



NTS

National Training Services

PARTICIPANT INFORMATION HANDBOOK

About National Training Services

National Training Services (NTS) is an Australian registered training organisation regulated by the Australian Skills Quality Authority (ASQA). National Training Services provides recognition of training by providing nationally recognised certificates for qualifications completed. All personal and training records are maintained under the privacy and records management requirements by State and Federal Government regulatory and funding authorities.

National Training Services commits to high quality education and provides an inclusive learning environment that suits the needs of staff and participants.

National Training Services strives to create and maintain an environment of openness and tolerance and is committed to the care, safety and wellbeing of its participants and staff.

National Training Services adheres to the Standards for Registered Training Organisations 2015 and conducts a self-assessment audit against these standards annually.

National Training Services will ensure that training delivered meets industry requirements as set out in the training package or accredited courses and has the integrity for employment and further study.

Contact details

| | |
|-----------------|--|
| Head Office | Suite 5, 529 Burwood Road, Hawthorn, VIC, 3122 |
| Mailing Address | PO Box 3053, Auburn 3053 |
| Web | www.nationaltrainingservices.edu.au |
| Phone | +613 9988 7949 |
| Email | enquiries@nationaltrainingservices.edu.au |

Status

Participant Information
Handbook

Australian Skills Quality
Authority

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Support Services

Student Support Services is a wide variety of educational services provided to students in the effort to assist and support students during their time with NTS.

Should you require additional support during the program, please advise your Trainer or Program Manager who will refer you to an appropriate support service. We will endeavour to provide welfare and guidance to all students/course participants wherever possible or direct you to external support services.

This may include:

- Pre-Program interviews
- Provision for special learning needs
- Provision for special cultural and religious needs
- Recognition of Prior Learning (RPL) and Credit Transfer
- Flexible learning options
- Alternative assessment strategies
- Review of payment schedules when requested
- Training premises accessible for people with disabilities

A list of available support services can be found at the back of this book.

Language, Literacy and Numeracy

All applicants will be required to undergo assessment for language, literacy, numeracy, or skills testing prior to enrolment. This is conducted to identify support services that we may need to supply for students to successfully complete their qualification. National Training Services does not provide specific Foundation Skills Programs. Where a Foundation Skills Program is required, National Training Services will refer students to appropriate external services.

Participant Code of Conduct

National Training Services may remove a participant from a course if:

The participant engages in conduct that is considered by National Training Services to be inappropriate, disruptive or a breach of NTS' Participant Code of Behaviour or;

The participant breaches or disobeys any policy that National Training Services may from time to time implement including any policy concerning participant conduct and behaviour; or;

The participant's entry into a course was assisted by fraud, misrepresentation or any misleading or deceptive conduct on the part of the participant

Participant Code of Behaviour

The Participant Code of Behaviour requires the following rights and expectation to be respected and adhered to at all times:

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- The right to be free from all forms of intimidation
- The right to work in a safe, clean, orderly and cooperative environment
- The right to have personal property (including computer files and participant work) and the Registered Training Organisation property protected from damage or other misuse
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the complaints and Appeals Procedure)
- The right to work and learn in a supportive environment without interference from others
- The right to express and share ideas and to ask questions
- The right to be treated with politeness and courteously at all times
- The expectation that participants will not engage in copyright breaches, cheating or plagiarism
- The expectation that participants will submit work when required
- The expectation that participants will maintain consistent participation by attending all requires classes and assessments

- There is no smoking in the building. It is illegal to smoke in an enclosed area even if it is outside. If smokers leave the building to have a cigarette, please ensure cigarette butts are disposed appropriately and do not litter
- Participants who attend training and assessment intoxicated or who are suspected of being under the influence of alcohol and/or drugs are not permitted to participate in class and will be asked to leave for the safety of fellow participants, staff and themselves
- The expectation that participants will attend all required classes and assessment as part of the requirement to progress through the course satisfactorily and complete the course in within the time frame notified on the participant enrolment form
- All phones must be turned off during the training course, as a courtesy to the trainer and other participants. Mobile calls can be retrieved during breaks. In an emergency where you need to be contacted, please advise your trainer so that arrangements can be made

For non-compliance with the Participant Code of Behaviour the following procedure for discipline will be followed except in situations where the CEO determines that the behaviour is sufficient to warrant expulsion. Where a participant has been expelled they will be unable to attend class however they will have a right of appeal under the Appeals Procedure:

- Step 1: A member of the Registered Training Organisation staff will contact participant/s in the first instance and arrange a counselling meeting to discuss the issue or behaviour & to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the participant's personal file
- Step 2: Where there is a second breach of the Participant Code of Behaviour, participants will be invited for a personal interview with the Training Manager to discuss the breaches further. This meeting and its outcomes will be documented, signed by all parties and included on the participant's personal file
- Step 3: Should a third breach of the Participant Code of Behaviour occur after the stage 2 meeting, the participant will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on the participant's personal file
- After the three steps in the discipline procedure have been followed, and breaches of the Code of Behaviour still continue, training services will be withdrawn and the participant will be sent a participant suspension or cancellation letter
- Failure to attend scheduled meetings may result in National Training Services deciding to suspend or cancel a participant's enrolment
- At any stage of this procedure participants are able to access National Training Services complaints and appeals procedure to settle any disputes that may arise

Attendance

It is important for National Training Services to keep appropriate records in relation to attendance therefore participants are required to notify administration and/or their trainer via phone or email if they are not attending a session, if they are going to be late or if they intend on leaving early. In addition to records management, maintaining good attendance is crucial to the success of completing the course

Security & Personal Belongings

It is important not to leave handbags, laptops or other valuables unattended. Although the building may be reasonably secure, participants are ultimately responsible for your own belongings. National Training Services accepts no responsibility for any belongings which may be stolen or go missing

Access and Equity

If participants have difficulties with language literacy and numeracy, please discuss this with your trainer and they will endeavour to provide support.

As noted in the enrolment procedure, in certain circumstances applicants will be required to undergo assessment for language, literacy and numeracy.

The National Training Services does not, however, provide tuition to address any difficulties in these areas but will refer participants to appropriate assistance where relevant.

Information regarding assistance can be obtained by contacting the administration office.

Participants who have a physical disability which may hamper their studies should contact the administration office for assistance. Wheelchair access can be organised by prior arrangement.

National Training Services does not tolerate behaviour from students or staff that contravenes the legislation pertaining to sex discrimination, sexual harassment, racial vilification or bullying.

Feedback Forms

Internal feedback forms are handed out to participants various times throughout the year, this allows National Training Services to maintain a high level of service to our participants. As an RTO compliance requirement, participants will also complete an AQTF Learner Questionnaire at the end of their course.

Trainer/ Assessor

Trainers/ Assessors employed by National Training Services have relevant and current industry experience and have training/assessment qualifications or the relevant Trainer/ Assessor skillsets in line with the Standards for Registered Training Organisations 2015.

Assessment

Assessment is competency-based. Participants are required to show they can demonstrate required competencies in the workplace or training environment.

Assessment may be in various forms such as written and verbal assessment activities, practical activities and tests, home work, assignments and work-based projects.

Assessment requires the gathering of relevant and reliable evidence that shows the participant's understanding and knowledge.

The most common assessment methods used are:

- Questions- To assess knowledge and understanding contained within unit of competency
- Third party validation - Where someone familiar with the participant's work role and work output is able to validate their knowledge and skills
- Practical Task - Observation of 'simulated/role play' workplace activities contained within units of competency
- Portfolio of Evidence: Documents created through the learning process as evidence – group work/discussions to develop essential knowledge
- Projects- Aligned to work place functions and assessing the outcomes/products/processes used

Where participants are assessed as not competent they will be provided with additional feedback on their assessment outcome to help them achieve a positive outcome. (**Refer to the heading Resubmission for further information**).

Copyright

Participants must be careful when photocopying the work of others. The owner of the material may take legal action against participants of National Training Services if the owner's copyright has been infringed. Participants are allowed to do a certain amount of photocopying for research or study purposes. Generally, 10% or one chapter of a book is acceptable, where the participant is studying with, or employed by, an educational institution.

Referencing

When writing assignments for your studies, papers outlining research or reports, participants need to highlight their use of other author's ideas and words so that:

- the original author is given credit for their own ideas and work
- validate your arguments
- enable the reader to follow up on the original work if they wish to
- enable the reader to see how dated the information might be
- prove to your tutors/lecturers that you have read around the subject
- avoid plagiarism

Record as much information as possible in references to make finding the original work simple.

- Author/s – Include the author's name/s where possible
- For some sources, especially websites, the name of the author may not be known. In such cases either use the organisation name or the title of the document or webpage
- URL and Date Accessed - For webpages you need to include the full URL of the page (http://www... etc.) and the date you last accessed the page. The web is not static and webpages can be changed/updated/removed at any time, it is therefore important to record when you found the information you are referencing
- Date of Publication
- Title of Piece
- Publisher Information - Usually only relevant for books, you should include the publisher name and place of publication

Resubmission

Participants are entitled to a maximum of three assessment attempts for each unit. (Refer to Assessment Instructions and Information in the assessment booklet for variation).

If after three assessment attempts participants competence is "not yet competent" they will be required to repeat the unit and pay any fees associated with repeating the unit.

Not attending for an assessment will be counted as one assessment attempt for each occurrence unless:

- the participant can provide a certificate from a registered medical practitioner indicating that the participant was medically unable to attend the assessment; or
- the participant can provide independent evidence of exceptional compassionate circumstances beyond the participants control, such as serious illness or death of a close family member to explain the non-attendance at the assessment

Plagiarism and cheating

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own. Plagiarism is a serious act and may result in a participants' exclusion from a unit or a course. When participants have any doubts about including the work of other authors in their assessments, they must consult with the trainer to discuss the matter. The following list outlines some of the activities for which a participant can be suspected of plagiarism or cheating:

- Presenting any work by another individual as one's own unintentionally
- Handing in assessments markedly similar to or copied from another participant
- Presenting the work of another individual or group as their own work
- Allowing another participant to copy your work
- Handing assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet

Legitimate cooperation between participants on assignments is encouraged, since it can be a real aid to understanding. It is legitimate for participants to discuss assignment questions at a general level, provided everybody involved makes some contribution. However, participants must produce their own individual written solutions. Copying someone else's work is plagiarism, and is unacceptable.

Recognition of Prior Learning

All participants enrolled in nationally recognised courses are entitled to apply to have their skills and abilities recognised through what is known as Recognition of Prior Learning (RPL) or Recognition of Current Competencies (RCC) anyone enrolled in the course can apply for Recognition of Prior Learning or Recognition of Current Competencies.

Recognition of Prior Learning (RPL) is a process designed to recognise previous formal or informal learning, work and life experiences that the participant may have had to the extent that they are relevant to the course outcomes. The RPL process allows participants to receive recognition under these circumstances and therefore enable them to focus more on areas they need to achieve competencies in order to gain their qualifications. Participants who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). An essential requirement of RPL is that you can prove that you **currently** have the required competencies in the unit applied for.

An RPL application may only be made after enrolment and payment of fees and must be made using the National Training Services RPL application form. RPL in a unit will only be granted if participants complete National Training Services RPL assessment requirements for that unit.

A separate policy for Recognition of Prior Learning (RPL) policy is available on our website under the heading Recognition of Prior Learning in the following location:

<https://www.nationaltrainingservices.edu.au/compliance>

Credit Transfer

Nationally endorsed qualifications, skill sets and units of competency are recognised and portable across the country—regardless of where they were issued. Participants must not be required to repeat any unit or module in which they have already been assessed as competent, unless a regulatory requirement or license condition (including an industry licensing scheme) requires this.

If a participant provides suitable evidence they have successfully completed a unit or module at any RTO, then National Training Services will provide credit for the unit or module. For more information on credit transfer visit <https://www.asqa.gov.au/standards/chapter-2/clause-3.5>

Participant Identifier (USI)

In order to enrol in nationally recognised training, participants will need to have a Unique Participant Identifier (USI). Applying for a USI is very simple to do and only takes a couple of minutes.

The personal details of individuals held by the Student Identifiers Agency will be protected by the Privacy Act 1988. In addition, the Student Identifiers Act 2014 establishes a confidentiality scheme for the USI. USI legislation requires that NTS keeps all records concerning USIs protected from misuse, interference and loss, unauthorised access, modification and disclosure.

Please visit the USI website <http://usi.gov.au> where full information is available and you can create your own USI.

Information on collection, use or disclosure of your personal information for the creation and use of a Unique Participant Identifier is available on our website under the heading USI Consent Declaration in the following location:

<https://www.nationaltrainingservices.edu.au/compliance>.

AVETMISS Data Collection

As a registered training provider, NTS is required to collect and submit data to the government. NTS collect from each enrolling participant, all information required for submission to meet the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS).

This data will be reported to the National VET Provider Collection. NTS' student management system VETtrak is fully compliant with all AVETMISS data collection requirements and is used for this purpose.

Induction

At the commencement of a course, the participant will undergo an induction either at enrolment or at the beginning of the first session. This includes providing information on:

- Contents of the 'Participant Information Handbook'
- Learning and assessment program
- Occupational Health and Safety processes
- Facilities, equipment and housekeeping
- Assessment requirements

Course delivery

A number of approaches to course delivery are used by National Training Services staff. Course delivery approaches may include trainer led classroom delivery; on the job demonstrations, workshops; seminars; tutorials and supervised study. During class time participants will be expected to participate by; for example; answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role playing in a simulated environment.

Certificates, Record of Results & Statement of Attainment

Upon partial completion of a qualification, participants will receive a **Statement of Attainment** for the units of competency successfully completed.

Upon completion all the units of competency aligned to the qualification, participants will receive a **Certificate and Record of Results**.

Statement of Attainments, Certificate and Record of Results will be issued within thirty days of your final assessment being completed providing all fees have been paid if applicable.

Reissue of Certificates

Statement of Attainments, Certificate and Record of Result will only be reissued after applicants:

- supply a statutory declaration indicating the reasons for applying for a reissue; and
- confirm their identity by providing an acceptable photo ID
- reissue is approved by the CEO or a person specifically nominated by the CEO to approve a reissued testamur
- National Training Services charges \$25 for a reissued testamur

Change of address and contact details

Participants are required to advise National Training Services about changes to any contact details given at enrolment i.e. residential address, telephone number/s, email address and any other changes relevant to enrolment documentation (this can also include changes to names e.g. a participant gets married or divorced and as a result their name has changed)

It is the participant's responsibility to communicate changes to National Training Services so that important information that National Training Services may send from time to time is received.

Relevant legislation

A range of legislation is applicable to all staff and participants. Information on relevant legislation can be found at the following websites.

| | |
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| Occupational Health & Safety | WorkSafe Victoria |
| Equal opportunity Discrimination Sexual Harassment Bullying Victimisation Work Place Harassment Complaints and Appeals | Victorian Equal Opportunity & Human Rights Commission <i>*All these Acts forms part of Victorian Charter of Human Rights and Responsibilities</i> |
| ASQA Standards | Australian Skills Quality Authority |
| Education and Training reform Act | Department of Education and Early Childhood Development |
| Fair work Australia | http://www.fwa.gov.au/ |
| Training.gov.au | http://training.gov.au/ |
| Australian Apprenticeship and Traineeship Information Services | http://www.aatinfo.com.au/Home |
| Privacy and Confidentiality | http://www.oaic.gov.au/ |
| Victorian Legislation | http://www.legislation.vic.gov.au/ |
| Child Safe Standards | Victoria State Government- Education and Training |
| Commonwealth Legislation | http://www.comlaw.gov.au/ |
| Australian Consumer Law | https://consumerlaw.gov.au/ |

Safety Information

National Training Services is committed to ensuring a safe and healthy working environment for all our participants, staff, trainers and visitors to our various sites and premises.

Emergency evacuation procedures are covered during Participant and staff Induction. In an emergency situation, participants and staff are to make their way quickly and calmly to the nearest exit, where all meet with trainer and other participants for a roll call check.

First Aid Kits are available in every faculty of NTS.

NTS will provide this by:

- Adhering to Compliance Codes of Practice and all applicable regulations that emanate from the Occupational Health and Safety Act 2004
- Regular consultation with our elected Health and Safety Representative and our sub-contractors (where necessary)

Human Rights Charter

[The Charter of Human Rights and Responsibilities Act 2006](#) (the Charter) is a Victorian law that sets out the basic rights, freedoms and responsibilities of all people in Victoria. It is about the relationship between government and the people it serves.

The Charter requires public authorities, such as Victorian state and local government departments and agencies, and people delivering services on behalf of government, to act consistently with the human rights in the Charter.

[Twenty fundamental human rights](#) are protected in the Charter because the Victorian Parliament recognises that, as human beings, we have basic rights, including the right to be treated equally, to be safe from violence and abuse, to be part of a family and to have our privacy respected.

The Victorian Equal Opportunity and Human Rights Commission can resolve individual complaints about equal opportunity, discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

More information on Human Rights charter is available on their website at:

<http://www.humanrightscscommission.vic.gov.au/>

Equal Opportunity

National Training Services does not tolerate behaviour from participants or staff that contravenes the legislation pertaining to sex discrimination, sexual harassment, racial or religious vilification or bullying. Copies of National Training Services' policy and procedures for dealing with such matters are available from National Training Services' Access and Equity Policy.

Discrimination

NTS is committed to providing a fair and equitable place for its participants, staff, trainers and visitors in accordance with Anti-discrimination Act 1991. Any discrimination or harassment of staff, participants or visitors because of their sex, pregnancy, race, colour, religion, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, homosexuality or age will not be tolerated.

Everyone is responsible for:

- Ensuring non-discriminatory or harassing behaviour to other participants, staff or visitors at all times
- Reporting any discriminatory behaviour or harassment.

Complaints and Appeals

Complaints must be stated in writing by completing a 'complaints' form. Please download the form from the website and hand in to any of the administration staff.

Alternatively, the form can be emailed to enquiries@nationaltrainingservices.edu.au. Participant will receive a response within 20 days in writing as to how the complaint will be handled

A separate policy for Complaints and Appeals is available on our website under the heading Recognition of Complaints and Appeals Procedure in the following location:

<https://www.nationaltrainingservices.edu.au/compliance>

National Vocational Education and Training Regulator (ASQA)

A National VET Regulator (ASQA) for the VET sector was created to remove regulation from the states in accordance with the National Vocation Education and Training Regulator Act 2011. ASQA provides registration to training organisations to undertake and award nationally recognised training. The Standards for Registered Training Organisations (RTOs) 2015 are the present standards.

More information on ASQA is available on their website at: <http://www.asqa.gov.au/>

Child Safety Handbook and Code of Conduct

National Training Services has zero tolerance for child abuse and is committed to safety and wellbeing of all children and young people.

In the event of immediate concerns for a child's safety within NTS' organisation i.e. an allegation of child abuse is made, a concern about child abuse is raised and/or an act of child abuse is observed (whether it is physical, psychological or through any form of media), if you hear or see something toward a child that makes you feel uncomfortable, contact the following people:

Contact NTS' Child Safety Officer: Stuart Tyson, stuart@nationaltrainingservices.edu.au

If the matter is of immediate concern contact Victoria Police on 000

A separate handbook for Child Safety is available on our website under the heading Child Safety Handbook and Code of Conduct in the following location:

<https://www.nationaltrainingservices.edu.au/compliance>

Privacy and Confidentiality

It is an Australian Government requirement that NTS keep records of each participant's current residential address, the participant's full name, date of birth, nationality, the start and completion day of the participant's course, attendance and academic performance, details of payments received. NTS must also keep a record of the reason for a participant's termination of studies.

NTS may share information with the Commonwealth, State Governments and designated bodies only as required by legislation. Some sensitive information (i.e. health, LL&N levels) may also be disclosed to staff in order to help our duty of care to participants.

All participant information kept on file or archived by National Training Services is kept strictly confidential and in accordance with the Australian Privacy Principles and will not be communicated to any other person or organisation without the written consent of the participant, except where it is necessary for the staff of National Training Services to have access to this information in the performance of administrative functions, to conduct internal audits, to conduct statistical analysis

and to perform functions enabling National Training Services to comply with applicable legislation and regulation.

The Education and Training Reform Act 2006 also requires NTS to collect and disclose personal information for multiple purposes including the allocation of a Victorian Student Number and updating personal information on the Victorian Student Register.

** This applies to Victorian Residents only.*

From 12 March 2014, *Privacy Amendment (Enhancing Privacy Protection) Act 2012*, which amends the *Privacy Act 1988*.

More information on Human privacy provisions is available on their website at:

<http://www.oaic.gov.au/>

Access to personal information

Participants are entitled to have access to their participant record on request and there is no charge for this access.

Records are kept confidential and require written permission by the participant prior to release of any information in their records. Participants under 18 years of age, by signing the Declaration of Understanding, give consent for NTS to contact parent/s or guardian/s, if required.

They may view their record in the presence of a representative from NTS.

Participants who wish to access or peruse their computerised or paper record retained by NTS will be permitted to do so during office hours (9am to 5pm, Monday to Friday). Access will need to be arranged prior with the Training and Quality Manager. Records may not be removed from NTS.

Participants are permitted to take notes on information appearing on their record.

The file remains the property of NTS and is to be retained to comply with regulatory requirements. Requests by participants to access records are to be dealt with quickly and in a friendly and professional manner.

If an individual identifies that there is error with the personal information being kept by NTS a request to amend the information can be made. Corrections will be made within seven days from the error being identified and a notation will be made on the individuals file.

Australian Consumer Law

A participant undertaking a vocational education and training course is protected under Australian Consumer Law and State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection.

More information on Human privacy provisions is available on their website at: <https://consumerlaw.gov.au/>

Fees and Refunds

The VET Quality Framework and Conditions of Registration require that National Training Services to protect fees paid in advance and have a fair and reasonable refund policy.

National Training Services is committed to providing a fair and transparent policy and procedure when dealing with participants and prospective participants in regard fees charged, protection of fees and refunds where warranted.

NTS maintains appropriate retained funds in its bank account to enable continuance through to completion of the training and/or assessment once the participant has commenced study in their course.

**Note: this is not applicable to participants enrolled in a course that is fully Government Funded.*

Participant Initiated deferral, or suspension of enrolment

Participants wishing to defer the commencement of studies, suspend their studies or withdraw from study must apply to do so in writing to National Training Services using the participant deferral, suspension or cancellation application form or in writing by email to

enquiries@nationaltrainingservices.edu.au .

National Training Services initiated suspension or cancellation of enrolment

National Training Services may decide to suspend or cancel a participant's enrolment on its own initiative as a response to breaching the participant code of behaviour through misbehaviour or poor attendance by the participant. If National Training Services is intending to initiate a suspension or cancellation of enrolment a warning letter or text message will be sent to the participant's currently notified address/mobile number and the participant will have 20 working days from the date of the warning letter to complain or appeal against National Training Services suspension or cancellation

National Training Services deferral of commencement

The National Training Services may also decide to defer the commencement of a course. If National Training Services defers the commencement of a course the provider default conditions in the agreement between National Training Services and the client organisation will be triggered and National Training Services will be obliged to repay all course money within 2 weeks of the date of deferral unless alternative arrangements can be made which are acceptable to participants.

Note: this is not applicable to participants enrolled in a course that is fully Government Funded.

National Training Services cessation of a program

National Training Services may need to cease to run a course in certain circumstances. In the event where the situation arises, National Training Services will contact and negotiate with other RTO/s, who runs the same course, to take on the participant's. Upon finalising the negotiation, a formal communication will be sent out to the participant's outlining the procedure to transfer to the recommended RTO's, or they may choose to transfer to a RTO of their own choice. NTS will try their best to reduce disruption and smooth the transition process by issuing Statement of Attainment for the units completed towards the qualification. Any fees paid towards the course will be refunded prior to the last day of the class. Refer to the section in this handbook "Fees and Refunds" for further information.

Course related support services

Students experiencing difficulty with learning and assessment or those requiring support with their studies in general can contact the Training Manager or one of the program managers listed below.

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| Finance & Administration Manager | Stuart Tyson (03) 9988 7949 |
| Manufacturing Programs | Rory Ryan (03) 9988 7983 |
| Building Trade (Waterproofing, Formwork, Concreting, Civil Construction) | Ellie Lees (03) 9988 7989 |
| Building Construction Programs | Laura Issa (03) 9988 7948 |
| External Support Services | |
| Adult Migrant English Service (AMES) | https://immi.homeaffairs.gov.au/settling-in-australia/amep/about-the-program |
| Beyond Blue | 1300 22 4636 www.beyondblue.org.au |
| Employment information | Business Victoria Fair Work Commission Fair Work Ombudsman |
| Equal opportunity | Victorian Equal Opportunity & Human Rights Commission |
| Financial Counselling Helpline | 1800 007 007 9.30am – 4.00pm, Monday-Friday Manage Debt, Find a Financial Counsellor |
| Fire, ambulance, and police emergency | Phone 000 |
| Legal assistance | Fitzroy Legal Services Law College of Victoria |
| Lifeline 24-hour Counselling, Advice and Referral Services | Phone 131 114 |
| Literacy and Numeracy Assistance | Reading Writing hotline https://www.readingwritinghotline.edu.au/tutors/ |
| Occupational Health & Safety | WorkSafe Victoria |
| Relationships Australia | 1300 364 277 https://relationships.org.au/ |
| RTO registration | Australian Skills Quality Authority |
| Translating and Interpreting Service | Phone 131 450 |
| Travel | Public Transport Services |
| Victorian Adult Literacy and Basic Education Council (VALBEC) | Victorian Adult Literacy and Basic Education Council |
| Victorian Skills first Funding Information | Victorian Skills First Funding |
| Wages, housing, health, and more useful information | Youth Central |