



SKY5 TRAINING

Student Handbook

Version 1.0 – January 2021



OUR VISION

To be a nationally recognised market leading training provider, utilising modern facilities and industry experience facilitators to deliver innovative & contemporary training solutions.

OUR COMMITMENT To partner with the resources sector to be your first choice training provider, delivering quality training solutions.

Our commitment to leading safety and compliance standards, delivering excellence, and constantly innovating keeps us at the forefront of the industry.

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WELCOME to Sky 5 Training Academy

Sky 5 is a Specialised training business that works in partnership with Australian Maritime Safety Consultants Pty Ltd (RTO ID Number: 21647) and Australasia Fire and Emergency Response College Pty Ltd (RTO ID Number: 45251) operates within the Australian against the Standards for Registered Training Organisations. We foster a continuous improvement culture and implement products, services and practices to a high standard and in accordance with the Standards, Regulations and Legislation to enable the organisation to comply with compliance requirements.

Sky 5 offers a variety of quality training programs and support services to assist clients in achieving their desired goals. Sky 5 offers flexible, customised training programs that incorporate current industry knowledge and leading practices. Our trainers deliver training utilising a range of delivery and assessment methods that suite the individual client group. Sky 5 delivers training in a range of locations and facilities to meet customer requirement. Sky 5 has systems in place to utilise the Recognised Prior Learning process or assess with the assistance of content experts where applicable.

The following information will assist you in understanding some of the basic expectations while you are undertaking training with Sky 5 Training.

GENERAL INFORMATION:

Office Hours

Office hours are 7.30am to 4.30pm Monday to Thursday and 7:30am to 4.00pm on Fridays at our Rosebery Office.

Rules in the Training Centre

Some training programs may have additional rules, however information listed below are mandatory rules that **must** be followed.

- Students should always be punctual; continued lateness could result in termination of your training
- Unproductive and political communication is not permitted during training
- All equipment must be carefully looked after and work areas left tidy
- Students should always attend class in suitable clothing this includes clean footwear
- Where applicable, covered-in shoes must be worn to abide with occupational health and safety guidelines
- **Mobile phones** are to be turned **off** during the training. If you are expecting an important call the administration staff will happily answer your phone for you.

The student should –

- Behave in a courteous and professional manner
- Comply with instructions given both Sky 5 Employees
- Work towards achieving the competencies of the training program
- Undertake any training and assessment related to the training program

Students who fail to comply with the requirements outlined above will be provided with a verbal warning from the Trainer/Assessor. If the breaches of the rules continue that may be reprimanded and / or suspended from the training program. If students continue to breach the rules they will be reprimanded and / or suspended from the training program.

Personal Belongings

While you are attending training at any Sky 5 program, you are responsible for your personal belongings. The company cannot be held responsible for loss or damage to personal belongings.

Personal Training Materials

Sky 5 will provide you with the necessary training materials. If your training materials are misplaced or damaged, you are required to replace them on a fee recovery basis.

Workplace Health and Safety

Safety is the responsibility of every student of Sky 5 Training. No task is so important that we cannot take the time to perform our work safely.

Sky 5 recognises its responsibilities to provide adequate safety equipment and provide training in safe working practices. Trainers/Assessors are to enforce safety regulations.

Sky 5 is responsible for providing a safe workplace for all persons under their instruction. All students are obliged to report and correct unsafe practices or conditions.

Individuals are encouraged to perform their assigned duties safely and in accordance with established safe working practices.

Should there be an incident or accident your trainer/assessor will request and assist you to complete an incident form.

Access and Equity

Sky 5 support equity for all people through;

- The fair allocation of resources and involvement
- The right to equality of opportunity for all people to participate in training without discrimination.
- Access for all to appropriate, quality vocational education and training programs and services
- Increased opportunity for participation in vocational education and training and in relevant decision making processes within the system.
- Identify students with language, literacy or numeracy (LLN) problems and not make or take any discriminatory actions against them.

Privacy and Confidentiality

Sky 5 will only collect information that is relevant to the purpose of providing quality feedback and industry consultation for operational purposes.

All information is retained under the guidelines of the Records Maintenance Policy (copies are available in both training facilities) and except as required under the Standards for RTO's, Government Contracts or by law, student information can only be released with their written consent.

Training records are kept accurately, stored securely and destroyed when it is no longer needed as per policy requirements.

The Student Identifiers Registrar (we, our, us, the Registrar) recognises the importance of protecting your privacy and personal information. The Registrar is an 'APP entity' bound by the Australian Privacy Principles (APPs) in the Privacy Act 1988 (Cth) (the Privacy Act), which regulates how agencies collect, use, disclose and store personal information, including sensitive information, and how individuals may access and correct records containing their personal information. We respect your rights to privacy under the Privacy Act and we comply with all the Privacy Act's requirements in respect of the collection and management of your personal information.

Please refer to the Student Identifiers Registrars Privacy Policy. This document is our privacy policy and it tells you how we collect, use, store and disclose your personal information and the way in which you can access and correct your personal information.

About the Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.

The USI will be available online and at no cost to the student. This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed from when the USI comes into effect on 1 January 2015.

A student needs a USI when enrolling or re-enrolling in nationally recognised training from 1 January 2015. This includes if the student is enrolling for the first time, for example, if they are studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course. It also applies to students continuing or completing (re-enrolling) training, including nationally recognised training undertaken in secondary school.

The USI initiative will:

Seamlessly link information about a student's VET achievements, regardless of where they studied

- Enable students to easily access secure digital transcripts of their achievements
- Give students access to, and more control over, their educational information
- Benefits of the USI initiative
- Currently, it is not possible for students to obtain a complete record of their VET enrolments and achievements from a single online source.

Legislation

The USI Initiative is underpinned by the:

Student Identifiers Act 2014,

Standards for NVR Registered Training Organisations (RTO) 2014

Student Identifiers Regulation 2014

Consultation

The design of the USI initiative reflects a number of extensive consultation processes with VET students, VET providers (large and small, public/private and enterprise), peak bodies, industry skills councils and government policy-makers at the Commonwealth and State/Territory levels. There was also a public consultation process for the legislation early in 2013.

The legislation states that a training organisation must not issue a Statement of Attainment or a Qualification unless the student has been assigned a USI. These provisions are to be mirrored in the Standards for NVR Registered Training Organisations made under the NVR Act as well as the Australian Quality Training Framework (AQTF).

Sexual Harassment

Sky 5 is committed maintaining an environment that is free from sexual harassment. Under the Commonwealth Sex Discrimination Act, and the Queensland Anti-Discrimination Act, Sky 5 is bound by law to ensure that employees and clients are not subject to sexual harassment. While Sky 5 does not intend to intrude on personal relationships of employees and clients, it does have a proper concern to ensure the rights of all persons are respected.

Additional Learning Support / Literacy and Numeracy

The workplace is experiencing many changes and with demands on employees, many people are finding they need to revise their skills to help them retrain or re-enter the workplace.

It is essential that the student has language, literacy and numeracy skills sufficient to successfully participate in the training and assessment at the level of competency reflected in the Australian Quality Framework qualification and detailed in the training package and or competency standard from which the course is drawn from.

Sky 5 ensures that the learning design supports learners, by allowing flexibility with its delivery and assessment (in accordance with the Training Package Rules) by employing the following strategies;

- Use of demonstrated tasks in a simulated environment
- Verbal explanations – questions and answers
- Use of props or practical examples
- Decreasing reliance of written forms
- Creating familiar workplace scenarios

For TAE Products delivered in partnership with Fortress Learning RTO 31974:

The induction process will include a Language, Literacy and Numeracy (LLN) Conversation (if applicable)

This is optional and opportunity is given on the Enrolment Form for students to choose to complete this or not.

It is recommended students do complete this if they are in any way unsure that their core skills in reading, writing, learning, oral communication and numeracy meet the required ACSF levels as outlined in the [Suitability Self-Assessment Checklist](#) as this will assist Trainers to better meet the individual needs of each student.

The Enrolment Form also offers an opportunity for students to identify any other particular needs they might have. Please discuss any concerns with your trainer

Entry requirements

Most training delivered by Sky 5 has specific entry requirements. These requirements vary from previous work experience, pre-requisite or educational qualifications. Students will be advised on specific requirement prior to enrollment.

Your trainer will make sure that you possess all language, literacy and numeracy skills necessary to complete the units of competency and together you will create a plan to achieve the desired outcomes.

For TAE Products delivered in partnership with Australian Maritime Safety Consultants Pty Ltd (RTO ID Number: 21647) and Australasia Fire and Emergency Response College Pty Ltd (RTO ID Number: 45251)

Students will be required to provide evidence of vocational competency in your proposed teaching and assessing area. Vocational competency is defined as broad industry knowledge and experience, and may include, but is not limited to, holding a relevant unit of competency or qualification. (For

most people, it will simply be a matter of providing a copy of some other qualification, skill set, or statement of attainment. If you do not possess another qualification, then we would require you to provide a CV that shows your broad industry knowledge and experience, combined with a Position Description and Third Party Report from someone who can attest to your experience.)

Training and Assessment

Together we will design a plan for your learning to suit you. This may include face-to-face teaching, seminars, structured classes, and the use of study guides, texts, and small workshops with other students and workplace practices.

There are also different ways in which you can complete your assessment – depending on the unit of competency you are demonstrating you can use practical performance, assignments, practical projects, written tests or role play and questioning techniques. You may gather evidence in the workplace to submit towards the assessment process.

Your trainer will discuss adapting the assessment methods to meet your specific assessment requirements. Please speak with your trainer if you have any specific requirements. For individuals undertaking training and assessment in the workplace it would be beneficial to keep a diary to write all of your activities in for future reference.

Length of the Training and Enrolment

For TAE Products delivered in partnership with partnership with Australian Maritime Safety Consultants Pty Ltd (RTO ID Number: 21647) and Australasia Fire and Emergency Response College Pty Ltd (RTO ID Number: 45251):

You can access the duration of training and post course enrolment timeframes on the website and through discussion with your trainer for your particular course:

<https://sky5.com.au/training/courses>

Third Party Arrangements

For TAE Products delivered in partnership with partnership with Australian Maritime Safety Consultants Pty Ltd (RTO ID Number: 21647) and Australasia Fire and Emergency Response College Pty Ltd (RTO ID Number: 45251)::

For students who undertake training and assessment with a Sky 5 as part of a Third Party Agreement:

1. The Issuing RTO will ensure that monitoring of all Third Party activities are followed in a systematic way and using structured processes and procedures.
2. The issuing RTO will ensure complaints and appeals are managed fairly and in accordance with both the relevant processes as outlined in the Student Handbook of both the Third Party and AMSC and AFERC. These processes are in accordance with Standard 6 of the Standards for RTOs 2015.
3. If a Third Party Agreement should cease the Third Party has arrangements in place to ensure students are able to continue study until the end of their current enrolment period.

Suitability Self-Assessment

For TAE Products delivered in partnership with partnership with Australian Maritime Safety Consultants Pty Ltd (RTO ID Number: 21647) and Australasia Fire and Emergency Response College Pty Ltd (RTO ID Number: 45251):

Students are required to thoroughly read through the **Suitability Self-Assessment**:

SKY 5 is committed to informed decision making. It is not in our students' interests nor in our own for people to enroll in programs of study that are in any way unsuitable for them.

To ensure that your expectations match our reality, we invite you to consider each of the following questions before deciding to enroll. It is a short list but an important one.

Please consider each question carefully:

1. Do you have the ability to work independently, and seek assistance when required?
2. Do you have any prior study, work experience or employment that is related to this program of study? Are you currently employed in a role that is related to this program of study?
3. Have you spoken with our staff about any possible barriers that you are aware of that might prevent you from succeeding with this program of study?
4. For students enrolling in programs with the intention of gaining RPL or upgrading through credit transfer, have you familiarised yourself with the various unit and program requirements, such as through conversation with a Trainer or through reading of the units of competency available at gov.au, to confirm you are likely to meet the requirements?
5. For RPL, do you have someone who possesses at least the qualification you are seeking to attain and has relevant recent experience who can comment on your knowledge and skills?
6. Do you have the necessary computer skills and Windows-based IT-resources to participate in the program?
7. Have you received sufficient information to ensure that you know what your program of study involves, its prerequisites, and how it will be delivered and assessed, including the availability and suitability of Units?
8. Have you read through each Chapter of the SKY 5 Student Handbook and in doing so are aware of, among others: your rights and how they will be protected; the training products and support services being offered by SKY 5 the fees, refunds and related conditions associated with this course; procedures for extending and/or deferring this course; and, the complaints, appeals, anti-discrimination and privacy policies as outlined by SKY 5?
9. Are you aware of the practical requirements for your chosen program?
10. Are you aware of the LLN requirements for your chosen program? (Note: Further details of these are provided below. If you would like to have your LLN skill levels evaluated prior to commencing, you can indicate that on the enrolment form).
11. If you have answered "No" to any questions, we require you to speak with us prior to enrolling so that we can be sure that you are enrolling in a program that is suitable to your needs, and advise you if the program is not suitable. Our phone number is 1300 301 214

Specific requirements for each of our main program areas are included below. These are in addition to the items listed above.

TAE40116 Certificate IV in Training & Assessment and it's related units:

1. A group of at least 8 learners to deliver training to, and not less than 2 individuals with whom to practise and deliver training in the workplace or in a simulated workplace environment. Not less than one will need to have LLN support needs. If this is to occur outside of your face to face course.
2. Not less than 5 individuals with whom to practice and conduct assessment. If this is to occur outside of your face to face course.
3. Suitably qualified observers (ideally they will hold the TAE40110/TAE40116 Cert IV TAE or higher TAE qualification) for the observation of you conducting assessment, and either suitably qualified observer/s or video recording facilities for the observation or recording of your delivery of training outside of the face to face classroom environment?
4. Suitable venues in which to conduct the above. If this is to occur outside of your face to face course.
5. Evidence of vocational competency in your proposed teaching and assessing area. Vocational competency is defined as broad industry knowledge and experience, and may include, but is not limited to, holding a relevant unit of competency or qualification. (For most people, it will simply be a matter of providing a copy of some other qualification, skill set, or statement of attainment. If you do not possess another qualification, then we would require you to provide a CV that shows your broad industry knowledge and experience, combined with a Position Description and Third Party Report from someone who can attest to your experience.)

ACSF LLN Skills Demands of this Program:

Learning: 3

Reading: 3/4

Writing: 3/4

Oral Communication: 3/4

Numeracy: 3

All potential students should consult with a Trainer prior to enrolling to ensure that they are aware of the requirements for the units that they wish to enroll in.

Further Information

Clauses 1.13-16 of the Standards for RTOs (2015) make clear the requirements for Trainers/Assessors from 1 July, 2019, which include:

The RTO's training and assessment:

- a) if delivered on or prior to 30 June 2019, is delivered only by persons who have the training and assessment credential specified in Item 1 or Item 2 or Item 3 of [Schedule 1](#).
- b) if delivered on or after 1 July 2019, is delivered only by persons who have the training and assessment credential specified in Item 2 or Item 3 of [Schedule 1](#).

People intending on enrolling in any program, or single unit, are advised to refer to the Schedule listed above and prior to enrolling satisfy themselves regarding what they need to do (if anything) in order to meet the requirements, and if unsure, then to contact us to gain specific advice based on specific circumstances.

People intending to enroll should also satisfy themselves that they have sufficient time to complete the program, and be aware that for programs involving TAELLN411, access to a real vocational learner with LLN support needs is required.

When you have carefully considered the above information and are satisfied that you meet all requirements, we invite you to enroll by contacting us on 1300 301 214

Articulation / Career Pathways

"Articulation arrangements enable students to progress from a completed qualification to another with admission and/or credit in a defined pathway." This is underpinned by another AQF definition: "Credit is the value assigned for the recognition of equivalence in content and learning outcomes between different types of learning and/or qualifications. Credit reduces the amount of learning required to achieve a qualification and may be through credit transfer, articulation, recognition of prior learning or advanced standing."

Students who complete a number of units from a qualification may undertake to enroll in additional units to enable them to complete a full qualification.

Credit Transfer

Credit transfer means if you have previously completed units of competency within a qualification you will be exempt from completing these units again.

Participants who wish to apply for an application to Credit Transfer should provide Sky 5 with the original or certified copies of the Statement of Results and/or Statement of Attainment.

For TAE Products delivered in partnership with Australian Maritime Safety Consultants Pty Ltd (RTO ID Number: 21647) and Australasia Fire and Emergency Response College Pty Ltd (RTO ID Number: 45251):

A key principle of the Standards for Registered Training Organisations is national recognition (formerly known as mutual recognition), which means that all states, territories and registered training organisations will recognise qualifications and statements of attainment issued by other registered training organizations across Australia.

This means that valid and current Statements of Attainment and/or Certificates issued by another RTO demonstrating competency in individual units of competency relevant to Sky 5 courses will negate the need for the unit/s to be repeated with Sky 5.

For all Qualifications/Statements of Attainment submitted by a student requesting Credit Transfer, Sky 5 will authenticate the Equivalent Qualification using one of the following methods of validation:

1. Through obtaining permission to access the students USI records
2. Through certified copies of Transcripts/Certs/SOA's
3. Through emailing of Authorisation Form used to contact RTO Training Provider who issued the original Qualification.

Recognised Prior Learning

Recognition of competencies currently held, regardless of how, when or where the learning occurred. Under the Australian Quality Training Framework, competencies may be attained in a number of ways. This includes through any combination of formal or informal training and education, work experience or general life experience.

In order to grant RPL, the assessor must be confident that the candidate is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualifications Framework accredited courses.

The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

For TAE Products delivered in partnership with Australian Maritime Safety Consultants Pty Ltd (RTO ID Number: 21647) and Australasia Fire and Emergency Response College Pty Ltd (RTO ID Number: 45251):

Recognition of prior learning (RPL) takes into account previous studies you may have completed as well as life and work experiences. If these experiences are relevant, you may be granted exemptions for parts of your course. This allows for fairer access to studies by ensuring you are not required to duplicate learning you have already achieved.

Using the RPL procedure is not necessarily an easy way to get a qualification. It is not a matter of time served, or amount of experience, but the specific and relevant learning that is assessed according to the prescribed competency standards. Applicants need to be committed to supporting their case by locating and providing suitable evidence and documentation.

All applicants for RPL are encouraged to discuss this with their trainer prior to commencing the formal application process.

Steps for an evidence based RPL assessment:

Following the receipt of your Personal Learning Plan or conversation about RPL with your Trainer, Sky will provide you with the resources you will need to collect evidence of your current skills and experience.

- You collect evidence and return to the RTO.
- The assessor evaluates the evidence and notifies you if there are any further pieces of evidence that are required.
- The assessor negotiates an interview time with you, during which your evidence will be discussed as it relates specifically to the Competency Standards for which you are seeking RPL.
- At this point an assessor may also recommend that you complete one or more units of competence in order to satisfy requirements.
- The assessor conducts the assessment of all the evidence, and advises you of the result.

- The assessor deems you competent or will ask for further evidence.
- When the evidence meets the Unit of Competency requirements the issuing RTO issues the appropriate statement of attainment or qualification.

The length of time for this process will depend almost entirely on how much evidence you have and the time taken to collect all of the relevant evidence.

Because it is possible that you are not aware of what RPL you may be eligible, it is important that if you wish to seek RPL you talk with us on 1300 301 214 prior to enrolling.

Fees and Charges

No monies will be received in advance for public training programs however payment or confirmation of a purchase order must be provided prior to the issue of Certificate of Completion and or Statement of Attainment.

When Sky 5 train for an organisation under contract, there are no charges to the individual participants therefore no refunds will be provided to the Individual participants. Rates vary pending duration and location of training.

All public fees and charges can be found on our training schedule at www.Sky 5.com.au and will be detailed in your confirmation of booking which is sent prior to the commencement of the training.

For TAE Products delivered in partnership with Australian Maritime Safety Consultants Pty Ltd (RTO ID Number: 21647) and Australasia Fire and Emergency Response College Pty Ltd (RTO ID Number: 45251):

From the moment a student enrolls, Sky 5 must put in place the resources needed to support that student through the program of study in which they have enrolled. As such, our costs are incurred regardless of the extent of student engagement. The fees associated with withdrawal are, because of this, based on time rather than student activity.

UPFRONT PAYMENTS

- For all courses with fees exceeding \$1000 – a payment of \$1500 upfront will be taken with a balance payable at a later period within the next 60 days.
- For all courses being paid for by a third party/employer with fees exceeding \$1500 per individual learner – a payment of \$1500 upfront will be taken for each individual learner with a balance payable at a later period within the next 60 days.

Enrolment Process

The following process applies to enrolment and selection for **TAE Products delivered in partnership with Australian Maritime Safety Consultants Pty Ltd (RTO ID Number: 21647) and Australasia Fire and Emergency Response College Pty Ltd (RTO ID Number: 45251):**

Step 1

Contact Sky 5

Step 2

Contact Point

Sky 5 encourages all prospective students to speak with them before enrolment. This process is valuable in discussing the program requirements (including resources to be provided by the student), reviewing the learners' existing skills and knowledge and identifying any possible obstacles or barriers, as well as getting to know the students.

For students who we deem suitable, Sky 5 will then advise on the enrolment process, including LLN and direct you to the most suitable course for your needs.

Students who are not deemed suitable will be provided with reasons, and advice on steps that they can take to improve their suitability for our programs.

Step 3

Enroll

Complete the Suitability Self-Assessment prior to completing the Enrolment Form. Sky 5 will then allocate a Trainer Coordinator to you.

Step 4

Orientation

Participate in orientation prior to commencing your course. Details of this will be provided upon enrolment.

Step 5

Start Learning

You start your training program. Your Training Plan is constantly reviewed in response to your learning and circumstances.

Change of enrolment details

You are requested to notify Sky 5 of changes to your enrolment details (contact details and or postal address) throughout the duration of your training.

Refunds

Sky 5 will ensure the refund process is fair and equitable. In an event of a refund a request approval is required by either the Administration or General Manager.

If a cancellation fee is to be incurred an invoice shall be forwarded to the company or individual, notification of the fee is not required. For cancellation of a program or booking by Sky 5 Training; if the company or an individual has paid the program cost in advance then the company or individual shall be entitled to a full refund or transfer of funds to another/future course, should this occur, participants will be given their preferred option.

All refunds are provided by company cheque and or EFTPOS refund, Sky 5 will ensure that all contractual and financial agreements between Clients / Participants and Sky 5 is fully and properly documented and copies of the documentation are made available to the Client / Participant at all times.

Cancellations and Refunds

a) If you wish to cancel a Training Course, you must provide Sky 5 with at least 7 Business Days' prior written notice before the relevant Training Course start date.

b) If you cancel the Training Course and provide less than 7 Business Days' notice, you must pay the following cancellation charge in lieu of a refund:

(i) if you give less than 7 Business Days' notice, a cancellation charge of 50% of the Fees will apply and the remaining balance will be refunded;

(ii) if you give less than 3 Business Days' notice, a cancellation charge of 100% of the Fees will apply; or

c) Sky 5 may cancel or reschedule a Training Course for convenience at any time on prior written notice to you. If Sky 5 cancels a Training Course under this clause, we will refund any Fees paid by you for the cancelled Training Course.

D) If a participant fails to attend a scheduled course without any prior notice of inability to attend, the course fees will be forfeited in full.

E) Participants may be required to provide medical certificates for non-attendance due to medical reasons.

F) Participants are entitled to a Five (5) day cooling off period after making a booking and/or payment. If a student wishes to withdraw their booking within this period they are entitled to a full refund. Where the course date falls into the above cancellation periods the above policies remain effective and relevant cancellation charges will apply.

G) Participants in exceptional circumstances can make application for special consideration to:
National Business development Manager – Strategic Division 1300 301 214

Re-scheduling

If you wish to re-schedule a Training Course to another agreed training date, you must provide Sky 5 with at least 5 Business Days' prior written notice.

Fees

- a) All fees are charged in Australian dollars (AUD) and will appear on your bank statement as Skyfive Pty Ltd'
- b) You must pay Sky 5 the Fees and any other amounts payable by you under this Agreement 7 days prior to the commencement of Training Services being delivered.
- c) If you genuinely dispute an invoiced amount, you need not pay the disputed amount until the dispute is resolved, however you must pay all undisputed amounts by the due date.

Fees Policy

- Fees are levied on all of our training programs.
- Full details of fee payment options and terms and conditions are available on our quotes during initial enrolment.
- Group fees and charges applicable to privately booked corporate training programs are negotiated
 - directly with the participant's employer.
 - Any fees due must be paid by credit card online, via EFTPOS in person at our office or via direct deposit only. Cash and/or cheque payment are not accepted. Account holders must provide an order number prior to the commencement of any training.
- Payment (For non account holders) or Purchase Order must be received by the RTO prior to course commencement. If not received, training will not proceed.
- All invoices, payments and receipts will be recorded in our Simpro management system.
- Where fees are paid in advance, these payment records will ensure that the participant's payments
 - are recorded separately within our student management system in sufficient detail so that training progress can be monitored against fees paid.

Complaints and Appeals

Sky 5 Trainings Complaints and Appeals Policy is designed to determine guidelines for all personnel involved and allow the ability to resolve differences quickly, using conciliation or mediation to bring about a solution with due regard for the interest of the participant and Sky Training.

The policy is designed to promote clear, honest and open communication and to provide a timely, and effective methods for staff, students and clients to express their concerns or make a formal complaint. Confidentiality of all records is assured.

If at any time during your study, you are dissatisfied with the training and assessment provided by Sky 5 you are encouraged to make an appeal or complaint to enable us to investigate and where possible alleviate the issues of concern.

Firstly, if appropriate discuss the issue directly with your Trainer and Assessor. You are also provided with a Student Evaluation Form which is reviewed and actioned by the Compliance and Development Manager on the completion of the training program.

Alternatively when the situation requires you can submit your appeal or complaint in writing to The National Business Development Manager at info@sky5.com.au

For TAE Products delivered in partnership with Australian Maritime Safety

consultants Pty Ltd (RTO ID Number: 21647) and Australasia Fire and

Emergency Response College Pty Ltd (RTO ID Number: 45251: Appeals

Students have the right to make an appeal against the academic decisions made by Sky 5 Appeals should be made within ten (10) working days of the original decision having been made. An appeal against an assessment decision can be made on the following grounds:

- the student was not provided with a clear explanation of the assessment process;
- the student needs were not taken into consideration where appropriate;
- the assessment process did not meet the requirements of the training package;
- the student genuinely believes there has been an administrative error in the calculation of their assessment marks; or
- alleged bias or incompetence of the trainer

Complaints

Attempt to informally resolve the issue with appropriate Sky 5 staff.

If unsuccessful they should lodge a formal complaint in writing to the issuing RTO and using the Complaints & Appeals Form that is available on request.

The RTO will seek to resolve all complaints within 60 days of its receipt, and where a longer period is likely to be required, and also will advise in writing the reasons for this.

Making a complaint to ASQA

ASQA provides information about making a complaint in this page: <http://www.asqa.gov.au/complaints/complaints.html>

If you are not satisfied with the quality of service or training being provided by a registered training organisation (RTO), there are ways for you to make a complaint.

Anyone can lodge a complaint: students, training organisation personnel, employers, parents, industry personnel, or any other member of the community.

If you are a local/domestic student of an ASQA RTO and you intend to make a complaint, you must first follow your RTO's internal complaints and appeals procedures.

If, after following your RTO's internal procedures, you still believe the RTO is breaching or has breached its legal requirements, you can submit a complaint to ASQA by completing the [online complaint form](#).

Course Awards for Completion & Partial Completion – Issuing Qualifications and Statement of Attainments

Sky 5 operates under the Training Recognition Council as a Registered Training Organisation. In order to be eligible for an award/qualification in a particular pathway, students will need to be assessed as Competent (C) in the relevant units relating to the course / program. If students are assessed as Not Competent (NC) they will be given feedback on their assessment outcome.

When the student has completed all the required units and been deemed competent, and where applicable, signed off in the student's training log or record, the student will be eligible to receive a full qualification identifying the completed units in line with the requirements of the Australian Qualification Framework.

Should a student only partially complete the course, a Statement of Attainment will be issued detailing which competency units were achieved. This statement then serves as a Nationally Recognised document for future Credit Transfer should the student wish to complete the qualification at a later date.

Sky 5 will issue your Statement of Attainment and / or Qualification within 21 days of completion of training.

If you require a reprint of your original Certificate you will incur a fee of \$35.00 for 1 unit,

Quality Management Focus

Sky 5 has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from students, staff and employers for incorporation into future programs.

For TAE Products delivered in partnership with Australian Maritime Safety Consultants Pty Ltd (RTO ID Number: 21647) and Australasia Fire and Emergency Response College Pty Ltd (RTO ID Number: 45251:

Validation Strategies

1. Validation of all assessment materials used by Sky 5 will occur prior to implementation and then at any time that the Assessment materials are changed.
2. The issuing RTO, will conduct validation of all completed student assessments post course completion.

Version Control

Sky 5 will ensure that all forms and documents used in the delivery of qualification will be accurate and up to date. As significant changes or amendments are made to documents then old versions will be recalled and new ones circulated. Students will be informed of any changes to versions of documents prior to the new assessments being implemented. At least once a year a complete review of all documents will occur.

Client Services

We have sound management practices to ensure effective client service. In particular we have client service standards to ensure timely issue of student assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with national guidelines.

Our quality focus includes a Recognition of Prior Learning Policy, a fair and equitable Refund Policy, a Complaint and Appeals Policy, an Access and Equity Policy. Where necessary, arrangements will be made for those clients with identified Literacy and Numeracy support requirements, Aboriginal and Torres Strait Islanders, people from non-English speaking backgrounds, people with a disability, rural and regionally isolated communities. We will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients and where necessary, arrange for assistance from local specialised support services.

Our information will ensure that all fees and charges are known to students before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

External Review

Sky 5 has agreed to participate in external monitoring and audit processes required by the State Training Agency. This covers random quality audits, audit following complaint and audit for the purposes of compliance

Management and Administration

Sky 5 has policies and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards student fees until used for training/assessment. We have a Refund Policy, which is fair and equitable. Records are managed securely and confidentially and are available for perusal on request. Sky 5 has adequate insurance policies.

Marketing and Advertising

Sky 5 markets our vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product. The national Business development Manager and General Manager are responsible for all advertising materials. Permission will be sought from any person or company before using in any marketing and advertising material for promotional purposes.

Training and Assessment Standards

Sky 5 has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the NVR standards for continuing registration (including Recognition for Prior Learning and Credit Transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of students.

Code of Practice for Training

As a Registered Training Organization, Sky 5 has agreed to operate within the Principles and Standards of the ASQA This includes a commitment to recognise the nationally accredited qualifications issued by other Registered Training Organisations.

Information for Trainees - The Training Plan, Training Delivery and Assessment Methods and Monitoring

For TAE Products delivered in partnership with Australian Maritime Safety Consultants Pty Ltd (RTO ID Number: 21647) and Australasia Fire and Emergency Response College Pty Ltd (RTO ID Number: 45251:

Training Plan

- At the beginning of the traineeship a Training Plan is developed which lists the competencies to be covered during the traineeship.
- It is important that the skills required for the trainee to perform their job is reflected in the Training Plan.
- The Training Plan is negotiated, and the content agreed to by the trainee, employer and the supervising registered training organisation.
- The Training Plan is utilised to provide a structured approach to the development and attainment of skills for a particular qualification.
- The Training Plan can be altered if a party agrees, however if a change is major eg: change of qualification a new Training Plan must be prepared and signed.
- Under the Training Plan the trainee must be given every opportunity to practice and acquire the skills recorded in the Training Plan and if they fail to demonstrate those skills in the timeframe set, may have their training contract reviewed by the parties with the assistance of the department.

Training Record

- The purpose of your training record is to record your progress and achievement of competencies during your traineeship.
- You are required to present your training record to both your employer and your SRTO at regular intervals (of not more than 3 months) so they can sign off the completed competencies.
- It is an important record of your achievements, and you are required to keep and maintain it throughout your traineeship. A penalty can be applied if you fail to keep and produce your training record as required.
- This training record must be made available for inspection by officers from the Department of Education Training and Employment.

Monitoring of the Training Plan and Training Record

At face-to-face visits, the trainer monitors the trainee's progress by reviewing the Training Plan and training record. It is important that the employer and trainee have their copy of the Training Plan available so the trainer can complete the documentation by signing off on completed competencies.

The training contract:

The traineeship starts on the day agreed by the employer and the person who is to become the employer's trainee. This date is confirmed in the training contract.

The training contract is effective on and from the day the contract is registered by the Training Recognition Council.

The signing of the Completion Agreement acknowledges the completion of the training contract. The training contract may end if the parties to the training contract mutually agree by advising the Department of Employment and Training in writing. The Training contract ends on the decision of the Training and Employment Recognition Council.

Completion process for traineeships

All traineeships in Queensland are competency-based. This means when all the competencies of the traineeship are achieved, the trainee may complete regardless of time served.

- Once all competencies are achieved by the trainee Sky 5 will ensure that all parties sign the Completion Agreement.
- On receiving the signed Completion Agreement Sky 5 will provide a notification of issue of qualification advice to the Department of Education Training and the Arts.
- The Department will issue a certificate of completion to the trainee once advice is received from Sky Training.

Extension of nominal term of a traineeship

Where a traineeship is due to end before the trainee has completed all of the training required, the employer and/or the trainee should apply to extend the training contract. The application should be lodged with the Queensland Department of Education, Training and the Arts prior to the nominal completion date or, at the latest, 14 days after the nominal completion date.

Roles and Responsibilities of employers, and trainees

Obligations of the employer:

- The employer must provide, or arrange to provide, the facilities, range of work and supervision to train the trainees as specified in the Training Plan.
- The employer must deliver training to the apprentice or trainee as required under the Training Plan.
- The employer must pay the wages and provide the entitlements specified in the relevant employment agreement or award, until the training contract is cancelled.
- The employer must discharge all other lawful obligations of an employer, including those related to safety.
- Where parties agree to cancel the training contract, the employer must advise the supervising registered training organisation in writing of the ending of the traineeship within 7 days after cancellation.
- At reasonable intervals of not more than 3 months, the employer must check that the training record has been completed with the training activities recorded.

Obligation of the trainee:

- Participate in the development of a Training Plan
- Observe the conditions of the relevant employment agreement or award
- Attend and perform work as directed by the employer
- Behave in a courteous and professional manner
- Obey all lawful commands
- Not waste, damage, or injure the property, goods or business of the employer
- Work towards achieving the competencies agreed in the Training Plan
- As instructed, undertake any training or assessment related to the Training Plan
- Keep the training record for the traineeship in his/her possession
- Acknowledge that all workplace instructions and any other material that comes into the trainees possession as a result of training remains the property of the employer (with the exception of entitlements as determined by the Vocational Education, Training and Employment Act 2000)
- Acknowledge all information obtained from the employer and given in circumstances of confidence must be kept confidential and not used or disclosed to any person without the express approval of the employer.

For additional information you can access information from the following:

www.apprenticeships.qld.gov.au

Apprenticeships info on 1800 210 210

Training Queensland 1300 369 935

Sky 5on (07) 4944 1112

Sanctions

Sky 5 will honor all guarantees outlined in this Handbook. We understand that if we do not meet the obligations of this handbook or supporting regulatory requirements, we may have our registration as a Registered Training Organisation revoked.