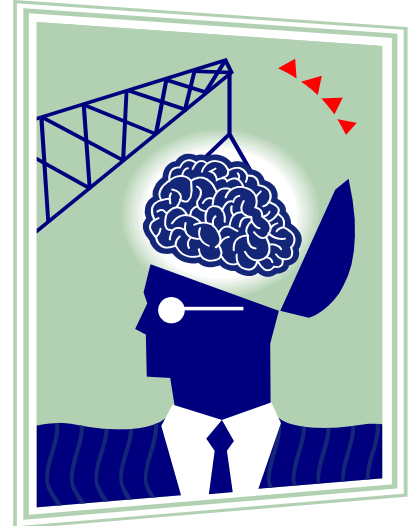


Student Information Handout

Enrolment and Selection

- Classes are open to all adults' 16 years and over.
- We need to be advised if you have a medical condition or disability and need assistance in attending a class.
- As class placements are limited it is regretted class positions cannot be saved without the payment method form being completed. The payment method form secures your enrolment and course placement. Payment is required 7 days prior to course commencement.
- It is your responsibility to note the date, time and location of the course as advertised. A confirmation form will be forwarded once enrolment forms have been received with training details.
- Courses with low enrolments may be cancelled and refunds will only be given when Capability Resources cancels a course. Every effort will be made to contact students and employers so please ensure we have your home, mobile and/or work telephone numbers.
- Requests from you to transfer or credit, your course placement before course commencement due to changed personal circumstances, will be considered and every effort will be made to ensure a placement in an alternate course.
- During your course should changed personal circumstances arise and you are unable to complete the course, every effort will be made to ensure a placement can be made in alternate pre-scheduled courses.
- Students can only join after the course start date if they meet all prerequisites. Late enrolments must meet the full course fee.
- Capability Resources reserves the right to decline admission to a course; terminate a student's enrolment in a class at any time; or change a course or trainer at any time without notice to course participants.
- Students participate in courses involving physical activity; field trips, practical demonstrations etc. do so at their own risk. Capability Resources does have adequate public liability insurance for classroom activities.
- If you are attending "Refresher Training", evidence of previous training is required at booking time to ensure training is appropriate and originals are to be sighted by trainer on commencement of training. Bookings cannot be accepted without this evidence.



Course Fees, Payments and Refunds

- Course Fees should be paid 7 days prior to course commencement and is non-refundable (please see specific course information for amount payable)
- Deposits are non-refundable, but can be held in credit for a future course.
- Refunds can be made in the following circumstances:
 - Participants have overpaid the Initial Payment/Deposit
 - Participants enrolled in Training that has been cancelled
 - Participant advises Capability Resources prior to class commencement that they are withdrawing from Training (only for participant who have made the full course payment as per the cancellation policy outlined in the payment method form)
 - In the opinion of Capability Resources, the participant would be unreasonable disadvantaged if not granted a refund. E.g. a participant meets with a serious misadventure and is unable to continue their enrolment.

Capable Training Pty Ltd trading as Capability Resources

230 John Street (PO Box 551) SINGLETON NSW 2330 Web: www.capres.com.au
Phone: +61 2 6572 2332 Facsimile: +61 2 6572 2330 Email: admin@capres.com.au

ABN: 95 108 621 101

Privacy

Capability Resources recognises a student's right to privacy. Capability Resources Privacy Policy identifies how we handle information we learn about you. We collect and store your enrolment details and your progress reports in a secured cabinet.

Where State or Commonwealth funding supports training we are obliged to submit your enrolment details for statistical purposes.

We do not disclose information you provide to us. The information we collect from you is protected. Personal student files will only contain information pertinent to the student's training program.

The confidentiality of all personal information in our records will be protected under the NSW Privacy and Personal Information Protection Act 1988 and Privacy Amendment (Private Sector) Act 2000 No. 155, 2000.

Complaints and Grievances

Capability Resources recognises that differences and grievances can arise from time to time. The quick settlement of these matters is in the best interest of all parties concerned and the following steps are implemented to ensure this happens.

- Tell us if you are dissatisfied or have any concerns about our products, services, processes or policies.
- Tell us if you think you have been treated unfairly or unjustly.
- The Training Manager will review the complaint, grievance or appeal and determine a satisfactory outcome within 14 days.
- We will discuss the matter with you and try to resolve the problem
- Should the complaint, grievance or appeal not be resolved, the Training Manager will organise a panel to review the outcome within 7 days.
- Each appellant will have the opportunity to present their case to the Panel or Individual Person reviewing the appeal.
- Should the appellant not be satisfied with the outcome, the complaint, grievance or appeal will be forwarded to the General Manager who will determine a final decision.
- Students who are still unhappy with the outcome can take the following action:
 - Contact VETAB if unable to resolve the complaint by following the RTO's complaints and appeals procedure. To do this, a student should complete the [Complaints form](#) and email (vetab@det.nsw.edu.au) or mail it to VETAB.
 - Take the complaint to another organisation if VETAB is unable to resolve the matter.
- In addition, In the case where a trainee makes a complaint about their employer, Capability Resources will advise the trainee to seek support and assistance from the State Training Authority on 132811
- All complaints, grievances and appeals will remain confidential

Legislative and Regulatory Requirements

You acknowledge that you must observe the relevant Commonwealth / State / Territory legislation requirements, in particular the OHS act 2000 and corresponding regulations 2006.

Access and Equity

Capability Resources is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with Sex Discrimination act 1984, Human Rights and Equal Opportunity Act 1986, Racial Discrimination Act 5 1975, NSW Anti-Discrimination Act and Disability Discrimination

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Act 1992.

In the event of a situation that is considered by clients to be in violation of the Capability Resources Access & Equity Policy, students and clients are required to report the situation to the Capability Resources Manager.

Harassment, Victimisation and Bullying

Capability Resources does not tolerate any harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive learning environment. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexuality or age.

Harassment is unlawful under Commonwealth and State legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning.

In the event of a situation that is considered by clients to be in violation of Capability Resources Company harassment, victimisation and bullying policy, report the situation to the Capability Resources Manager.

Disciplinary Action

Capability Resources's goal is to create a fair and efficient environment for all students. Should any student act with disregard to any of the organisation's policies and procedures, it may be necessary for management to take the following disciplinary action:

Stage 1: Discussion and Verbal Warning

This is a verbal conversation where students and management will discuss the events, incidents and/or issues of concern. This discussion will result in recommendations for improvements, together with an appropriate action or training plan with timelines. Details will be recorded and signed by all parties. Where the incident or conduct has been unacceptable and of seriousness nature, immediate training termination will take place.

Stage 2: Written Warning

If there is no significant improvement in performance as agreed in Stage 1, or another incident takes place, management will issue a written warning.

Stage 3: Third and Final Written Warning

If the disciplinary review process fails, management and the student will meet for a final meeting. Management will provide evidence that despite the course of action taken the issue persists. Students will be issued with the final Student warning resulting in management's right to take the necessary disciplinary action required. Documents of reason and action taken will be placed on the student's personal file.

Students with LLN (Language, Literacy and Numeracy) Needs

Broadly as a student you must be able to count, check and accurately record, read, interpret, estimate, measure and calculate to ensure you meet the training standards.

There are a number of ways we can make adjustments to your training and assessment that will allow you to achieve the learning outcomes and support you with any Language, literacy and Numeracy needs. These include:

- Providing you with an interpreter
- Providing you with writing material in plain English
- Reading written material to you
- Providing you with a writer for those who cannot write

- Using signs, pictures, and graphics
- Demonstrating your skills on the job

If you require any assistance please speak to your trainer.

Student Induction and Orientation

Student Induction and Orientation Day is conducted for all new students on the first day of your course. It is essential for students to attend this session to understand the academic system and familiarise themselves with the facilities.

At Induction and Orientation answers all queries regarding course structure and timetables will be answered collectively with time for individual consultation if required. The Trainer will be available to answer any questions you have regarding subject selection.

At the end of the Induction you will be asked to sign a declaration that you have received, understood and agreed to undertake your training according to the policies and procedures of Capability Resources.

Please complete this form and hand it to the Trainer.

RPL / RCC and/or Mutual Recognition / Credit Transfer

If you have indicated on the enrolment form that you wish to apply for RPL/RCC and/or mutual recognition or credit transfer, please contact Capability Resources prior to the course start date to further discuss. One of qualified trainers and assessors will meet with you personally and assist you in filling in the RPL/RCC and /or Mutual recognition/credit transfer kit.

After the Kit has been completed, giving all relevant details and allowing time for you to gather the agreed evidence, please return to the office. The Training Manager will discuss your evidence with your assigned trainer and assessor and you will be advised of the outcome.

What does all this mean?

RPL/RCC

Recognition of Prior Learning (RPL) and Recognition of Current Competence is the acknowledgement of competencies obtained through formal training, work experience and life experience. These processes are available to all participants and will be conducted in a manner fair to all parties involved. Through these processes we will determine whether a participant has already developed the skills and knowledge which would normally be acquired in a program of training. This allows for the opportunity to gain credentials without the duplication of learning effort.

Credit Transfer and Mutual Recognition

Capability Resources recognises the Certificates and Statements of Attainment issued by all other Registered Training Organisations.

The applicant must provide:

- The original Certificate or Statement of Attainment, or
- A duplicate issued by the originating RTO
- The centre may choose to verify the Certificate or Statement of Attainment with the originating RTO

When the units of competency are not the same but may be equivalent, the outcomes shall be checked to ensure that they are equivalent.