

THE MANAGEMENT EDGE

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

This leaflet informs you about:

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- How we select students
- Language, literacy and numeracy
- Course delivery and assessment
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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.

Who are we?

TME 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. Enter our RTO code (3927) and our registration details and approved scope are available for scrutiny.

How can I contact TME?

The Management Edge

- NSW Office: 127-141 Station St (Penrith Paceway) Penrith NSW 2750
- VIC Office: Level 1, 33 Heatherdale Rd Ringwood VIC 3134

enquiries@tme.edu.au

P: 1800 TME TME

nswadmin@tme.edu.au

02 4722 5927

admin@tme.edu.au

03 9874 0182

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.

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.

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-enrol.

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 fees are available on our website.

Prior to your enrolment, 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. We cannot complete your Enrolment until you have received and accepted the fees quoted. If 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.

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 Charges

Smart & Skilled Program	Tuition Fee	Material Fee
Traineeship (New Entrant)	\$1000 per qualification (fee will be reduced if there is any CT/RPL recognised)	\$0.00
Targeted Priorities Prevocational & Part Qualifications	\$0.00	\$0.00

Fees might be payable by the students or employers.

Please refer to our standard fee and charges at www.tme.edu.au for other training program.

Fees Refund Policy

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

- No fees will be invoiced earlier than two months in advance of scheduled course commencement.
- TME 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.
- 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.
- 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

- If a student is in a situation where they need to apply for withdrawal, they must do so in writing using the form available from the TME Admin Office.
- 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.

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.

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.

Skills Assessment

Skills assessment is about collecting evidence and making judgements to confirm that you have the skills or competencies to perform to the standard required in the workplace. Skills assessments may be carried out both before you begin, during and at the end of the course. We will be as flexible as possible in our assessment within the course guidelines and will give you feedback on your progress.

If you are deemed Not Yet Competent (NYC) and have completed at least 80% of the attendance 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.

Recognition of Prior Learning or Credit Transfer

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. The course fee will be adjusted after RPL/ CT has been granted.

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.

Deferral or Withdrawal from training

If for any reason you wish to defer/withdraw your involvement in training and assessment, please discuss this with your trainer as a first step. Your trainer may refer you to another appropriate staff member to discuss any support requirements or to the Customer Protection Officer if you have a compliant or grievance. In all instances we will endeavour to implement processes that will support you to continue with your training.

If you do decide to defer, you can only do so for a maximum of 12 months. After this time you will not be entitled to continue with your course.

If you decide to withdraw from a course, then the following applies:

- You should give formal notice, preferably in writing, of the date and reasons for your withdrawal
- You will be refunded any outstanding fees in line with the Fee and Refund Policy
- You will be issued any Statement of Attainment for units assessed as competent within 21 days of notice of discontinuation
- Your training plan will be updated and you will be given a copy
- You will be given the results of any assessments

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.

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.

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
- 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

If there is deliberate destruction of our property you will be liable for all costs associated with repairs. 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.

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 Industry endorsed project.

Customer Protection Policy

TME is aware of its obligations to provide consumer protection for all students as designated in the Competition and Consumer Act 2010, the NSW Fair Trading Act 1987, the NVR Standards for RTO's 2015 and the Smart and Skilled Consumer Protection Policy. To ensure our customers are fully protected and are aware of their rights and of avenues of complaint we have developed a Customer Protection Strategy as listed below.

TME is committed to ethical marketing practices; we will not undertake marketing that is misleading, deceptive or of unconscionable conduct and will take extra care when marketing to vulnerable consumers who may be less able to understand what they are signing up for.

We understand that Australian Consumer Law (ACL) applies to the following services all education and training services, including:

- advertising, marketing and promotion
- soliciting and taking enrolments
- training delivery
- student assessment
- handling of complaints by training providers
- requests to cancel a student's enrolment.

The ACL also applies when these services are provided by third parties on our behalf.

TME has a Customer Protection Policy and Strategy.

For Smart and Skilled students the following procedures are additional to the points included in our Customer Protection Strategy:

- We will not offer inducements of any kind, either directly or through marketing agents, to encourage student enrolment.
- Any complaint or grievance will be actioned as part of our commitment to Continuous Improvement. On notification of a complaint or grievance procedures will be followed as per the Complaint and Grievance Policy.
- The complaint officer will be the designated Customer Protection Officer. Their role will be to handle all complaints and grievances and to ensure compliance with Consumer Protection legislative and Funding Body contractual compliance.
- The contact details of the Customer Protection Officer are below
- A link to the Smart and Skilled Consumer Protection Strategy will be included in Student Information available on our website.
- Every attempt will be made to resolve any student complaints using the Complaints and Appeals Policy.
- If after following the Complaints and Appeals Process, a student feels matters are unresolved to their satisfaction and wish to inform a third party, they will be provided with contact details for NSW Department of Education and Communities Consumer Protection Unit for Students.
- Students will sign to confirm they have received Consumer Protection Information. This will be included in the Declaration made by students when completing the Proof of Eligibility Checklist on enrolment.

Contact details for the Customer Protection Officer as follows:

Lyndell Clarke, Complaints Officer

Email: Lyndellc@tme.edu.au

Contact Number: (02) 4722 5927

If you wish to find out more information about Customer Protection you can go to <https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>

Or if you have a complaint or enquiry about any service to do with Smart and Skilled you can email: enquiries@smartandskilled.nsw.gov.au, or telephone: 1300 772 104

USI Privacy Notice

If you do not already have a Unique Student Identifier (USI) and you want us to apply for a USI to the Student Identifiers Registrar (Registrar) on your behalf, TME will provide to the Registrar the following items of personal information about you:

- your name, including first or given name(s), middle name(s) and surname or family name as they appear in an identification document;
- your date of birth, as it appears, if shown, in the chosen document of identity;
- your city or town of birth;
- your country of birth;
- your gender; and
- your contact details.

When we apply for a USI on your behalf the Registrar will verify your identity. The Registrar will do so through the Document Verification Service (DVS) managed by the Attorney-General's Department which is built into the USI online application process if you have documents such as a Medicare card, birth certificate, driver licence, Australian passport, citizenship document, certificate of registration by descent, ImmiCard or Australian entry visa.

If you do not have a document suitable for the DVS and we are authorised to do so by the Registrar we may be able to verify your identity by other means. If you do not have any of the identity documents mentioned above, and we are not authorised by the Registrar to verify your identity by other means, we cannot apply for a USI on your behalf and you should contact the Student Identifiers Registrar.

In accordance with section 11 of the Student Identifiers Act 2014 Cth (SI Act), we will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

The personal information about you that we provide to the Registrar, including your identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The collection use and disclosure of your USI are protected by the SI Act.

If you ask TME to make an application for a student identifier on your behalf, TME will have to declare that we have complied with certain terms and conditions to be able to access the online student identifier portal and submit this application, including a declaration that we have given you the following privacy notice:

You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI:

is collected by the Registrar for the purposes of:

- applying for, verifying and giving a USI;
- resolving problems with a USI; and
- creating authenticated vocational education and training (VET) transcripts;

may be disclosed to:

- Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
- the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
- education related policy and research purposes; and
- to assist in determining eligibility for training subsidies;
- VET Regulators to enable them to perform their VET regulatory functions;
- VET Admission Bodies for the purposes of administering VET and VET programs;
- current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
- schools for the purposes of delivering VET courses to the individual and reporting on these courses;
- the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
- researchers for education and training related research purposes;
- any other person or agency that may be authorised or required by law to access the information;
- any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- will not otherwise be disclosed without your consent unless authorised or required by or under law.

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy (<http://www.usi.gov.au/Pages/privacy-policy.aspx>) or by contacting the Registrar on the Skilling Australia Information line – 13 38 73, or email the USI Office at: usi@industry.gov.au. The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs; and
- a failure by TME to destroy personal information collected by you only for the purpose of applying for a USI on your behalf.