



*Triple A
Training*

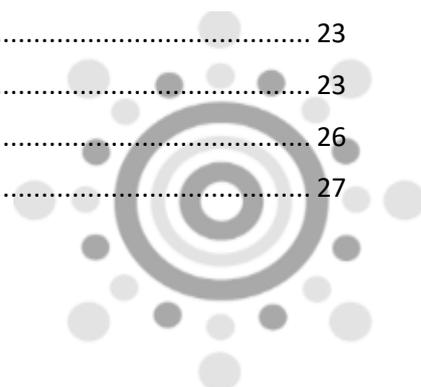
Learner Handbook (Traineeships)

Current as at 22 January 2019



Contents

Things to consider when choosing your course	3
Important course info	3
Applying for a place	5
How to apply	5
Assessing your application	7
Sign-up process	8
Employment arrangements	8
Training	11
Our trainers	11
About vocational training	11
Block training	12
Pre-course readings, videos and activities	14
On-the-job training	14
Assessment	16
About vocational assessment	16
Assessment types	16
Preparing and submitting assessments	17
Complaints and appeals	20
Complaints	20
Appeals	20
No barriers	20
After training	21
Completion agreement	21
Certificates	21
USI registry	22
Feedback and surveys	22
Future training opportunities	22
RTO Governance	23
Regulatory framework	23
About Triple A Training	23
Important contacts	23
Fees and refunds – Traineeships	26
Acknowledgement of induction	27



Things to consider when choosing your course

Important course info

The **application for enrolment form** has important course information you should read prior to applying. If you have questions, you should contact us on (07) 3892 0100 or by email tatadmin@989fm.com.au.

Training product details

All nationally accredited training in Australia has a code and name, and this is what gets printed on certificates when people graduate. The important course info section on the **application for enrolment form** lists the code, title and currency of the training product that you will be enrolling in. You (and future employers) can look up details about the content of individual training products on the national register (training.gov.au).

Location of training

The important course info section on the **application for enrolment form** lists the location of training. Prior to applying for enrolment, you should take into consideration your travel times, to avoid fatigue.

Depending on your individual circumstances, you may need to arrange overnight accommodation and so you should take this cost into consideration. Please note that Triple A Training does not organise accommodation. For trainees (other than school-based trainees), there may be travel and accommodation subsidies available if you must travel at least 100Km return for training. You can see the Department of Small Business and Training website (desbt.qld.gov.au) for more details.

Mode of delivery

The mode/s of delivery is listed in the important course info section on the **application for enrolment form**. The mode of delivery is the type of training will be provided, for example face-to-face, online, work based etc. You should check this prior to applying and decide if this style of delivery suits your needs.

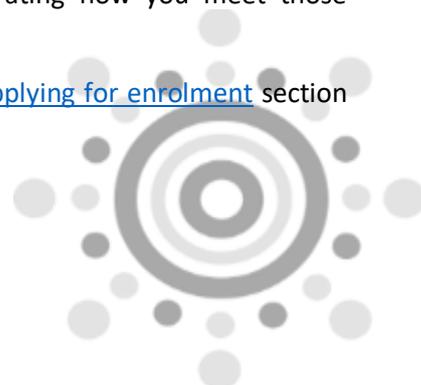
Course entry requirements

Our courses usually have entry requirements due to either requiring learners with a creative bent and/or because training has been designed to build on existing skills and knowledge. Sometimes, there may be an entry requirement about having access to a workplace to undertake on-the-job training and/or practical assessments.

In situations where there are more applications than places in the course, then the course entry requirements will also be used – on a merit basis – to decide between applicants.

Prior to applying for enrolment, you should have a good read of the entry requirements and follow the directions on the **application for enrolment form** for demonstrating how you meet those requirements.

You can read more about how to address entry requirements in the [Applying for enrolment](#) section below.



Foundation skill requirements

We want to set you up to succeed. Accordingly, as part of your application for enrolment, we will assess that you have the foundation skills to complete this course, or that you can meet those levels with support. The important info section on the **application for enrolment form** sets out how we will assess these foundation skills:

- Reading
- Numeracy
- Writing
- Learning
- Oral and communication skills

If you require foundation skills support, we will make a **support plan** at enrolment. You can read more about this in the [Preparing to support you](#) section below.

Materials and equipment

We will list any materials and equipment that you need to supply, in the important info section of the **application for enrolment form**. You should take this into account when enrolling. If you have questions about materials and equipment, you should contact us.

Third-party provider details

If any of your training, assessment or support services are to be provided by a third-party organisation, we will state this in the important info section on the **application for enrolment form**. If any of those details ever change during your enrolment, we will advise you in writing.

Workplace arrangements

Traineeships involve a component of workplace (on-the-job) training. Details of these workplace arrangements are set out in the important info section on the **application for enrolment form**.

Fees

Fees payable and information about any funding requirements, are set out in the important info section on the **application for enrolment form**. If you need to give us documents to show you are eligible for funding, make sure you submit them with your application.

See more about funding below in the [Evidence of funding eligibility](#) section below. Our policy regarding fees, refunds, payment methods and your rights as a consumer, are in the [Fees and refunds – Traineeships](#) section below.



Applying for a place

How to apply

To apply for a traineeship place, follow these steps:

1. Read the important course info on the **application for enrolment form**
2. Submit the following by the closing date:
 - a. Application for enrolment form (signed and dated)
 - b. Foundation skills assessment
 - c. Evidence of how you meet the entry requirements (as set out on the form)
 - d. Evidence of eligibility for funding (as set out on the form)
 - e. Copy of a statement of attainment if you want to apply for any credit transfers
 - f. Any other attachments specified in the checklist on the application for enrolment form

If you are under 18, your parent/guardian needs to also sign the **application for enrolment form**.

There is a **checklist** at the back of the **application for enrolment form**. You should use this as a guide before you submit your application.

Applications should be submitted by email to tatadmin@989fm.com.au. If you have questions about applying for a place, contact our staff for assistance.

Addressing the entry requirements

When you are drafting what to write in this section of the **application for enrolment form**, we suggest you practice on a separate sheet of paper and then write your final draft after you have proof-read your work.

Generally, the way to write text like this is to follow this process:

1. Conduct any research required
2. Take notes of the who, what, when, where, why and how information
3. Draft your text using clear, short sentences
4. Proof-read your text (by reading out loud) to check it makes sense and flows naturally
5. Amend the text as required
6. Proof-read again (by reading out loud)
7. Write the final version on the application for enrolment form

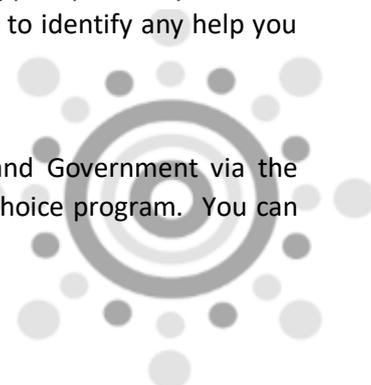
Foundation skills assessment

As part of your application, you will need to complete a foundation skills assessment either through our online portal or via a paper-based assessment.

It is important that you complete this on your own, as we will develop a support plan for you based on the outcome. If you get someone to help you, then we will not be able to identify any help you need.

Evidence of funding eligibility

Our traineeships are generally (but not always) funded by the Queensland Government via the Department of Employment, Small Business and Training under the User Choice program. You can find more information about funding at <https://desbt.qld.gov.au/training>.



If you are intending to access funding, you will need to demonstrate that you are eligible. The application for enrolment form will set out the types of documents that you need to submit to us. You must submit those eligibility documents with your application. **Please do not send original documents to us! A scanned copy is fine.**

Please note that some funded learners (such as school-based trainees) do not need to supply evidence documents. Refer to the application for enrolment form and follow the instructions.

See the [Fees and refunds - Traineeships](#) (below) for information about fees, refunds and payment terms.

Credit transfers

Where a training package allows a particular unit to be included in a qualification, we can provide a credit transfer for previous study (unless licensing or regulatory requirements prohibit this). If you wish to obtain credit transfers, please indicate this on your application for enrolment form and provide a copy of your previous transcript / statement of attainment.

Prior to granting a transfer of credit, we will verify the authenticity of your transcript / statement of attainment either by directly accessing your USI transcript online, or by contacting your previous RTO to confirm the document is genuine. If your previous RTO is no longer operating, then we will contact the federal regulator (ASQA) to verify the document is genuine.

Where a unit of competency you have previously studied is not listed on the national register (training.gov.au) as equivalent to the unit you wish to obtain, then we will only provide a credit if we are satisfied - through analysis - that the unit is equivalent. Note that we are not obliged to issue a qualification or statement of attainment that is achieved wholly through recognition of units and/or modules completed at another RTO or RTOs. We note that there may be funding implications for credit transfer if you are funded.

RPL

Recognition of prior learning (RPL) is a way of formalising the skills you already have into accredited units and/or qualifications. Assessment of RPL involves considering your experiences such as:

- previous education and training (formal and informal)
- work experience
- voluntary experience

If you want to apply for RPL, you should firstly submit a self-assessment form to our assessor. From there, our assessor will invite you to have a competency conversation and may request copies of supporting documents and/or third-party reports from previous employers. We note that there may be funding implications for RPL if you are funded.



Assessing your application for enrolment

When we receive your **application for enrolment**, we will check that it is complete and we will process your application as quickly as possible.

Shortlisting for interview

If you are selected for a traineeship, you will be employed as a trainee with Brisbane Indigenous Media Association Ltd (BIMA). BIMA will short-list applicants for interview based on the criteria set out in the **application for enrolment form**.

If you are short-listed, you will be interviewed by BIMA and Triple A Training before the offers are made. Interviews will be held at BIMA. Once applicants have been short-listed, interview times will be allocated. Whilst every attempt will be made to accommodate your availability, you will appreciate that BIMA have to schedule quite a number of interviews.

Note if you are under 18 years of age, your parent/guardian must come to the interview with you.

Preparing for your interview

The idea of the interview is for BIMA to get to know you and it is an opportunity for you to demonstrate why you would be a good trainee broadcaster.

There are lots of websites to help you prepare for an interview. Remember, this is a job interview, so you should dress and present yourself professionally.

Some things for you to think about when preparing for your interview include:

- Why do you want a career in media?
- What do you like about the media?
- What do you dislike about the media?
- What do you like learning about?
- How do you like to learn (e.g. do you learn by watching, doing, reading, writing or a mixture)?
- What do you hope to learn while undertaking a traineeship?
- What questions do you have for us?

It may help you to write some notes to bring with you. Parking is available onsite. Plan to arrive early. If you are running late, call us on (07) 3892 0100.

What to bring to your interview

You should bring the following to your interview:

- Photo ID (e.g. your school ID card)
- Pen
- Notepad
- Any notes you have prepared to help answering questions
- Any questions you have for us



Sign-up process

Sign-up session

If you are selected for a place, you will proceed to a sign-up session which has the following people present:

Person	Role
You	Trainee
Your parent / guardian *	Parent / guardian
Your VET Co-ordinator **	School
BIMA	Employer
MEGT (Australia) Ltd	Australian Apprenticeship Support Network (AASN) Provider
Triple A Training	Supervising Registered Training Organisation (SRTO)

* If you're under 18

** If you're a school-based trainee

At your sign-up session, we will cover the following:

- Assessing and addressing your needs as a learner:
 - Foundation skills testing results and support required
 - Support needs (and learner support plan)
 - Your travel arrangements to and from work and block training
- Confirming the capabilities of your employer:
 - Employer resource assessment
 - Workplace Supervisor arrangements
- Other matters:
 - Roles and responsibilities of the employer and the trainee
 - Complaints and appeals procedure
 - Training plan
 - Training record
 - Fees and refunds

What to bring to your sign-up session

You should bring the following to your sign-up session:

- Photo ID (e.g. your school ID card)
- Pen
- Notepad

Employment arrangements

Training contract

When you become a trainee, you will sign a training contract. Your training contract will be used to register the traineeship and legally binds you and your employer for the term of the traineeship. The training contract has a start date and an end date.

If you are under 18 years of age you will need to have your parent or guardian provide signed consent to the traineeship, however they are not a party to the training contract.

Your training contract will be explained in more detail to you at your sign-up.

Employer resource assessment (ERA)

Triple A Training will confirm your employer's capacity to provide the facilities, range of work and supervision when preparing the training plan. We do this using an **employer resource assessment (ERA)**.

The employer must provide, or arrange to provide, the facilities, range of work and supervision supporting you to develop on-the-job knowledge and competence related to the occupational outcome aligned to the apprenticeship or traineeship.

As part of the ERA process, Triple A Training will review workplace supervision arrangements. Note that only authorised workplace supervisors listed on the employer resource assessment can sign your training record.

Training arrangements

Training plan

We will collaborate at your sign-up session to develop and sign your **training plan**. The plan will outline what training is required and where/when it will occur. The training plan will get reviewed and updated throughout your traineeship.

We will give you a copy of your training plan and you can also access it through the student management system.

Support plans

To maximise your ability to successfully complete your training, we will take steps to:

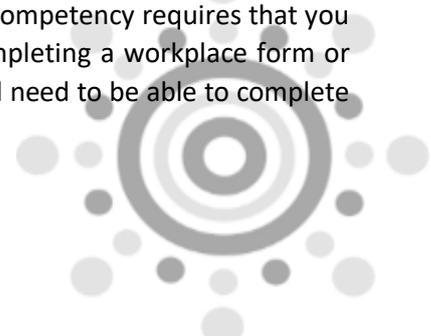
- Identify the requirements that you would need to complete your course (for example, foundation skills etc.)
- Identify the support you will need, based on information you provide to us in your application for enrolment and your sign-up session, and from the results of your foundation skills testing
- Develop strategies to support you
- Provide access to the required support you will need. Examples of learner support include foundation skills support, assistive technology and/or additional tutorials

Foundation skills support

We provide information about foundation skill requirements on the course listing in the application for enrolment form. We will assess your foundation skills so that we can make a plan to support you during training if required.

Examples of the support that we can provide include having a scribe to write down your answers for a written assessment. In this circumstance, the scribe will read the question to you and write your answers verbatim, but they cannot give you the information you require for your answer.

Note that where a unit of competency requires that you be able to read and interpret a particular document (for example, reading a news article), then you will need to be able to complete this task yourself in order to be declared competent. Similarly, where a unit of competency requires that you be able to complete or write a particular document (for example, completing a workplace form or writing a news article), then in order to be declared competent, you will need to be able to complete this task yourself.



Cost of providing extra support

If you require a scribe, we do not charge for this service. Similarly, we do not charge a fee for providing limited extra foundation skills training.

If you require other support, such as access to assistive technology, then that support will be charged to you at the rate that is charged by the relevant service provider. We will liaise with you when developing your support plan, to confirm that you are happy with the cost before proceeding.



Training Overview

Our trainers

Our trainers are fully qualified broadcasters who have real-world experience from working in a variety of media organisations. All trainers have qualifications in media as well as training and assessment. Our trainers undergo regular professional development for both their media qualifications and their training and assessment qualifications.

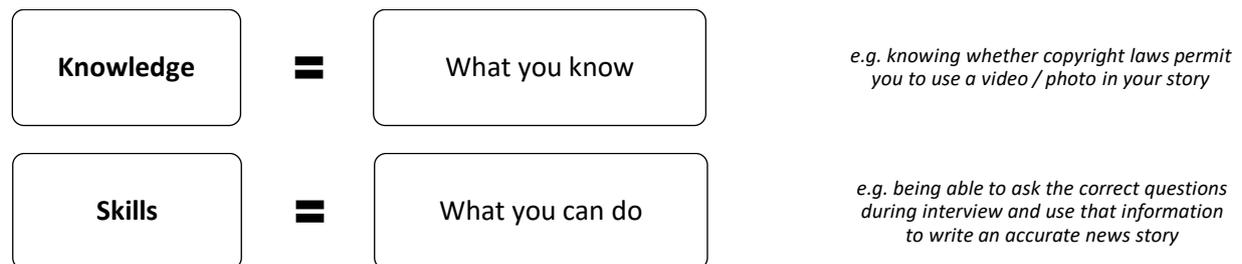
Contacting your trainers

During block training, you will have access to a trainer during 'study hall' sessions. Throughout your traineeship, you can contact your trainers by email. You will be given these details at orientation.

About vocational training

Vocational training is designed to teach you how to do real workplace tasks to the performance level set out in nationally accredited training packages and to the quality and standards expected by industry.

Vocational training is designed to teach you knowledge and skills:



This practical focus is what sets vocational training apart and at Triple A Training, the ways we teach are informed by our consultation with industry.

Teaching knowledge

At Triple A Training, we use a variety of methods to teach relevant knowledge, including:

- Pre-course readings and videos (online)
- Face-to-face training sessions

Learning and practicing skills

During your traineeship, you will get a chance to learn and practice skills in the following ways:

- Pre-course activities (online)
- Face-to-face training sessions
- On-the-job training



Block training

We run block training periods, the dates of which are set out in the important info section on the **application for enrolment form**. Block training consists of a mix of three (3) types of sessions:

- Orientation
- Face-to-face training sessions
- Study hall sessions

We will give you a timetable for each block training period, so you know ahead of time what you are doing each day. Note that occasionally the timetable may change. If there is a timetable change, we will advise you as soon as possible.

Orientation session

Orientation happens on the first day of block training. It is an exciting and informative session, and will include the following:

- Introducing you to our staff and other learners
- Safety at the training facility
- Training and assessment:
 - Course structure
 - Dates of training
 - Assessment (include dates of assessment)
 - Using the student management system
 - Complaints and appeals
 - Plagiarism
 - RPL and credit transfer
 - Information technology and communication (ICT)
 - Respect model – behaviour management
- Learner support program:
 - Study tips and techniques
 - Assessment tips and techniques
 - Stress management and mindfulness techniques

Face-to-face training sessions

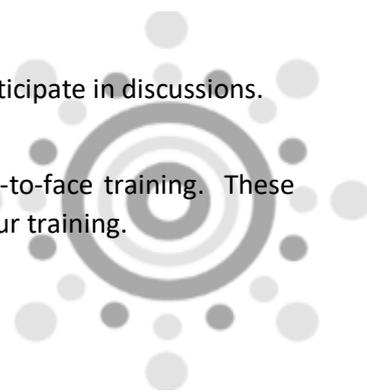
At block training, you will participate in face-to-face training sessions with the trainer. Face-to-face training methods will involve a mixture of these techniques:

- Visual presentations (e.g. PowerPoint slides, short videos etc.)
- Trainer demonstrations of skills followed by skills demonstrations by individual learners, which are monitored, corrected, and reinforced by the trainer
- Role playing
- Group activities and discussions

During face-to-face training, you will have a chance to ask questions and participate in discussions.

Guest speakers

Guest speakers, drawn from industry, may be invited to speak at our face-to-face training. These guest speakers bring interesting industry insights which are a complement our training.



Study hall sessions

A number of days will be set aside during block training for dedicated 'study hall' sessions. You will be provided with access to Wi-Fi at the training facility so that you can undertake self-paced work on your pre-readings, learning materials and assessments whilst having access to a trainer assessor in real-time to ask questions etc.

You will need to bring their laptop to study hall days. Whilst you will still need to work at home, these study hall days are designed to give you a head start and extra support in your self-paced work.

Study hall sessions will be supervised. It is expected that you will behave appropriately and refrain from distracting other learners so they can get on with their work.

Block training logistics

We will send an email to you with the start times and other relevant details.

You should plan to arrive early so that you have time to put your lunch in the fridge and get set up ready to go by the start time.

What to bring to block training

You should bring the following things to block training:

- Your lunch and morning tea (labelled with your name)
- A hat to wear outside
- Water bottle
- Laptop (for study hall sessions)
- Closed-in, sturdy shoes
- Comfortable, neat-casual professional clothing (e.g. jeans and a shirt). No offensive slogans or images on clothing
- Notepad and pen

Absences from block training

If you are going to be absent or late on a block training day, you should advise us by phone (07) 3892 0100 or by email (tatadmin@989fm.com.au).



Pre-course readings, videos and activities

You will be provided with online pre-course readings, videos and activities prior to each block training.

The pre-course readings and videos have been selected to help you learn important knowledge. The activities will re-enforce the information provided in the pre-course readings and videos and give you a chance to practice your skills. Note that the activities are formative only and do not count towards the assessment for the unit of competency.

You must start on these pre-course readings, videos and activities before you come to block training.

We will give you an information sheet about how to access the online portal, at your sign-up session.

On-the-job training

As part of your traineeship, you will undertake on-the-job training under the supervision of a workplace supervisor who is a qualified broadcaster.

It is the expectation that the workplace supervisor will ensure that you are rotated throughout the radio station to get exposure to a wide variety of tasks in your on-the-job training.

Triple A Training will provide a formal structure to help guide progress.

Mentor handbook

The mentor handbook will contain things for you to discuss with relevant workplace mentors in the radio station during your on-the-job training.

You will be expected to keep a daily record of the outcomes of your discussions with workplace mentors, by writing details in your mentor handbook and having it counter-signed by the relevant workplace mentor.

Training record

The training record is a very important legal document. You must:

- update the training record with details of training undertaken on a regular basis, but at intervals of no more than 3 months
- hold on to the training record and produce it to your employer, Triple A Training and/or the department (DESBT), when requested
- take it with you if you change employers

You can access your training record through the student management system.

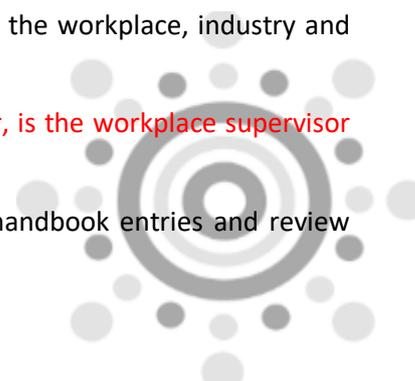
Upon completion of each unit of competency, the training record must be signed by all parties:

- **Your workplace supervisor**

Your employer's signature supports that you are competent in the workplace, industry and company standards.

Note that the only person authorised to sign as your employer, is the workplace supervisor listed on the employer resource assessment.

Your workplace supervisor will want to look at your mentor handbook entries and review your recent work before they sign the training record.



- **Your signature**
Your signature supports that you agree that you have the ability to competently perform the workplace tasks.
- **Triple A Training signature**
Triple A Training's signature supports the successful completion of off-the-job training in the underpinning knowledge and skills.

Monitoring progress

Triple A Training and your employer must, at intervals of no more than 3 months, request you to produce, within a reasonable timeframe, the training record to inspect or record completed training.

Regular checks allow us the opportunity to discuss training and ensure you are receiving the full range of work and progressing satisfactorily.

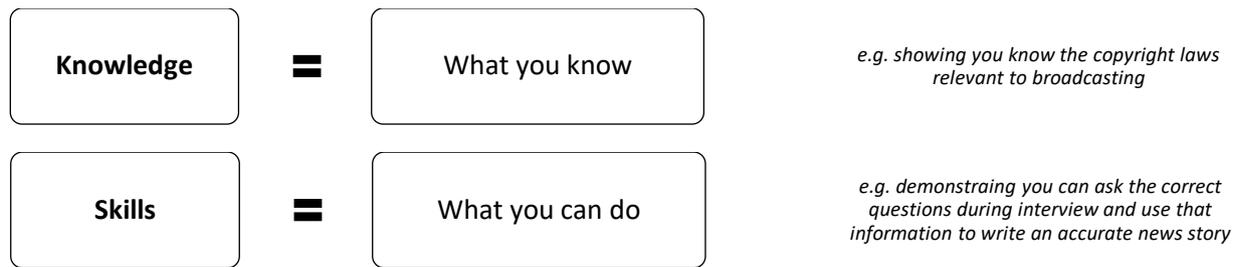


Assessment

About vocational assessment

Vocational assessment is designed to assess that you how to do real workplace tasks to the performance level set out in nationally accredited training packages and to the quality and standards expected by industry.

Vocational assessment is designed to assess you hold both knowledge and skills:



Assessing knowledge

At Triple A Training, we assess knowledge by way of knowledge questions, either written (pen and paper) or online.

Assessing skills

During your traineeship, you will be assessed in skills in the following ways:

- Observation demonstrations
- Workplace projects
- Case studies

These assessment types are explained below.

Assessment types

Observation demonstrations

During an observation demonstration, the assessor will directly observe you demonstrating skills. During the observation, the assessor will ask you some questions to make sure that you understand why tasks need to be carried out a certain way.

These assessments will predominantly be carried out during block training. You will have multiple attempts at assessment and your assessor will give you feedback.

Workplace projects

These assessments are designed to assess practical skills and will involve you completing projects in the workplace (e.g. compiling an audio package for broadcast on the radio). A written workplace supervisor verification will be required for each workplace project, to confirm that the tasks were undertaken in accordance with workplace procedures and were in fact completed by you.

You will be required to take these assessments back to complete in the workplace and then submit to Triple A Training by the due date. You will have multiple attempts at assessment and your assessor will give you feedback.

Case studies and knowledge questions

These assessments are designed to assess knowledge and practical skills. The knowledge questions will consist of questions for you to answer, based on the learning materials you have been provided in the course. The case studies will involve you demonstrating skills based on information in a particular case study you have been provided. You will have multiple attempts at assessment and your assessor will give you feedback.

You will be required to complete these assessments then submit to Triple A Training by the due date. You can choose to work on these assessments during your study hall sessions if you wish.

Please note that you are expected to work on these assessments at home and/or during study hall. You will not be provided time to work on these assessments during your paid employment at 98.9FM.

Preparing and submitting assessments

Tips for preparing assessments

Here are some tips to help you prepare assessments:

- **Knowledge questions**

The knowledge questions are designed so you can demonstrate you hold relevant knowledge. If you are not sure of the answer in a knowledge assessment, look in your pre-course readings and videos.

- **Case studies**

The case studies are designed so you can demonstrate that you have relevant skills. Read the instructions at the start of the case study. If you are not sure how to do something that is in a case study, have a look in your pre-course readings and videos. You can also ask your trainer if you have questions about the assessment.

- **Workplace projects**

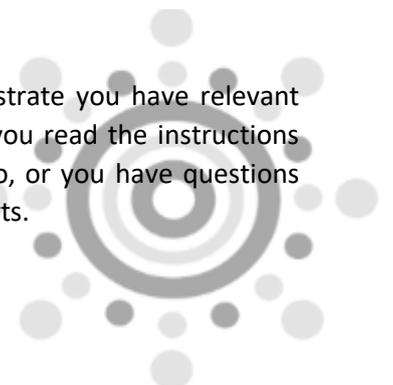
The workplace projects are designed so you can demonstrate that you have relevant skills. Read the instructions and show the assessment to your workplace supervisor so they can schedule you time to work on it.

Remember that the tasks in your workplace projects must be done in accordance with the policies and procedures of your workplace. If you are not sure how to do something that is in a workplace project, you can look in the workplace manuals, and you can also ask your workplace supervisor for more instructions about how those tasks are done in your workplace.

Often, a workplace project will involve you producing content (e.g. an audio file). If this is the case, usually the assessor will want to see the end product. Make sure you carefully read the instructions on the assessment and submit everything listed, in the file formats required.

- **Observation demonstrations**

The observation demonstrations are designed so you can demonstrate you have relevant skills. When you get the observation demonstration, make sure you read the instructions carefully. If you are not entirely sure exactly what you have to do, or you have questions about the assessment, ask your assessor before the assessment starts.



Plagiarism

What is plagiarism?

Plagiarism is using someone else's ideas/work without acknowledgement, as though it were your own. If you are found to have plagiarised in your assessment, then you may be withdrawn from study at Triple A Training and/or face a disciplinary process with your employer.

See the referencing section below for information about how to acknowledge the work of others.

Referencing

When you are using the ideas of someone else, you must acknowledge this through referencing. This is where you inform the reader where an idea comes from.

You can use the Harvard Referencing system. Note that Microsoft Word™ has an in-built referencing capability which we strongly recommend you use as it will help you reference more efficiently.

For more information about Harvard Referencing and Microsoft Word™ referencing, see these links:

Website	Link
Microsoft Office Support This contains easy-to-follow instructions on how to use Microsoft Word™ to cite your sources and automatically generate a list of references	https://support.office.com/en-us/article/add-citations-in-a-word-document-ab9322bb-a8d3-47f4-80c8-63c06779f127
QUT Citewrite This contains information about the Harvard Referencing system	https://www.citewrite.qut.edu.au/cite/qutcite.jsp#harvard

Assessment logistics

Submitting assessments

Generally, assessments are to be submitted through the student management system. We will provide you with a demonstration of the student management system at your orientation session on the first day of block training.

Assessment results

At Triple A Training you will not receive a % mark. Rather, for each assessment you will receive a mark of either Satisfactory (S) or Not Satisfactory (NS).

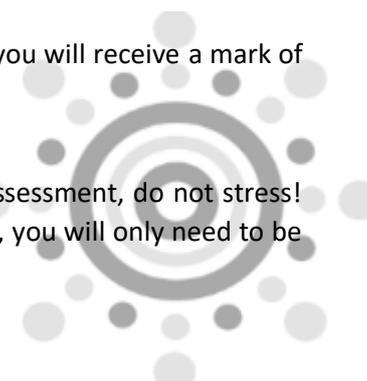
In order to be declared Competent (C) in a unit, you must receive a mark of Satisfactory (S) for all pieces of assessment in that unit.

In order to be declared Not Competent (NC) in a unit, you must attempt every piece of assessment and have received NS in at least one (1) of them.

If you do not attempt every piece of assessment for a unit of competency, you will receive a mark of Withdrawn (WD) for that unit.

Re-assessment

If you obtain a result of Not Satisfactory (NS) in your first attempt at an assessment, do not stress! You are entitled to a second attempt at your assessment and in most cases, you will only need to be re-assessed in just a couple of parts of the assessment.



Prior to your second attempt, the assessor will give you feedback about your first attempt. If you have any questions, be sure to ask your assessor before your second attempt at assessment.

Appealing results

You can appeal your assessment results. See the [complaints and appeals](#) section of this handbook for more information.

Missed assessment

If you have not submitted an assessment by the due date, and you have not contacted us, then you will be awarded a result of withdrawn (WD) for the unit of competency.

If you are withdrawn from a unit, you may need to pay fees to re-attempt the unit.

Extensions

You must submit your assessments by the due date written on the assessment.

If you want to request more time to submit an assessment, you must submit a request for extension to your assessor citing the reason you need to extend. Your assessor will advise you in writing whether your request is approved and the new due date.

You can apply for a maximum of two (2) extensions for a maximum period of four (4) weeks each. If you require a longer extension then prior to approving the extension, Triple A Training will consider the circumstances and review any additional support you require.

Where an approved extension period lapses and you have not met the due date, or contacted us to discuss your assessment, or responded to our attempts to discuss the due date with you, then you will be withdrawn from the unit.



Complaints and appeals

Complaints

You can make a complaint about the conduct of Triple A Training, our staff, our third-party providers and/or other learners enrolled at Triple A Training. You can make a complaint by:

- Phone (07) 3892 0100
- Email complaints@989fm.com.au

When making a complaint, please outline the nature of your complaint, and your contact details.

We will acknowledge your complaint in writing and we may contact you to obtain further information. Where your complaint relates to another person, we will contact that person to obtain information from them.

When considering your complaint, we will ensure that the decision maker is independent of the situation and - in the case that a complaint relates to a Triple A Training staff member - higher in authority than the person to whom the complaint relates.

We will seek to finalise your case as soon as possible. If more than 60 days are required to process and finalise your complaint, then we will inform you in writing, including reasons why more than 60 days are required. In this instance, we will also update you regularly about the progress of the matter.

We will advise you in writing once we complete our investigation into the matters you raise. We keep records of all complaints and their outcomes, including any corrective actions that we implement.

Appeals

You can request Triple A Training to review a decision made by Triple A Training or a third-party provider. You can make your request for appeal by:

- Phone (07) 3892 0100
- Email complaints@989fm.com.au

When requesting an appeal, please outline the basis of your appeal, and your contact details.

We will acknowledge your appeal in writing and we may contact you to obtain further information. As part of the appeal process, we will contact the decision maker to obtain information from them. When considering your appeal, we will ensure that the decision maker is independent of the original decision.

We will seek to finalise your case as soon as possible. If more than 60 days are required to process and finalise your appeal, then we will inform you in writing, including reasons why more than 60 days are required. In this instance, we will also update you regularly about the progress of the matter.

We will advise you in writing once we have completed our review of the original decision. If your appeal is upheld, then we will adjust our records accordingly. We keep secure records of all appeals and their outcomes.

No barriers

We ensure complaints and appeals processes do not contain barriers, such as the requirement to complete overly complex forms and/or provide extensive written information as part of the process.

After training

Completion agreement

At the end of your traineeship, a **completion agreement** must be signed by:

- You (the trainee)
- Your parent/guardian (if you're under 18)
- Your employer
- Triple A Training

Once the completion agreement is signed, it must be lodged with DESBT to state that everyone agrees that you have completed all training and assessment required under the training plan and that where the traineeship was all or party school-based, you have completed the minimum paid work requirement

Certificates

When you successfully complete your traineeship, you will receive two (2) certificates:

- **Completion certificate**
This is issued from the Department of Education, Small Business and Training (DESBT) after successful completion of your *traineeship*. See below for more details.
- **Certification documentation**
This is issued by Triple A Training after successful completion of your *qualification*. See below for more details.

Completion certificate (issued by DESBT)

DESBT will issue your completion certificate once they have received the signed completion agreement.

When you sign your completion agreement, make sure your postal address is correct. DESBT will post your completion certificate to that address.

If you do not receive your completion certificate

If you do not receive your completion certificate after your completion agreement has been signed, you can contact DESBT as follows:

- 1300 369 935
- training@desbt.qld.gov.au

Certification documentation (issued by Triple A Training)

Once you have successfully completed all required training and assessment (including any workplace projects or training records), then providing that you have given us your USI, we will issue your certification documentation.

For successful completion of accredited units, we issue nationally recognised statements of attainment. For completion of a full qualification, we issue a testamur of qualification and statement of results.

Providing certification documentation to third parties

By law, we must issue certification documentation directly to you. We can also send an electronic copy of your certification documentation to a third party (e.g. your employer, or a recruitment

agent), providing that we have written permission from you. There is a space for you to provide this permission on the application for enrolment form.

Correcting mistakes

Certification documentation will be issued in your legal name, as verified on the USI Registry. If you receive your certification documentation and discover an error in your name, please contact us immediately.

If you have legally changed names, phone 1300 857 536 to change your name with the USI Registry.

Replacement copies

If you lose your certification documentation, you can contact us for another copy.

Once we verify your identity, we can send you an electronic (PDF) copy for free by email. If you require us to re-issue a printed copy, a small fee applies. See the [Fees and refunds - Traineeships](#) section below.

USI registry

After your training is completed, we will report your results to the USI Registry. Visit the USI website (usi.gov.au) to find out how to authorise training organisations to access your training records. There may be a delay before the data is available on the USI website. Contact the USI Registry for more information.

By law we cannot issue your certification documentation until we collect your USI. To save on delays, we ask you for your USI at enrolment, and we will verify your USI directly with the Registry.

Please note that only accredited training is reported to the USI Registry (i.e. non-accredited training is not reported).

Feedback and surveys

At the end of your training, we will ask for feedback on how to improve our services. We will also collect Quality Indicator Data after your training.

You may be contacted by the National Centre for Vocational Education Research (NCVER) for a survey after training.

The Australian Skills Quality Authority (ASQA) may also contact you during and/or after your training, as part of regulatory auditing processes.

We may also send you a survey after training as part of our funding from the Commonwealth Government.

Future training opportunities

From time to time, we may contact you to highlight upcoming training courses. If you do not wish to receive these communications, there is an unsubscribe link on our emails. Alternatively, you can contact our customer service team to advise you do not wish to receive further information.



RTO Governance

About Triple A Training

Triple A Training (RTO 30155) is a division of Brisbane Indigenous Media Association Ltd (BIMA).

Our obligations

We are obliged to:

- Provide quality training and assessment that complies with the requirements of the endorsed training package and the regulatory framework.
- Provide an environment that is safe and free from discrimination, harassment and bullying.
- Market our training in an ethical manner, ensuring information is accurate and complies with the regulatory framework.
- Advise you of any material changes that occur within our organisation, or that affect our ability to provide training and assessment during your enrolment.
- Inform you of any changes to legislative / regulatory requirements that affect the services delivered.
- Cooperate with ASQA, the Training Ombudsman and/or any other relevant authority for the purposes of regulatory audits / investigations.
- Hold public liability insurance to cover our scope of operations.
- Adhere to the provisions of the regulatory framework.
- Issue AQF certificate documentation as provided for in the Regulatory Framework.

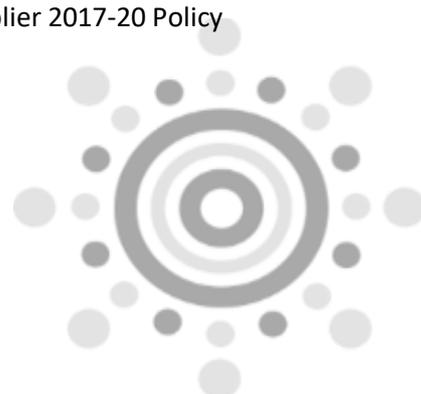
Triple A Training rules

Triple A Training rules are set out in the **Respect Booklet**. This will be provided to you and explained to you at orientation.

Regulatory framework

Triple A Training operates within the provisions of the following:

- National Vocational Education and Training Regulator Act 2011 (Cth)
- Student Identifiers Act 2014 (Cth)
- Standards for Registered Training Organisations (RTOs) 2015 (Cth)
- Australian Qualifications Framework
- Data Provision Requirements 2012 (Cth)
- Fit and Proper Persons Requirements 2011 (Cth)
- Financial Viability Risk Assessment Requirements 2011 (Cth)
- Further Education and Training Act 2014 (Qld)
- Further Education and Training Regulation 2014 (Qld)
- Registered Training Organisation User Choice Pre-qualified Supplier 2017-20 Policy
- User Choice 2017-20 Policy
- Pre-qualified Supplier Policy 2019-20
- Certificate 3 Guarantee Program Policy 2019-20



Privacy

Triple A Training operates within the provisions of the *Privacy Act 1988 (Cth)* when collecting, securing, using and disclosing personal information. You can view our Privacy Policy by clicking the privacy link in the footer of our website (989fm.com.au).

We are required to collect personal information about learners and to disclose that information to the National Centre for Vocational Education Research Ltd (NCVER). When you enrol into training funded by the Queensland Government, your personal information will be disclosed to them. We are also required to submit to ASQA the Quality Indicator Data that we collect at the end of your training.

Statutory cooling-off period

Under Australian Consumer Law, you are entitled to a statutory cooling off period if you enrol after:

- we call you (telemarketing), or
- we call at your front door (door-to-door sales), or
- we approach you in a public place.

For more information about cooling-off periods, see the ACCC website (acc.gov.au).



Important contacts

Federal Regulator

The federal regulator for vocational education and training is the Australian Skills Quality Authority (ASQA), whose contact details are:

- 1300 701 801
- enquiries@asqa.gov.au
- GPO Box 9928 Melbourne Vic 3001
- asqa.gov.au

Training Ombudsman

The Training Ombudsman's office investigates complaints about Queensland training and their contact details are:

- 1800 773 048
- info@trainingombudsman.qld.gov.au
- PO Box 15090 City East Qld 4001
- trainingombudsman.qld.gov.au

National Training Complaints Hotline

Complaints about training providers can be made at the National Training Complaints Hotline:

- 13 38 73 - select option 4
- education.gov.au/email-complaints

Department of Small Business, Education and Training

As a pre-qualified supplier (PQS), we are required to comply with the policies of the Department of Small Business, Education and Training (DESBT), whose contact details are:

- 1300 369 935
- desbt.qld.gov.au/training/apprentices
- PO Box 15121 City East Brisbane Qld 4002
- training@desbt.qld.gov.au



Fees and refunds – Traineeships

This policy applies to learners enrolling in a declared Traineeship (funded by Department of Small Business, Education and Training via the User Choice program) at Triple A Training. This policy does not apply to learners enrolling in a full fee for service (FFS) course.

Fees for training

1. Triple A Training does not collect more than \$1,500 in prepaid student contribution fees from any learner.
2. Student contribution fees are calculated in accordance with the [User Choice 2017-20 Policy](#), as follows:
 - a. **Full fee** – calculated at \$1.60 per nominal hour for unit of competency
 - b. **Partial exemption fee** – calculated at \$0.64 per nominal hour for unit of competency
 - c. **Full exemption** – no additional payment required
3. Student contribution fees are disclosed on the application for enrolment form and cover all training and assessment materials (including textbooks) for the course, as well as access to equipment required for the delivery of training and assessment.
4. Triple A Training does not charge an additional charge for a credit transfer in a traineeship.

Funding

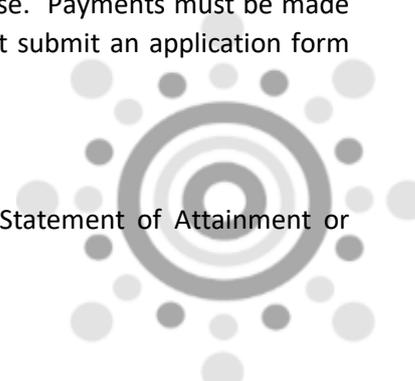
5. If a learner wishes to claim a partial exemption or a full exemption of their student contribution fee, then to receive that exemption, the learner must provide evidence of eligibility for funding (as outlined on the application for enrolment form) at the time of enrolment.
6. If a learner fails to provide evidence of eligibility for funding at the time of enrolment, the learner will be liable to pay the full student contribution fee for the course, as outlined on the application for enrolment form.
7. If a learner enrolls in training and is later found to be ineligible for funding, the learner will be liable to pay the full fee student contribution fee for the course, as outlined on the application for enrolment form.

Payment of fees

8. All student contribution fees must be paid prior to the commencement of training, unless a payment plan has been formalised.
9. Learners can pay their fees by cash, credit card, direct debit, personal cheque, bank cheque or money order.
10. Triple A Training does offer payment plans for approved learners. Payment plans involve payments of several separate payments of fees over the duration of the course, on a schedule set out on the application for enrolment in that course. Payments must be made by the due dates. To apply for a payment plan, learners must submit an application form and agree to the terms and conditions on the payment plan.

Re-issuing certification documentation

11. Triple A Training will re-issue an electronic (PDF) copy of a Statement of Attainment or Qualification and Statement of Results, for free.



12. The fee for re-issuing a printed Statement of Attainment or Qualification and Statement of Results is \$20.00 + GST. This fee is correct at the time of publication. Always check the current copy of this handbook on the Triple A Training website, for the current fee.

Refunds

13. Where a student contribution fee has been charged and collected, Triple A Training will issue a full refund for each individual unit of competency where no participation in training has been undertaken at the time of cancellation of enrolment.
14. Where a student contribution fee has been charged and collected, Triple A Training will issue a proportionate refund for each individual unit of competency where participation in training has been undertaken but the trainee has withdrawn from the unit of competency.

Consumer protection

15. Triple A Training does not use telemarketers, or door-to-door salespeople to enrol learners, and therefore a 'statutory cooling off period for unsolicited consumer agreements' does not apply.

Acknowledgement

Declaration

By signing below, I confirm I have read the disclosures in this handbook and have attended the induction and orientation to this course. I am aware of my rights and obligations as a learner at Triple A Training and I understand the policies set out in this handbook.

Your name

Your signature

Date

