

# Participant Handbook

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## Welcome

Thank you for choosing TCP Training (TCP) to assist you in achieving your learning goals.

TCP is a Registered Training Organisation (RTO) 91118 that delivers nationally recognised Vocational Education and Training (VET) and skills courses. As an RTO, TCP must comply with Regulatory requirements for Registered Training Organisations Standards 2015.

To guide you through your study, we have developed this Participant Handbook which sets out a range of processes and procedures. These have been put in place to guarantee consistency and quality. We aim to provide you with the best facilities, trainers and support services to ensure that your learning experience meets and exceeds your expectations.

We hope we have anticipated most of your queries about programs in the pages which follow, but if there is anything more you need to know, please feel free to contact us.

On behalf of the whole team, I wish you an enjoyable and rewarding experience with TCP.

Kind Regards,  
Brendan Garrod  
Director

## About TCP Training

Established in 2003, TCP is a Registered Training Organisation (RTO) with the Australian Skills Quality Authority (ASQA). ASQA is the national regulator for Australia's vocational education and training sector. We specialise in delivery of hospitality, safety and construction courses for individuals and industry.

Our mission is to provide professional training outcomes by industry professionals, to comply with regulatory obligations while commercially preparing students to be job ready.

We offer most of our courses on a daily basis making it easy for you to book a class that's convenient for you.

Our staff and trainers are committed to providing quality training and assessment services. We provide the following training programs:

### Construction Industry

- NSW White Card
- Forklift truck
- Traffic Controller

### First Aid

- First aid
- CPR

### Hospitality Industry

- Bar Skills
- Barista Skills
- Cocktail Skills
- Professional Bartender
- RSA - Provide responsible service of alcohol
- RGS - Provide responsible gambling services (also referred to as responsible conduct of gambling - RCG)
- Food hygiene
- Food Safety Supervisor

### Management Training

- Bullying and harassment
- Conflict resolution
- Equal employment opportunities
- Identifying poor performance
- Electronic communications and social media in the workplace
- Managing the discipline principles
- Duty of care for managers
- Office ergonomics
- Alcohol and other drugs in the workplace

### Health & Safety

- Armed robbery
- Confined space training
- Driver Safety
- Incident investigation
- Injury management
- Hazardous chemicals
- Risk management
- Warden training

***We are here to support our participants through our training programs and to ensure they have an enjoyable learning experience.***

## The Registered Training Organisation Standards 2015

You are about to become a participant in the process that can result in achieving a nationally accredited certificate. These nationally accredited certificates can only be issued by a Registered Training Organisation (RTO).

### Code of Conduct

As a participant in our programs, you have certain rights and responsibilities, as do we have to you.

These rights and responsibilities are covered in detail in the body of the Participant Handbook, but are summarized here for your convenience.

1. Both the Participant and TCP Training have a responsibility to adhere to all relevant legislation.
2. We both have obligations and expectations that all parties will conduct themselves safely in all aspects of their activities, that at no time will the safety and health of any person or property be risked.
3. You have a right to a safe environment; you have an obligation to keep it safe through your conduct and adherence to our stated policies and procedures.
4. We have a right to expect that you apply yourself seriously to undertaking the Course that you have committed to, until you formally tell us that you are withdrawing from the process.
5. Equally so, we have a responsibility to provide you with the very best support, assistance, guiding you to the completion of the course.
6. We have a right to expect that all assessments provided are your own work, not copied, taken or plagiarized from someone else.
7. You have the responsibility to ensure you only submit your own work and not another person's.
8. You have the right to access your own training records.
9. You are required to conduct yourself in a manner which is appropriate for the classroom, being considerate of others learning abilities, religion and cultural beliefs.
10. Any participant whom is intoxicated or under the influence of drugs will be asked to leave the course and will forfeit their course fees.
11. You must ensure that you are not a risk to the health and safety of others in the classroom or office.
12. We have an obligation to always conduct ourselves ethically, responsibly, with courtesy and respect, and to be both morally and socially responsible at all times. We expect the same from our participants. This specifically means that bullying, intimidation, violence of any kind, cyber bullying, offensive behaviour, threatening or aggressive behaviour or speech will not be tolerated, or need to be tolerated by any person whether a staff member or contractor, or a participant in the course requirements.
13. You have a right to receive the services for which you have paid for; we have an obligation to provide them.
14. We have a right, and you have a responsibility to adhere to any course terms and conditions set out at the time of booking a course.
15. You have a right to complain and appeal about anything or any decision we make at TCP Training, be it about you or about how we conduct the program.
16. We have an obligation to ensure that complaints and grievances are dealt with quickly and satisfactorily in accordance with the procedures detailed in this handbook.
17. You have a right to expect us to adhere to the privacy act and the freedom of information act and ensure that information about you is only conveyed to those with legal and legitimate reason for access.
18. We have an obligation to clearly state all fees and charges associated with the course requirements.

## Course Information

Our web site has a comprehensive range of information that will help so that you can make an informed decision concerning the training we provide. This participant handbook contains general information regarding the services we provide. Course specific information is located in a "Course Description" document for each course.

The Course Description for each course can be downloaded from our website, or can be obtained from TCP admin staff.

## Unique Student Identifier

From January 2015 Students in Nationally Recognised Training in Australia will need a Unique Student Identifier (USI) and training providers are not able to issue a Statement of Attainment without a USI on file.

The USI will link students to their training records which are held in the national training database. Students will be able to access their records online, download them and share them with future training organisations electronically. With the student's permission, training organisations will be able to see their students' entire eligibility for government funded training places.

Who needs a USI?

- Students who are enrolling in nationally recognised training
- School students completing nationally recognised training

Once a student creates their USI, they will be able to:

- Provide it to each training organisation they study with
- Give their training organisation permission to view and/or update their USI account
- Give their training organisation access to view their transcript
- View and update their details on their USI account
- View online and download their training records and results in the form of a transcript from 2015
- Control access to their transcript from 2015

## Exemptions to USI

The temporary partial exemption from the USI for short courses delivered on a single day has been extended to 31 December 2016. If you wish to provide your USI no, you may do so. If you do not, your training outcome will not be recorded in the USI account.

## Legislative Requirements

We are subject to a variety of legislation related to training and assessment as well as general business practice. This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

Current legislation is available online at <http://www.legislation.nsw.gov.au>. Other legislation that we must adhere to includes (but not limited to):

- National Vocational Education and Training Regulator Act 2011
- Work Health and Safety Act 2011
- Privacy Act 1998 and Australian Privacy Principles 2014
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Fair Trading Act 1992
- Trade Practices Act 1974

## Harassment and Discrimination Policy

We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and participants feel valued, respected and are treated fairly.

We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and by example, and we will ensure all of our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Participants should be aware of the following definitions:

- **'Bullying'** - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.
- **'Confidentiality'** - refers to information kept in trust and divulged only to those who need to know.
- **'Discrimination'** - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.
- **'Harassment'** - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.
- **'Personnel'** - refers to all employees of TCP Training Pty Ltd.
- **'Racial Harassment'** - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.
- **'Sexual Harassment'** - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.
- **'Victimisation'** - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

## Privacy

We take the privacy of our participants very seriously and we will comply with all legislative requirements. These include the Privacy Act and Australian Privacy Principles (2014).

The below information clarifies what will happen with the personal information we collect. Please take a moment to read about our information practices.

TCP Training collects student information as part of the National VET Regulator Standards for RTO's. We will collect specific information which must be reported as part of the Federal Governments initiative called "AVETMISS" reporting. This data is collected and encrypted prior to submission to protect your privacy. This information must be reported as part of our obligations as an RTO, to the National VET Regulator for statistical purposes.

TCP Training must also submit personal details to regulators for the issuance of certificates. When a student completes a course and the governing authority issues a certificate or card, TCP Training must inform that body of your details. These include: Roads Maritime Services for Traffic Control Cards, SafeWork NSW for White Card and Forklift Licences, Office of Liquor Gaming Racing for RSA & RCG cards.

TCP Training also collects personal information because it helps us deliver a superior level of customer service. Your personal information helps us keep you posted on the latest training products, industry changes and inform you of when your certificate is due to expire. We also collect data for market research purposes (such as target markets) to gain a better understanding of our customers and thus provide more valuable service.

All customers have the option to opt out of TCP Training emails and messages.

"Cookies" will collect anonymous data (which is not personal information) relating to your activity on our websites (including IP addresses).

TCP Training has sister companies and affiliate partners who would like to provide you information about their services. All students have the option to opt out of any marketing information which comes from a third party.

## Guarantee of Training

TCP undertakes that in the event they are unable for any reason to deliver training that has been paid for, they will refund the course fees or make alternative arrangements.

## Booking Terms and Conditions

### Refund, cancellation and transfer

#### TCP Training

- You must arrive 30 minutes before the scheduled start time for registration and ID verification as per the course requirements.
- All courses close for entry 10 minutes after the scheduled start time.
- If you forget your ID, you will not be accepted into the course and you will need to rebook for the training.
- Certificates cannot be issued until all course paperwork requirements have been completed.
- Certificates cannot be issued until all AVETMISS and USI information has been confirmed (where required).
- Cancellation:
  - **More than 48hr** before the course start time = \$20 cancellation fee
  - **Less than 48hr** before the course start time = No Refund
  - **No Attendance** = No Refund
- Rescheduling:
  - **More than 48hr** before the course start time = \$10 reschedule fee
  - **Less than 48hr** before the course start time = 50% course fee
- All courses must be completed within 3 months of the original booking date.

#### Sydney Bar School website bookings

- You must arrive 30 minutes before the scheduled start time for registration and ID verification as per the course requirements.
- All courses close for entry 10 minutes after the scheduled start time.
- If you forget your ID, you will not be accepted into the course and you will need to rebook for the training.
- Certificates cannot be issued until all course paperwork requirements have been completed.
- Certificates cannot be issued until all AVETMISS and USI information has been confirmed (where required).



- Cancellation:
  - **More than 72hr** before the course start time = \$20 cancellation fee
  - **Less than 72hr** before the course start time = No Refund
  - **No Attendance** = No Refund
- Rescheduling:
  - **More than 72hr** before the course start time = \$10 reschedule fee
  - **Less than 72hr** before the course start time = No reschedule
- All courses must be completed within 3 months of the original booking date.

## NSW White Card

- You must arrive 30 minutes before the scheduled start time for registration and ID verification as per the course requirements.
- All courses close for entry 10 minutes after the scheduled start time.
- If you forget your ID, you will not be accepted into the course and you will need to rebook for the training.
- Certificates cannot be issued until all course paperwork requirements have been completed.
- Certificates cannot be issued until all AVETMISS and USI information has been confirmed (where required).
- Cancellation:
  - **More than 72hr** before the course start time = \$20 cancellation fee
  - **Less than 72hr** before the course start time = No Refund
  - **No Attendance** = No Refund
- Rescheduling:
  - **More than 72hr** before the course start time = \$10 reschedule fee
  - **Less than 72hr** before the course start time = No reschedule
- All courses must be completed within 3 months of the original booking date.

## First Aid Professionals

- You must arrive 30 minutes before the scheduled start time for registration and ID verification as per the course requirements.
- All courses close for entry 10 minutes after the scheduled start time.
- If you forget your ID, you will not be accepted into the course and you will need to rebook for the training.
- Certificates cannot be issued until all course paperwork requirements have been completed.
- Certificates cannot be issued until all AVETMISS and USI information has been confirmed (where required).
- Cancellation:
  - **More than 72hr** before the course start time = \$20 cancellation fee
  - **Less than 72hr** before the course start time = No Refund
  - **No Attendance** = No Refund
- Rescheduling:
  - **More than 72hr** before the course start time = \$10 reschedule fee
  - **Less than 72hr** before the course start time = No reschedule
- All courses must be completed within 3 months of the original booking date.

## Online & Correspondence (all websites)

- Once an enrolment has been received for an online or correspondence course, no refund, transfer or cancellation is available.

## Forklift training

- You must arrive 30 minutes before the scheduled start time for registration and ID verification as per the course requirements.
- All courses close for entry 10 minutes after the scheduled start time.
- If you forget your ID, you will not be accepted into the course and you will need to rebook for the training.
- Participants who arrive without a completed workbook will not be permitted entry to the course and will incur a rescheduling fee of 50% of the course fee.
- Certificates cannot be issued until all course paperwork requirements have been completed.
- Certificates cannot be issued until all AVETMISS and USI information has been confirmed (where required).
- Cancellation:
  - **More than 5 days** before the course start time = \$20 cancellation fee
  - **Less than 5 days** before the course start time = No Refund
  - **No Attendance** = No Refund
- Rescheduling:
  - **More than 5 days** before the course start time = \$20 reschedule fee
  - **Less than 5 days** before the course start time = No reschedule
- All courses must be completed within 3 months of the original booking date.

## General Refund Policy

- No postage fees will be refunded.
- If a class is cancelled by TCP at any time, participants have the option of rescheduling to another date or receive a full refund of the course fee paid. No further monies will be paid for any other expenses the participant has or may incur.
- If you cancel your course, the cost of course materials provided to you will be deducted from your refund.
- Refunds and rescheduling must be applied for in writing by the student so we can verify their identity and keep a record of the request.
- If a refund is approved, monies will be returned to you by the means in which it was paid.
- If the course fee was paid by a third party, the third party will be refunded the course fee.
- No refund or exchange will be given for any goods purchased from TCP unless they are proven to be faulty.

## Certificate Reprint Request

Please follow these steps to get your replacement certificate

- Download, complete and return the [certificate replacement form](#)
- Send us a request through our [contact us](#) page
- Send us an email to [info@tcptraining.com](mailto:info@tcptraining.com)

All requests for a replacement certificate must be done by the student who completed the course. You must verify your identity before a certificate can be reissued.

Some certificates cannot be replaced by TCP Training if a licencing authority issued the card. Fees may apply if a licencing authority must re-issue the card or certificate.

Electronic certificates issued by TCP Training can be provided free of charge. Hard copy versions printed or posted will incur fees.

Any name change requests will be charged \$10 for admin fee, in addition to any other fees associated with the certificate re-issue. See certificate replacement form for any associated fees.

## Participant Training Record

Access to individual Participant training records will be limited to those required by the RTO STANDARDS 2015 Standards such as:

- trainers and assessors to access and update the records of the participants whom they are working with,
- management staff as required to ensure the smooth and efficient operation of the business,
- Officers from the Department of Education and Training, ASQA or their representatives for activities required under the Standards for Registered Training Organisations,

Or those required by law such as:

- People as are permitted by law to access these records (e.g. search warrants / social service benefits / evidence act).

Or

- participants authorising releases of specific information to third parties in writing,
- The participant's themselves, after making application in writing. For example participants seeking a replacement Statement of Attainment.
- The participant can access their records by completing the "Participant Record Access form". Please contact one of the staff members for assistance.

## Recognition of other Qualifications

All AQF qualifications and statements of attainment issued by other registered training organisations will be recognised by TCP Training. Participants are required to produce a certified copy or the original certificate to obtain recognition.

## Access and Equity

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis. Including people with disabilities, people from non-English speaking backgrounds, rural and remote learners.

All participants have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All participants who meet our entry requirements will be accepted into any of our training programs.

Some examples of support students may consider include:

- Language and Literacy support of students who have difficulty with written or spoken English
- Numeracy support
- Modification of learning and assessment tasks to accommodate the unique cultural or personal needs of students

## Language, Literacy and Numeracy (LLN) Assistance

Our course material contains written documentation and limited numerical calculations. We recognise that not all people are able to read, write and perform calculations to the same standards. We will endeavour to help you where we can to accommodate anyone with Language, Literacy or Numeracy difficulties.

In the event that a participant's needs exceed our skill we will refer the participant to an external support provider.

You can seek support by contacting:

### **Interpreting Services:**

TIS 13 14 50

Lifeline: 131 114

### **Literacy and Numeracy:**

Australian Council of Adult Literacy phone 03 9469 2950 email [acal@pacific.net.au](mailto:acal@pacific.net.au)

New South Wales: NSW Adult Literacy and Numeracy Council Phone 1300 655 506 Web: [www.literacyline.edu.au](http://www.literacyline.edu.au)

## Flexible Delivery and Assessment Procedures

TCP Training recognises that not all participants learn in the same manner, and that with an amount of "reasonable adjustment" participants will be offered opportunities to demonstrate their knowledge and skills obtained through various forms.

TCP Training will make any necessary adjustment to meet the needs of participants. The inability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the participant can verbally demonstrate competency.

Where we cannot assist a participant, we will refer them, where possible, to an agency that can assist.

## Client Complaints and Appeals

TCP TRAINING believes that a person, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation.

A participant can complain about any aspect of our dealings with them, and the participant can appeal any decision we make, including assessment decisions. In the first instance that a participant is unhappy or dissatisfied with any aspect of our service delivery, they should consult their trainer in an attempt to quickly resolve the issue. If the issue is with the trainer, and the participant feels that they would prefer not to approach the trainer, then we ask that the matter is submitted in writing.

TCP TRAINING will manage all complaints and appeals fairly, equitably and efficiently as possible.

Should the complaint or appeal not be resolved in the first instance, then the participant is requested to formally lodge a complaint in writing so the relevant team member can be notified.

Should the nature of the complaint refer to criminal matters or where the welfare of participants is in danger, we will, with the permission of the participant, seek assistance from other authorities such as the Police, Legal Representatives or other parties as appropriate.

All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 10 working days. If the process is taking longer than 60 days from the complaint or appeal being received the student will be notified in writing of the reason for the delay and kept informed about all progress.

If the complainant is dissatisfied with the outcome, they can appeal the decision and / or request a mediator be appointed to assist in resolving the matter. This could include an external Trainer Assessor, or include independent commercial mediators such as Leadr and InterMEDIATE. Leadr can be contacted via [www.leadr.com.au](http://www.leadr.com.au), ntermediate can be contact via [www.intermediate.com.au](http://www.intermediate.com.au)

Costs for the independent person or panel, will be shared borne by both parties.

Further formal complaints about the organisation can be made to our governing body - ASQA who also provides information on its complaints handling process at: <http://www.asqa.gov.au/complaints/making-a-complaint.html>

## Recognition of Prior Learning Policy (RPL)

TCP offers all participants who are wishing to enrol in its training programs the opportunity to seek Recognition of Prior Learning through a formal assessment only process.

TCP charges a fee for the Recognition of Prior Learning process on a case by case basis. TCP will endeavour at all times to minimise the duration and cost of the Recognition of Prior Learning process to applicants and to provide all adequate information and support to assist them in gathering the reliable evidence to support their application.

At all times the onus is on the applicant to provide the evidence to support their application. The Recognition of Prior Learning process is outlined to all participants at the time of their application. At this time a Recognition of Prior Learning information kit will be available.

Credit Transfer is the process of bringing credit gained for academic work/formal study undertaken in recognised tertiary institutions in Australia, and having it recognised and counted towards a qualification from TCP. This credit may have been gained from universities, colleges, TAFE and other post-secondary education institutions and other authorities such as Registered Training Organisations.