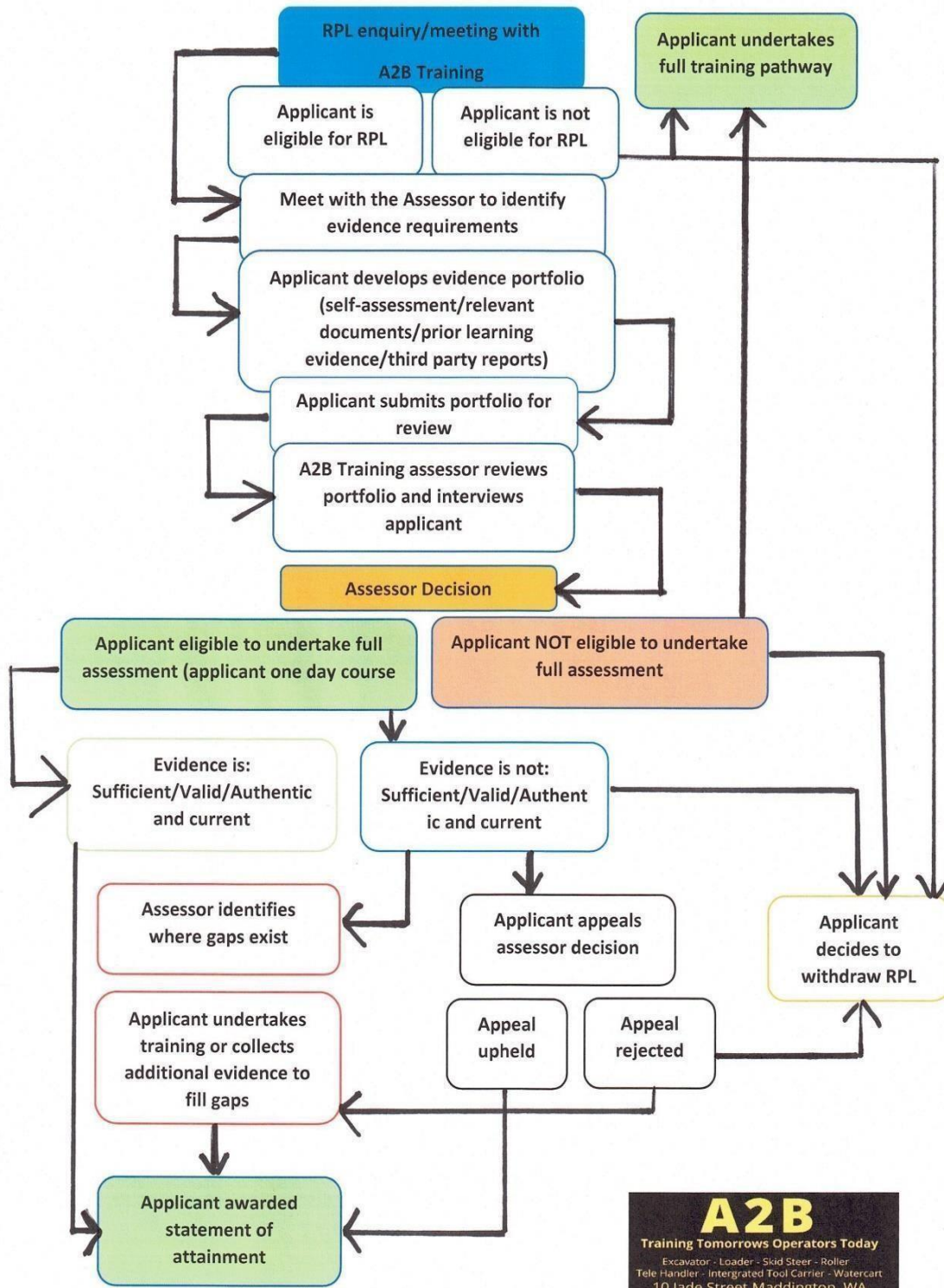
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training, and work experience etc. These must be supported by the contact details of reputable, contactable referees who can confirm the prior learning. The assessor will make judgement, if the participant has the necessary experience and skills that are required.

The full cost for completing an RPL assessment will vary depending on the time required by an assessor to review the evidence provided by the applicant. We recommend that if you are considering the RPL process you contact our office to discuss the cost and process.

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National Recognition

A2B Training accepts and provides credit to learners for units of competency (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- a) AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or
- b) Authenticated VET transcripts issued by the Registrar.

National Centre for Vocational Educational Research - Privacy Notice & Storage of Records

Why we collect your personal information.

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

As an RTO we need to verify your USI number before a Statement of Attainment can be issued and collection of personal information is required for verification.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing, and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

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How the NCVER and other bodies handle your personal information.

The NCVER will collect, hold, use, and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

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Surveys

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor, or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact Information.

At any time, you may contact A2B Training to:

- request access to your personal information.
- Correct your personal information.
- Make a complaint about how your personal information has been handled.
- Ask a question about this Privacy Notice.

Privacy and Storage of Records

A2B Training ensures that all records are kept confidential. All records are kept in accordance with the statutory regulatory requirements. A2B Training only collects information that is necessary to comply with their obligations within the Standards.

All enrolments and assessment information are securely stored; electronic records in password protected databases, and physical records in a restricted/secure location.

Should a participant wish to view his/her assessment at a later date, this may be done so by contacting A2B Training directly in writing or in person. Some form of identification will be required to verify the participant.

Should a third party wish to view any assessment, permission needs to be granted by the participant who undertook the assessment. This does exclude the Training Accreditation Council and Worksafe, for auditing purposes. 48 hours may be required for A2B Training to retrieve these assessments from archives.

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VET Data Use Statement

Under the *Data Provision Requirements 2012* and National VET Data Policy (which includes the National VET Provider Collection Data Requirements Policy at Part B), Registered Training Organisations are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used and disclosed for purposes that include:

- Populating authenticated VET transcripts.
- Administrating VET, including program administration, regulation, monitoring, and evaluation.
- Facilitating statistics and research relating to education, including surveys and data linkage.
- Understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER is authorised by the *National Vocational Education and Training Regulator Act 2011* (NVETR Act) to disclose to the following bodies, personal information collected in accordance with the Data Provision Requirements or any equivalent requirements in a non-referring State (Victoria or Western Australia), for the purposes of that body:

- A VET regulator (the Australian Skills, Quality Authority, the Victorian Registration and Qualifications Authority or the Training Accreditation Council Western Australia)
- The Australian Government Department of Education, Skills and Employment
- Another Commonwealth authority
- A state or territory authority (other than a registered training organisation) that deals with or has responsibility for matters relating to VET.

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NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

Certification Documents

A2B Training will issue a Nationally Recognised Statement of Attainment indicating the competencies that have been achieved on completion of all training and assessment components.

Your Statement of Attainment will only be issued upon successful completion of the required Units of Competence and when full monies have been paid to A2B Training.

Loss of Certificate or Statement of Attainment

In the event of loss of your Certificate or Statement of Attainment please contact A2B Training. Your Certificate or Statement of Attainment can be reissued. Please refer below regarding details of costs.

To have either your Certificate or Statement of Attainment reissued you will need to provide ID, preferably photographic in the form of a driver's licence, passport, or proof of age.

Re-issuing Certificates

If your certificate or Statement of Attainment is lost or stolen and you wish A2B Training to issue another Certificate, there will be a cost involved. At present the cost is \$25.00 per certificate for a hard copy.

Legislation

Vet Quality Framework

The vocational education and training (VET) Quality Framework is aimed at achieving greater national consistency in the way RTOs are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced.

The VET Quality Framework comprises:

- *The Standards for Registered Training Organisations (RTOs) 2015*
- The Fit and Proper Person Requirements

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- The Financial Viability Risk Assessment Requirements
- The Data Provision Requirements
- The Australian Qualifications Framework

A2B Training is subject to a variety of legislation related to training and assessment as well as general business practices. This legislation includes:

- a) Vocational Education and Training Act 1996 (WA)
- b) Equal Opportunity Act 1984 (WA)
- c) Health Act 1911 (WA)
- d) Workers' Compensation and Injury Management Act 1981 (WA)
- e) Occupational Safety and Health Act 1984 (WA)
- f) Australian Human Rights Commission Act 1986 (Cth)
- g) Racial Discrimination Act 1975 (Cth)
- h) Privacy Act 1988 (Cth)
- i) Copyright Act 1968 (Cth)
- j) Industrial Relations Act 1979 (WA)
- k) Fair Work Act 2009 (Cth)
- l) Work Health and Safety Act 2011 (Cth)
- m) Disability Standards for Education 2005 (Cth)
- n) Student Identifiers Act 2014

All legislation can be accessed via www.comlaw.gov.au and www.slp.wa.gov.au.

A2B Training will monitor changes to this legislation and where those changes directly affect A2B Training operations will notify everyone concerned.

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Occupational Safety and Health

A2B Training is committed to providing a safe and healthy work and training environment for all participants and trainers. A2B Training makes every reasonable effort to prevent accidents and injuries to both participants and trainers. A2B Training promotes the health, safety and welfare of all participants, in accordance with the current WA State and Federal Legislation and Industry Statutory Regulatory requirements.

All participants must be fit and capable of undertaking their practical assessment to the extent that they do not endanger themselves or fellow participants attending the course.

Any physical disabilities need to be advised prior to the course. This will assist A2B Training to make a judgment to ensure that they are capable to undertake the course.

Learners undertaking a High-Risk Work Licence (LF, WP) must have sufficient knowledge of the English language, both written and oral, to safely do work of that class. (OS&H (WA) Reg. 6.20. (2) (d))

All participants must wear sturdy, fully enclosed footwear. Normal work boots that are clean, and free of oil and grease, are preferred. Appropriate clothing suitable to the course they are undertaking must be worn.

P.P.E (Personal Protective Equipment) e.g., hard hats, hi-vis, etc., can be provided by A2B Training on the day(s) of training. Participants may provide their own P.P.E if preferred.



Ambulance Cover

In the event of a student requiring emergency medical treatment, A2B Training has a duty of care to call an ambulance. Students are responsible for their own medical and

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ambulance expenses and therefore it is strongly recommended that all students obtain personal medical insurance and / or ambulance cover.

A2B Training's Training Venue Information

- A2B Training's training venue is at 10 Jade Street Maddington.
- Please arrive by 7.05am as courses start at 7.15am sharp, unless otherwise stated.
- Please make sure you are present at our venue before 7.15am as late arrivals may be refused entry to the course.
- Courses generally finish by approximately 3pm.
- Photo ID is required for verification of identify.
- Tea and coffee are available as well as kitchen facilities.

A food van stops each day Monday – Friday, and there are lunch bars nearby.

Further Inquiries

If you have any further questions pertaining to your enrolment, course, or learning, please do not hesitate to contact any one of the dedicated, friendly A2B Training team.

T: 0499 004 439 E:

a2btrainingwa.com.au

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COMPLAINTS AND APPEALS POLICY

A2B Training views all complaints and appeals as an opportunity to improve the services we provide. Where a learner feels, they have cause to raise an issue we encourage them to do so.

Complaints

This policy covers managing and responding to allegations involving the conduct of:

1. Our organisation including, our trainers, assessors, and other staff.
2. Any third parties providing services on our behalf including its trainers, assessors or other staff, and our learners.

Appeals

1. Our organisation, and
2. Any third parties providing services on our behalf.

Our approach to resolving issues:

In all cases we ask that if you feel comfortable doing so, you first try to resolve the issue by speaking to someone about it.

Ideally the person you speak too, should be the person concerned, if not that person, then someone you believe to be their supervisor or another person in authority.

If you are uncomfortable raising the issue in person then we ask that you answer six simple questions for us, but we will need enough information to take action on your behalf:

| | |
|-----------------|---|
| Question | What information we would like to know. |
| Who | Who is the person you have the issue with? Their name is best if you have it or how you came into contact with them, i.e., receptionist, person you spoke with over the phone e.tc. |
| What | What was it that raised your concerns? i.e., inappropriate behaviour, a decision you believe wasn't fair, an instruction you believe was unsafe, etc.. |
| When | What was the date and/or course you were attending when the issue arose? |

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| | |
| Where | Where did the issue occur? Tell us as much about the place where the issue occurred as you can. |
| Why | Tell us why you believe the issue occurred i.e., misunderstanding during training, insufficient instructions provided, lack of sensibility to diversity, etc. |
| How | How would you like the issue resolved? What would be your preferred outcome? |

How to lodge your complaint or appeal.

You can answer these questions by any means you prefer, telephone, email, text, letter or note or ask us for a form.

Acknowledgement: We have a regulatory obligation to acknowledge your complaint or appeal in writing so we will need enough personal information about you to do so, we will need your name and either a postal address or email address.

Natural Justice and Procedural Fairness:

Put simply, this means there are two views to every situation: yours and the other persons. So, we will afford all parties concerned an opportunity to give their view of the issue before any decisions are made.

Timeframes: We are required to finalise complaints and appeals as soon as practicable (as quickly as reasonably possible). Where we can resolve the issue at the time we will. If we can't resolve the issue at the time, we will finalise it within five working days of you advising us.

If we think that the issue might take longer than 60 calendar days to process and finalise, we will write and tell you so and the reason why, we will also give you regular updates on the progress of the matter.

What if we are unable to resolve the issue?

If we are unable to resolve the issue, and you ask us to, we will have an appropriate independent third party provide a review at no cost to you.

Your privacy is ensured:

We will take appropriate measures to ensure your personal details and the details of your complaint or appeal are kept secure.

Who else can you lodge a complaint with?

If you are not satisfied with the outcome of your complaint or appeal, or feel that you want take the issue to an external authority you can contact the following:

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Training Accreditation Council

PO Box 1766

OSBORNE PARK WA 6916

Telephone: (08) 9441 1910

Email: tac@des.wa.gov.au

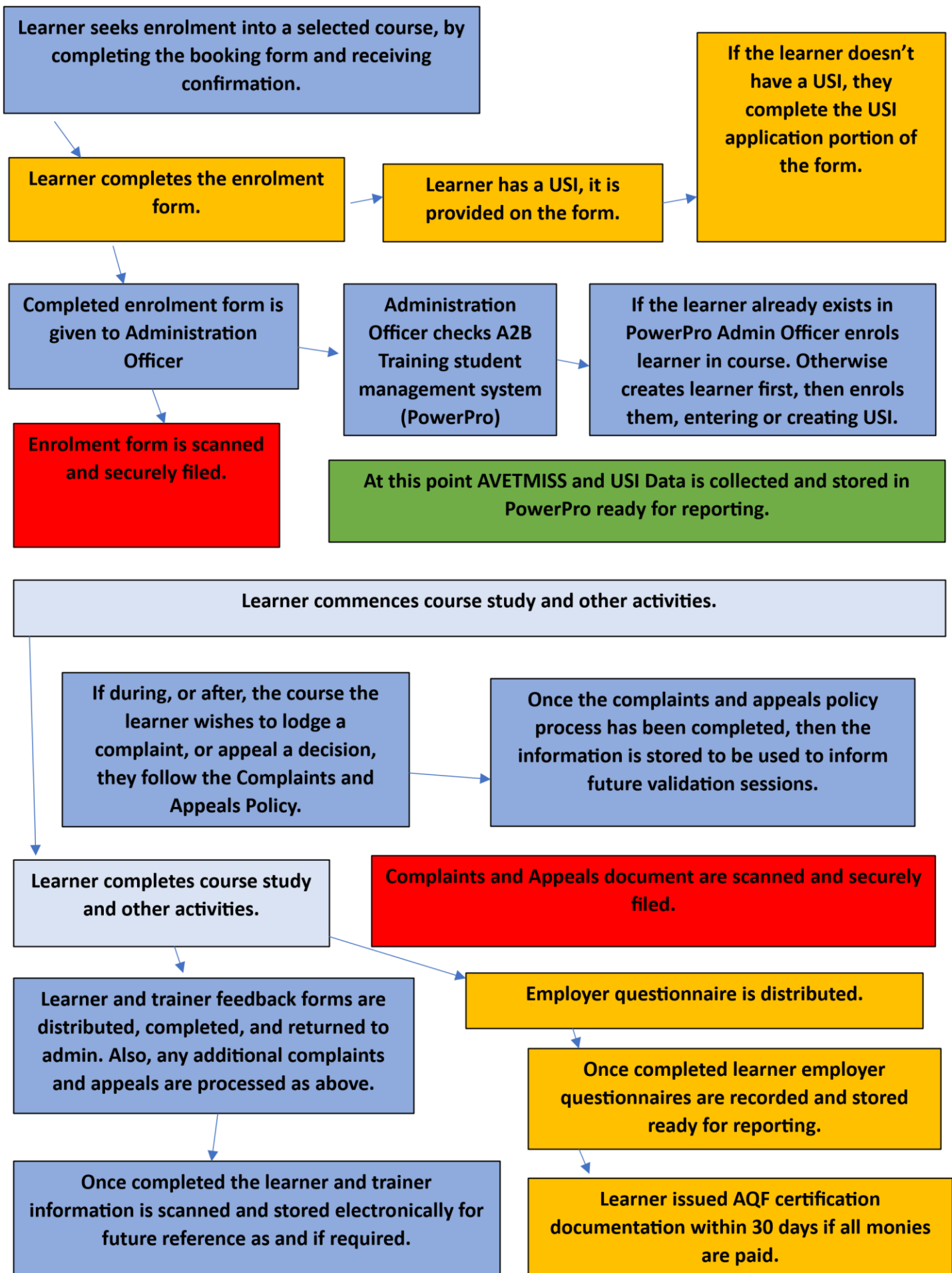
OR You can register a complaint with the National Training Complaints Hotline by:

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.

Email: skilling@education.gov.au

The National Training Complaints Hotline uses the services of the Translating and Interpreting Service and National Relay Service.

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