

# THE MANAGEMENT EDGE

Registered Training Organisation #3927 CRICOS #03210K - ACN 006 569 517 ABN 49 006 569 517

This leaflet informs you about:

- Who we are
- How we select students
- Language, literacy and numeracy
- Course delivery and assessment
- Recognition of Prior Learning
- Mutual recognition
- Fee and Refunds policy
- Certificates
- Privacy and records
- Student support
- Bullying and harassment
- Grievances, complaints and appeals
- Feedback processes
- Obligations of TME and you as the learner

## Welcome

Thank you for your interest in a training program with The Management Edge (TME). We are committed to working with you to achieve your learning and assessment goals, and to providing you with high quality training services.

When you become an enrolled student you have rights but you also have obligations in your training and assessment. This leaflet provides you with information about our standards, policies and procedures, and your obligations as an enrolled student with TME. Please take the time to read this leaflet **BEFORE** making a final commitment to apply for a training program with us.

When we receive your completed Application for Enrolment, we will assess your eligibility for Government subsidised training. This means you are obliged to tell us about any matter which may affect your eligibility, including previous qualifications, age, eligibility for concessions, etc.

## Who are we?

The Management Edge is a Registered Training Organisation (RTO) specialising in high quality training and assessment services under a variety of national training plans. We sometimes work with various specialist Training Partners and Contractors to deliver the best outcomes for our students, but in all cases we as the RTO are responsible for the proper delivery of training according to Government regulations, and we will be issuing a nationally recognised certificate when you successfully complete your course.

Publicly available information about TME is available on the Government website [www.training.gov.au](http://www.training.gov.au) Enter our RTO code (3927) and our registration details and approved scope are available for scrutiny.

### How can I contact TME?

**The Management Edge Head Office**

**Level 1, 33 Heatherdale Road Ringwood VIC 3134**

[www.tme.edu.au](http://www.tme.edu.au)

**P: 03 9874 0812**

**F: 03 9874 1198**

[admin@tme.edu.au](mailto:admin@tme.edu.au)

## Selection of Students

We select students based on our assessment of their capacity to undertake the requirements of the course or training program. Much of our work is carried out in conjunction with Employers, and we work with them and their employees to plan Training Programs which will achieve beneficial outcomes for both employees and employers. In some qualifications there is need for a significant degree of prior knowledge and experience, which we will expect applicants to demonstrate if they wish to enrol in these courses.

## Pre-Training Review

Prior to your formal enrolment in a training program, TME will conduct a Pre-Training Review, where the Enrolling Officer will;

- Discuss your career aspirations and motivations,
- Ascertain the most suitable qualification for you to enrol in, based on your existing educational attainment, capabilities, aspirations and interests, and considering the likely job outcomes from the development of new competencies and skills
- Identify any competencies previously acquired by you through a Credit Transfer application or refer you to a Recognition of Prior Learning process
- Conduct a Language, Literacy and Numeracy assessment (see below)
- Discuss with you the learning strategies and materials used in the course to check they are suitable for you.

## Language, Literacy and Numeracy (LLN)

All our applicants are required to undertake a LLN assessment at enrolment. This is to ensure we can assist you if necessary with sufficient support to achieve your qualifications, in line with the requirements of the training package and the needs of the workplace. If you feel you will need additional support, please bring this to our attention so we can be sure we are in a position to be able to provide it.

**Student Support**

TME staff can give you guidance if you are having difficulties related to your studies. If further support is required we will, where possible, assist you to access this to enable you to complete your studies.

**Fees Policy**

TME charges fees for training. In some cases your employer will be paying the fees, but in other cases (if you are an individual trainee) you will be responsible for the fees for your course. Our indicative fees are available on our website.

Prior to commencing your training, we are obliged to provide you (and your employer, if relevant) with a Statement of Fees, which is an itemised list of all fees and materials for your course. If you are planning to enrol in a course at Certificate IV level and below, and you hold a current and valid Concession Card (i.e. a Commonwealth Health Card, a Pensioner Concession Card, a Veteran’s Gold Card or similar), we may be able to charge you fees at a concessional rate.

Please be aware that there are limits on the number of Government subsidised courses you can commence or undertake in any one year. Further, in cases where your fees are subsidised by a State or Commonwealth Government under State Training Subsidies, enrolling in this course may affect your future training options and eligibility for further government subsidies. Please ask the Enrolling Officer or contact the office to enquire further about this if necessary.

TME raises invoices for individual students at the completion of the enrolment process. Our policy is to accept payment of no more than \$1,000 from each individual student prior to the commencement of the course. Following course commencement, we may require payment of additional fees in advance from the student, but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500. Payment for course fees is due within 14 days of invoice. Students may approach TME if they have circumstances that warrant an alternative payment structure being agreed. If your employer is responsible for payment, the payment method, which is stated in agreement between TME and your employer, may be different from above.

**Fees Protection**

Because our maximum amount of fees to be paid in advance is less than \$1,500, we fall below the threshold identified in clause 7.3 of the Standards for RTOs (2015) and hence do not require any specific Fee Protection mechanism as outlined in Schedule 6 of the Standards.

**Fees Refund Policy**

We will treat all students fairly and equitably in relation to refunding fees paid in advance.

1. No fees will be invoiced earlier than two months in advance of scheduled course commencement.
2. The Management Edge will refund all payments made by a student if the course is cancelled prior to commencement, or course commencement is postponed by more than two months, unless alternative arrangements are made that are acceptable to the student.
3. In the event that TME ceases to operate as an RTO, any fees received in advance for training yet to be conducted will be refunded in full. This may mean a pro-rata refund to the student. TME will provide a Statement of Attainment for any units of competency completed.
4. Refunds (less a \$50 administration fee in each case) are payable at the below rates to students who request to withdraw from a course;

Time Frame in relation to Course Commencement Date (CCD)	Percent Refund
At least two weeks before scheduled CCD	100%
Between one and two weeks before CCD	75%
Within one week of CCD	50%
Within 4 weeks after CCD	25%
Later than 4 weeks after CCD	zero

5. If a student is in a situation where they need to apply for withdrawal or deferral from their course(s) of study, they must do so in writing using the form available from the TME Admin Office.
6. Students may be given special consideration while applying for a refund if they can prove personal circumstances beyond student control. Such applications must be directed to The RTO Manager and be supported by evidence.

**Employer sponsored courses and traineeships:**

TME agrees a Training Program on a case-by-case basis with employers who engage our services to provide work-place training delivery. Unless otherwise stated in this agreement, TME charges employers in arrears for training delivery. If a trainee leaves the course a pro-rata charge is made. Any outstanding fees for training completed up to that point in time are due and payable by the employer.

**Government Subsidies**

Some students may be eligible for Federal and State fee subsidies. This will be discussed with you and assessed at the time of your enrolment. If any subsidies apply, please note they are provided with the generous support of the Commonwealth and Victorian Governments. Further, note that access to Government Funding for some courses may make you ineligible for future courses in later years.

**Course Delivery**

We are happy to offer training and assessment in flexible ways including:

- on the job, in your workplace
- at appropriate training venues (including off the job in your workplace),
- on-line and via distance learning, and
- a mixture of all the above.

If you have specific needs, please contact us to discuss the options. Please refer to your Course Information Sheet for more information or ask our representative.

**Course Duration**

The time taken to complete a qualification can vary, depending on the course requirements and your skills and capacities. To gain a Qualification or Statement of Attainment you must be assessed as competent in the course or unit of competency. We produce a Course Information Sheet for most of the qualifications on our scope – this contains more specific details about course duration, time commitment, assessment processes, etc. Please make sure you access and read a copy of this CIS to make sure you understand as much as possible about the course to help you decide if it is best for you.

**Participation**

All students must meet their attendance obligations, as set out in their training plans. If you find you are unable or unlikely to be able to do so, you must discuss this with your Trainer/Teacher and employer (if applicable), as soon as possible. Failure to attend classes on a regular basis without acceptable evidence of incapacity may result in not meeting the assessment requirements for a course or unit of study. In some circumstances, if you have not satisfied the assessment requirements and wish to satisfactorily complete the unit, you will be required to re-enroll.

**Guarantee to complete training**

TME guarantees that once you commence the course and have paid any required fees, and providing you progress according to the Training Plan, and satisfactorily pass course assessments, attendance and evidence requirements, you will be able to complete your course within the time frame specified in the Training Plan.

**Assessment Information for Students**

As a student you have a right to know:

- what assessment standards will be applied to the course/unit you are undertaking,
- what assessment process you will be asked to meet,
- what you are required to do, and
- what happens when the activity is completed

**Assessment Standards**

Most accredited courses contain standards and evidence requirements which need to be met to enable a Registered Training Organisation (RTO) to deem a student competent.

**Assessment Process**

When RTOs develop assessment criteria they must meet four principles – they must be;

1. Fair
  - The individual learner's needs are considered in the assessment process.
  - Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.
  - The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.
2. Flexible
  - Assessment is flexible to the individual learner by:
    - i. reflecting the learner's needs;
    - ii. recognising competencies held by the Learner no matter how or where they have been acquired; and
    - iii. drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
3. Valid
  - Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.
  - Validity requires that:
    - i. Assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;
    - ii. assessment of knowledge and skills is integrated with their practical application;
    - iii. assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations
    - iv. judgement of competence is based on evidence of learner performance that is aligned to the unit(s) of competency and associated assessment requirements.
4. Reliable
  - Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Similarly, when an assessor reviews the evidence submitted by a student, they must satisfy themselves that the evidence presented is;

1. **Valid** - The assessor must be assured that the learner has the skills, knowledge and attributes as described in the unit of competency and associated assessment requirements.
2. **Sufficient** - The assessor must be assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
3. **Current** - The assessor must be assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.
4. **Authentic** - The assessor must be assured that the evidence presented for assessment is the learner's own work.

Evidence that TME will use to determine if a student is competent includes the following;

- **Questions** – written, verbal, activity sheets, multiple choice, essays – Questions, whether verbal, written or in multiple choice format, indicate the learner can understand the theory behind the assessment. It provides the trainer or assessor an opportunity to get specific about the learner's knowledge and helps them to assess their skills directly. Ideally the assessment process could include a combination of multiple choice, short answers, essays and other questioning techniques. The trainer may be able to ask verbal questions also and this is particularly relevant to international learners, learners with reading difficulties or other learning difficulties. Questioning techniques provide a distinct opportunity to assess the learner as the trainer can incorporate simple Yes/No questions, multiple choice and short answer questions to fully gauge and understand what the learner knows and what they need to study further.
- **Projects** – This involves the learner completing work-based or other projects that relate to the assessment process and can be submitted in support of their assessment.
- **Structured activities** such as simulations or demonstrations - This evidence supports the learner's ability to perform the tasks or duties required as part of their actual job or may be required as direct evidence of competence. For example, it is necessary to actually observe a driver in their car to know they can drive – theory alone is not enough. Simulations and demonstrations give a clear indication on whether or not the learner can perform the required task. A simulation is often the most cost effective method to assess a learner in particular when it can be quite costly if they make a mistake. A good example of this is for pilot training
- **Direct observation** by the trainer or assessor - The trainer or assessor can actually watch the learner and verify they can complete the required tasks. An observation checklist should be used to ensure the trainer or assessor captures all the required information and so that the trainer can justify that the learner has completed the tasks to the standards required.
- **Historical evidence** indicating previous work history, previous learning and general experience - This evidence is useful and can be presented as written references from paid or voluntary employment, hobbies, general interest, reading, associations and other evidence that supports the above.
- **Third party reports** - This can be from supervisors, managers, the organisation the learner works for, or other reports to support the evidence required. A third party report can include references, newspaper articles or other information that is considered beneficial to the learner and can support their claim for assessment.
- **Portfolios of evidence** – This assessment method requires the learner to provide samples of their work, which includes specific evidence relating to prior qualifications, or various other supporting documents to include as a portfolio of the evidence. This can also include learner workbooks or projects based on work related issues. A portfolio can also include photographic evidence of work completed, musical samples, swatches, paintings, materials and other evidence that indicates the learner has completed the task required and what media they used to complete it, for example.
- **Informal Assessment** - Your assessment mark may also take into account class participation and attitude towards trainers, fellow students and work.

#### Resources available

Before the commencement of each unit, you will be provided with:

- A Learner Guide, which provides the key reference material for the course.
- A Learner Workbook or Assessment Documents which contains the questions you will be required to answer plus the project work required. You will be required to complete this Learner Workbook or the individual assessments and hand it in to your assessor by the time specified
- You may also be provided with links to YouTube for interesting video material, and to the internet for other useful articles and text books.

#### Allowable interaction and plagiarism

You are permitted to ask questions of your trainer and receive help where you need support. Unless otherwise specified by the trainer or the instructions for each assessment activity, you are also permitted to work in groups with other students, provided you declare that you have worked in groups.

Discussing assignments and case studies with other students is encouraged, as it can help enhance understanding and generate ideas, however, students must write work in their own words from their own perspective. **All student work must be original.** Do not lend your work to another student. If you do lend your work to another student and they copy your work, you will both fail the assessment task.

In all cases you are responsible for ensuring the work submitted is your own work.

It is illegal to reproduce other people's work without their permission; this includes literary, dramatic, musical, artistic, electronic, software and certain other intellectual works. This means that copying directly from books or other materials, without properly referencing the source constitutes plagiarism. It is easy for a trainer to determine if the work did not originate from the student. Students caught plagiarising other people's work will immediately fail the assignment.

You are permitted to conduct research, through the internet or other resources, but you must not directly copy work of others. If you use a source in your work, you must state the origin of the source of reference.

During the term of enrolment students may be issued with resources to aid them in their studies. These resources remain the property of The Management Edge.

#### **What happens after you submit your assessment tasks?**

Your trainer or assessor will examine your work and decide whether it meets the criteria of valid, authentic, current and sufficient. If it meets the criteria the work will be marked "satisfactory".

As the assessment process for each unit is likely to comprise more than one format, when the trainer or assessor is satisfied that all your submitted work has been 'satisfactory', they will make a judgement that you are "competent" in that unit, and another unit will be issued.

If you are deemed "Not Yet Competent" (NYC) and have completed at least 80% of the attendance and assessment requirements for the unit, you are eligible for one re-assessment at no cost to you.

You have the right to appeal if you believe you have been unfairly assessed – the process is the same as listed under grievance procedures in our Student Information Sheet or in the Course Handbook

#### **Reassessment Procedure**

Where a student is eligible for reassessment an Application for Reassessment form available from Administration must be filled in no more than seven days after the relevant results become available. The trainer/assessor will notify the student of reassessment details. It is the student's responsibility to meet required conditions and times.

#### **Assessment Appeals Process**

All students have the right to appeal any assessment decision made by The Management Edge if they:

- Believe that the assessment is invalid and/or
- Feel that the process was invalid, inappropriate or unfair.

Before making an appeal, it is recommended that students firstly discuss the matter with their trainer at a mutually agreed time. If still dissatisfied, students should speak with the RTO Manager.

If still not satisfied, you are entitled to lodge a formal Assessment Appeal form, available from administration, within seven days of the results being released. The appeal process will be explained to you at that time.

If no satisfactory solution is reached you can appeal to the Australian Skills Quality Authority (ASQA) on 1300 701 801.

Every student has the right to have a support person be involved at all times during the appeal process.

#### **Recognition of Prior Learning**

Recognition of Prior Learning (RPL) is about recognising skills and knowledge obtained through prior formal training, work experience or life experience, which may demonstrate that you can satisfy some or all of the requirements of a particular unit of competency. The main focus of RPL is the competencies developed through those experiences, not how, when or where the learning occurred. If you believe that this may apply to you, please ask for an application form before your course commences.

#### **Mutual Recognition**

TME recognises relevant national qualifications and Statements of Attainment gained from any other RTOs, including TAFE. If you have a qualification or Statement of Attainment related to the course you are doing with us, please submit the original certificate(s) to obtain recognition.

#### **Certificates**

On the successful completion of your training and payment of all associated fees, we will issue you with a Qualification Certificate (testamur), Statement of Attainment or Certificate of Attendance, depending on the training you have completed. Where units of competency are involved, the certificate will list the competencies.

Please keep your certificate in a safe place. Remember to use photocopies to accompany your resumes. If you misplace your original certificate, we charge a replacement fee to provide a reprint.

#### **Record-Keeping**

We will keep records of your participation with TME in secure, confidential storage, including copies of the qualifications you have obtained. We will maintain your privacy in line with legislation. You are able to access your records by making a request in writing to the Director.

**Contact between Trainer/Assessor and Trainee**

Our trainers will keep in regular contact with you (and if you are an employer-sponsored student, your employer) throughout the course. In addition, our Admin staff may send you some material to support your learning from time to time. In general, our contact with you starts at the initial sign up and explanation of the Program and Process, includes the issue of material and/ or resources, any face to face classroom or on site/workplace training, any discussion on RPL/RCC/Mutual Recognition and any assessment of competency

**Equipment and Resources**

We will provide you with the necessary learning resources to meet your training and learning needs. In case of workplace-based delivery, we expect that your employer will make available and necessary equipment and facilities. Please contact your trainer or assessor if you would like to discuss any special needs you may have, for example if you have a disability. We will treat any requests for special consideration fairly and in confidence.

**Your obligations**

As an enrolled trainee, you are expected to;

- Attend all training, contribute to, and participate in, training and be punctual
- Arrive at training with all prescribed materials and equipment
- Be well informed about the requirements of the course that is being undertaken
- Comply with all Work Health & Safety requirements
- Comply with TME policies and procedures
- Discuss with staff any problems that may be encountered
- Notify TME if any of your personal details (including address) change
- Notify your Trainer if you are going to be absent from training
- Respect the rights and welfare of TME staff and students
- Submit work, which is wholly your own, within the time frames negotiated
- Take an active role in planning and pursuing your studies

**Grievances, Complaints and Appeals**

TME's policy is to deal with grievances, complaints or appeals in a timely, effective and professional manner. All students have the right to make a complaint, air a grievance or appeal any decisions (including assessment decisions) and to be treated fairly in the process. This grievance must be lodged with us within 20 business days of the event occurring. If we receive complaints, grievances or appeals we will use informal processes to resolve issues where possible, but we also have formal procedures to deal with any complaints or grievances if informal processes are not effective.

If you are unhappy with any part of your training program, including assessment, please discuss your concerns with your training representative, or your employer. If you are not comfortable with a personal approach, or the matter remains unresolved, please complete a Grievance Form, available from TME Head Office. You may prefer someone to phone us on your behalf to get a form, or discuss the issue. If you wish to proceed with a formal appeal, we will appoint an independent person/s to review your concerns, hear your case and will present their findings to you in writing including reasons for their decision. If an independent mediator is necessary we will utilise the services of the Australian Council for Private Education and Training (ACPET).

**Student Disciplinary Procedures**

TME is committed to ensuring a fair, safe and constructive learning environment and will use defined procedures in the event of any disciplinary issue. Where we suspect that any actions of the student are unlawful, we may contact external agencies such as the police and/or the employer.

Student disciplinary procedures will be implemented in the event of a student committing serious misconduct including, but not necessarily limited to:

- deliberate destruction of property (you will be liable for all costs associated with the repairs.)
- plagiarism, collusion or cheating
- using abusive or indecent language or actions
- taking, possessing, or being affected by, alcohol or illegal substances
- any harassing or bullying behaviour towards other learners or staff
- constant non-attendance, and/or
- constant disruptive activities within the classroom or other activities

You are entitled to representation or support at any stage in the disciplinary process. In summary our process is:

- student spoken to by trainer/assessor, issue investigated and attempt to resolve the matter
- if a resolution is not reached, a written request to comply will be issued
- if the matter is still not resolved the student will be interviewed by the RTO Manager or Director TME, and
- if the matter is still not resolved the student will be dismissed from the training program, course, or activity.

We may immediately terminate the enrolment of any student involved in a serious, deliberate breach of our standards or any act of gross misconduct. In the event of dismissal, any refund of monies paid to TME will be negotiated with the person funding the training.



### Access and Equity

TME is committed to providing an accessible and fair learning environment. This is about making sure that people are not discriminated against or harassed on the basis of their sex, race, age, disability, sexuality, marital status or pregnancy. Equal Opportunity legislation ensures that people are treated fairly. When you become an enrolled student of TME, you also have an obligation under legislation to treat others fairly in this way.

If you have a disability that you feel may affect your learning program, please feel free to discuss this with us. We can arrange an interview so that your needs can be assessed and, resources, specialised equipment or additional personnel can be negotiated. We will treat such information in confidence and we will endeavour to provide the required support within our resources.

### Medication

It is important that we know of any medications or medical restrictions that would put you, or others, at risk while training. We ask you to notify the relevant staff members. We will treat such information in confidence.

### Bullying and Sexual Harassment

Under legislation, you are required to ensure you do not bully or harass fellow students, trainers and assessors and any other person in connection with your training. This includes sexual harassment, which is unlawful. Sexual harassment is about any unwelcomed behaviour of a sexual nature and can include sexual gestures, offensive remarks or physical contact.

We expect high standards from our students and an environment free from harassment or bullying. Any breaches of this code will be treated very seriously.

If you feel you have been bullied or harassed please speak with your TME representative and we will deal with the issue promptly and in confidence in line with our policies and procedures. If you cannot speak with our representative please complete the grievance form and forward as detailed.

### Victorian Government VET Student Enrolment Privacy Notice

***This Notice is a copy of the Privacy Statement on the back of the Application for Enrolment. It is reproduced here for your permanent reference.***

The Victorian Government, through the Department of Education and Training (the Department), develops, monitors and funds vocational education and training (VET) in Victoria. The Victorian Government is committed to ensuring that Victorians have access to appropriate and relevant VET services. Any personal information collected by the Department for VET purposes is protected in accordance with the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic).

- **Collection of your data** The Management Edge (TME) is required to provide the Department with student and training activity data. This includes personal information collected in the TME enrolment form and unique identifiers such as the Victorian Student Number (VSN) and the Commonwealth's Unique Student Identifier (USI).

TME provides data to the Department in accordance with the Victorian VET Student Statistical Collection Guidelines, available at: <http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx>

- **Use of your data** The Department uses student and training data, including personal information, for a range of VET purposes including administration, monitoring and planning.

A student's USI may be used for specific VET purposes including the verification of student data provided by TME; the administration and audit of VET providers and programs; education-related policy and research purposes; and to assist in determining eligibility for training subsidies.

- **Disclosure of your data** As necessary and where lawful, the Department may disclose VET data, including personal information, to its contractors, other government agencies, professional bodies and/or other organisations for VET-related purposes. In particular, this includes disclosure of VET student and training data to the Commonwealth and the National Centre for Vocational Education Research (NCVER).

- **Legal and Regulatory** The Department's collection and handling of enrolment data and VSNs is authorised under the *Education and Training Reform Act 2006* (Vic). The Department is also authorised to collect and handle USIs in accordance with the *Student Identifiers Act 2014* (Cth) and the *Student Identifiers Regulation 2014* (Cth).

- **Survey participation** You may be contacted to participate in a survey conducted by NCVER or a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria.

Please note you may opt out of the NCVER survey at the time of being contacted.

- **Consequences of not providing your information** Failure to provide your personal information may mean that it is not possible for you to enrol in VET and/or to obtain a Victorian Government VET subsidy.

- **Access, correction and complaints** You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached.

For further information, please contact TME's RTO Manager in the first instance by phone (03) 9874 0812 or email [admin@tme.edu.au](mailto:admin@tme.edu.au).

- **Further information** For further information about;
  - the way the Department collects and handles personal information, including access, correction and complaints, go to: <http://www.education.vic.gov.au/Pages/privacypolicy.aspx>
  - Unique Student Identifiers, including access, correction and complaints, go to: <http://www.usi.gov.au/Students/Pages/student-privacy.aspx>

**The following statements are a copy of what you have committed to in your enrolment application;**

I declare that the information provided to TME in this application for study is to the best of my knowledge true correct and complete at the time of my enrolment/application. I acknowledge that providing any false information and/or failing to disclose any information relevant to my application for enrolment and/or failure to complete an application/enrolment form may result in the withdrawal of any offer, particularly as it relates to my eligibility to obtain an offer for government subsidised training, and/or cancellation of enrolment at the discretion of TME. I understand that it is my responsibility to provide all relevant and required documentation. I authorise TME to check all available records to confirm that information provided is correct, particularly information pertaining to my eligibility for the *Skills First* Program.

I acknowledge that I have received TME's *Student Information Sheet* which contains information about my rights and obligations under a training program. Further, I undertake to; (Please **TICK** all relevant boxes.)

- Work towards achieving the qualification described above in the most appropriate timeframe;
- Undertake any training and assessment required in accordance with the Training Plan;
- Allow photographic evidence of my activities in support of training and assessment to be taken and to be used by TME for general publicity purposes;
- Comply with the requirements of the Training Plan signed by me, my employer (if necessary) and TME;
- I acknowledge that I have read and been provided with a copy of the Victorian Government's VET Student Enrolment Privacy Notice and Student Declaration.
- I acknowledge that I have been provided with a Statement of Fees prior to signing this Enrolment Application
- I acknowledge that the Enrolling Officer and I have conducted a pre-training review, and that I am comfortable with the proposed learning strategies
- I understand that I may receive a National Centre for Vocational Education Research (NCVER) student survey

### Feedback

As TME has the prime responsibility for the delivery of training, assessment and issuing the qualification, it is extremely useful to receive feedback. Evaluation Forms will be forwarded to you both during and upon the completion of your training. Your thoughts and advice will be greatly valued and will be entirely private and confidential. If you wish to give feedback at any stage, please feel free to contact us.

As a Registered Training Organisation, TME may also be audited from time to time by various State or Federal Government accrediting bodies. This may involve them in informal discussions with students to assess our conduct and performance. Please feel free to offer candid feedback if they do contact you.

There is also a possibility that you will receive a survey from the National Centre for Vocational Education Research (NCVER), and/or an invitation to participate in a Department of Education and Early Childhood Development endorsed project.