



Student Pre Enrolment Book

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Ironbark Training is a Registered Training Organisation, RTO ID 0000. Our registration authorizes us to deliver nationally recognized training products in accordance with our scope of registration which can be found here: www.training.gov.au/xxxxxxx.

At Ironbark Training we are committed to further the development of your career opportunities, lifelong learning skills and academic achievements within a student-centered, diverse and culturally inclusive environment.

Therefore it is important that you read the information contained in this student booklet, before you enroll, to ensure you are fully informed of your course options and are aware of our policies, procedures and the services we provide.

Studying with Ironbark Training provides you with a variety of choices from the nationally recognised licence we are registered to deliver. Log onto www.training.gov.au to see the full range of programs Ironbark Training can deliver for you.

Our offer:

Prompt and courteous attention

Dedicated and specialised training facilities

Staff experience and lifetime involvement in the field

You get the convenience of training at one location with all course materials,

There are no hidden fees or additional charges

Benefits:

Worksafe nationally recognised licences

Competencies gained are industry endorsed

Enhanced career paths

Improved employment opportunities

Courses offered by Ironbark Training

Course (Code and Title)	Duration	Mode	Cost	Full course information
CPCCLDG3001A Licence to perform dogging	5 days	Face-to-Face	\$1,500	https://www.IronbarkTraining.com.au/licence-to-perform-dogging/
CPCCLRG3001A Licence to perform rigging basic level	5 days	Face-to-Face	\$1,400	https://www.IronbarkTraining.com.au/licence-to-perform-rigging-basic-level/
CPCCLRG3002A Licence to perform rigging intermediate level	4 days	Face-to-Face	\$1,500	https://www.IronbarkTraining.com.au/licence-to-perform-rigging-intermediate-level/
CPCWHS1001 Prepare to work safely in the construction industry (White Card)	1 day	Face-to-Face	\$200	https://www.IronbarkTraining.com.au/prepare-to-work-safely-in-the-construction-industry/
HLTAID0003 Provide First Aid	1 day (with pre-course study) 2 days (no pre-course study)	Face-to-Face	\$200	https://www.IronbarkTraining.com.au/provide-first-aid/
Confined Space Entry Including: <i>RIIWHS202D Enter and work in confined spaces</i> <i>MSMWHS217 Gas test atmospheres</i> <i>RIIRIS201D Conduct local risk control</i>	2 days*	Face-to-Face	\$300	https://www.IronbarkTraining.com.au/enter-and-work-in-confined-spaces/
RIIHAN308F Load and unload plant	1 day (with pre-course study)	Face-to-Face	\$750	https://www.IronbarkTraining.com.au/load-and-unload-plant/

RIIMPO318F Conduct civil construction skid steer loader operations	3 days	Face-to-Face	\$750	https://www.IronbarkTraining.com.au/conduct-civil-construction-skid-steer-loader-operations/
RIIMPO323E Conduct civil construction dozer operations	3 days	Face-to-Face	\$1,000	https://www.IronbarkTraining.com.au/conduct-civil-construction-dozer-operations/
Working at Heights Including: <i>RIIWHS204D Work safely at heights</i> <i>RIIRIS301E Apply risk management processes</i> <i>RIIWHS201D Work safely and follow WHS policies and procedures</i>	2 days*	Face-to-Face	\$300	https://www.IronbarkTraining.com.au/work-safely-at-heights/
TLILIC0003 Licence to operate a forklift truck	2 days (Standard) 3 days (new worker and LLN support required)	Face-to-Face	\$650	https://www.IronbarkTraining.com.au/licence-to-operate-a-forklift-truck/
TLILIC0005 Licence to operate a boom-type elevating work platform (boom length 11 metres or more)	2 days (Standard) 3 days (new worker and LLN support required)	Face-to-Face	\$750	https://www.IronbarkTraining.com.au/licence-to-operate-a-boom-type-elevating-work-platform-boom-length-11-metres-or-more/
TLILIC0006 Licence to operate a bridge and gantry crane	3 days	Face-to-Face	\$1,200	https://www.IronbarkTraining.com.au/licence-to-operate-a-bridge-and-gantry-crane/
TLILIC0008 Licence to operate a non-slewing mobile crane (greater than 3 tonnes capacity)	3 days (Standard) 4 days (new worker and	Face-to-Face	\$1,400	https://www.IronbarkTraining.com.au/licence-to-operate-a-non-slewing-mobile-crane-over-3-tonnes-capacity/

	LLN support required)			
TLILIC0013 Licence to operate a slewing mobile crane (up to 60 tonnes)	4 days	Face-to-Face	\$1,600	https://www.IronbarkTraining.com.au/licence-to-operate-a-slewing-mobile-crane-up-to-60-tonnes/
TLILIC0014 Licence to operate a slewing mobile crane (up to 100 tonnes)	3 days	Face-to-Face	\$2,000	https://www.IronbarkTraining.com.au/licence-to-operate-a-slewing-mobile-crane-up-to-100-tonnes/
TLILIC0015 Licence to operate a slewing mobile crane (over 100 tonnes)	3 days	Face-to-Face	\$2,500	https://www.IronbarkTraining.com.au/licence-to-operate-a-slewing-mobile-crane-over-100-tonnes/

* Programs delivered as a skill set package comprise multiple units. While booked and paid for as a package, the units are delivered sequentially (one after another) and **are not** blended together, this allows a student to exit upon completion of any or all units in the package. Where a student withdraws before completion of all units, a Statement of Attainment will be issued for the completed units only. Please note, there are no refunds or discounts offered for students who do not complete the entire skill set package and we strongly encourage students to complete all units within the skillset to maximise their learning opportunity.

** Learners may choose to undertake additional training if they wish to obtain more hours driving the vehicle prior to assessment or additional theory training. Additional training time does attract additional fees at a rate of \$120.00 per hour.

For other critical registration details please visit the National Register of VET here:
www.training.gov.au

Applying for a High Risk Licence

Ironbark Training is committed to ensuring that access to its courses is fair, efficient and effective. All students must be over 18 years of age and be able to speak and read English to complete Worksafe "High Risk" Licensing.

For a full list of courses Ironbark Training offers, please visit: www.training.gov.au/45648

Ironbark Training requires all participants must complete a language literacy and numeracy assessment to identify any areas that require support.

Participants require sufficient LLN to answer short answer questions in English with no reference material. The knowledge assessment may be completed using verbal assessment.

Learners require sufficient numeracy skills to complete basic multiplication, addition, subtraction and division. They must also be able to interpret numerical information from charts and diagrams.

Proof of Identity

When applying for a Worksafe Licence 100 points of ID of the following documents from the list below must be provided prior to commencing an assessment for that Licence:

The Evidence of Identity required is defined as an **Australian photo licence or a Passport.**

- Driver Licence**
A photo licence means any Australian photo driver licence or photo learner permit which is current
- OR**
- Passport**
Australian Passports must be current or have an expiry date within the last two years. International passports must be current, and for those countries of origin requiring a Visa, the **Visa must also be current and enable study in Australia.**

Student may also provide any of the following:

- Medicare Card**
Must be valid and issued by Medicare Australia
- Birth Certificate (Australian)**
A Birth Certificate can refer to either an original document or a certified copy issued by an Australian State or Territory. Must not be an extract
- Licence to Perform High Risk Work**
(Or equivalent photo certificate of competency that is current, not expired)
- State, Territory or Federal Government Employee or ID card**
(With Photo)
- Other Australian Government Issued ID card**
(With Photo)
- Photo identity Card**
(Issued by a Tertiary Institution must be current)
- Key pass ID card**
(With photo, must be current)
- Consumer Affairs Victoria Proof of Age Card**
(With Photo)
- Certificate Of Registration By Descent**
A Certificate of Registration by Descent is issued by the Australian Government to a person who was born outside Australia and at least one of their parents was an Australian citizen at the time of their birth.
- Citizenship Certificate**
This certificate is issued by the Australian Government.
- ImmiCard.**
 - Evidence of Immigration Status (EIS) ImmiCard
 - Permanent Resident Evidence (PRE) ImmiCard

- Residence Determination ImmiCard (RDI)

Important:

Students who do not present a form of identification from the list above will not be allowed to commence the course and will not be entitled to any refund.

Enrolments:

To enrol, simply request from the administration staff an enrolment form and student agreement. The enrolment must be completed prior to beginning the course, this may be done on the first day of training. We require a non-refundable administration fee to secure your place on the course. This administration fee is;

Course	Administration Fee
Crane Licences	\$500.00
Dogging and Rigging Licences	\$500.00
(LF) Forklift	\$250.00
(WP) Boom Lift over 11 metres	\$250.00
(LO) Order Picking Forklift	\$250.00
All other HRWL	\$250.00
All other Nationally recognised courses	\$150.00
Verbal assessment fee (in addition to course fee)	\$60.00

The full cost of the course will be quoted prior to enrolment over the phone. There are no fees for materials used in the course. Full payment of the course must be completed on the first day of training.

Forms and payments can be made in the following ways:

In person using cash, cheque or Credit card:

Ironbark Training
2/22 Edward Street
Wagga Wagga, 2650
Or

EFT (Banking details are available as an attachment on your confirmation e-mail)

Remittance to be sent to:

Email: hello@ironbarktraining.com.au

Course fee balance is due at course commencement. If the student is unsure as to whether they have suitable English and Maths skills, please request an interview with Ironbark Training staff before enrolment.

Course cancellation:

In the event a course cancellation is made by Ironbark Training participants will be entitled to receive a full refund of fees paid. Alternatively if the student permits the funds to be applied to the next available course that the student is able to attend. This must be no later than 3 months after the initial booking date. In the event that a class cancellation occurs during a course, the refund will be evaluated on a pro-rata daily rate.

Refunds and Cancellations:

This policy applies to students who are already enrolled in the course or to a person responsible for student fees and charges.

Students that cannot complete the LLN form attached to the confirmation e-mail will receive a full refund of course fees if they contact the office within 24 hours of receiving that e-mail.

Any student who is asked to leave the course by the trainer due to reasons such as but not limited to bullying, racism, sexual harassment, or any other serious disruption of the class will not be entitled to a refund

Student Cancellation

For all courses a pre-enrolment non – refundable administration fee is required to process your application to commence the course. After paying the administration fee, if a student no longer wishes to continue with the training before the commencement of a course, the non-refundable administration fee is forfeited. If a student would like to reschedule their course, 24 hours working day notice must be given prior to the original course time. For example, to re-schedule a course due to commence Monday morning, the notice must come no later than the prior Thursday afternoon.

The students may only commence the course when the full amount of the course fee has been paid, the final payment can be made on the first day of the course. If a student cancels the course once they have commenced the face-to-face training component of the course no refund will be given to the student.

Medical or Hardship reschedule or withdrawal:

A student may reschedule a course on the grounds of an unforeseen Medical condition or Hardship without financial penalty. Medical certificate or statutory declaration must be received within 48 hours after the course commencement.

A refund may be given only in the event of exceptional circumstances, exceptional circumstances may include;

1. Serious long term illness
2. Death or disability of the student or family members
3. Where the CEO has determined that exceptional circumstances exist

Please note that proof must be provided where exceptional circumstances are claimed.

Payment of Refunds:

Payment of refunds will be made as follows:

1. Where Ironbark Training is required to provide a refund under this policy, the refund will be paid to students within 30 days of the date of cancellation.
2. Where students have completed a F071 Withdrawal/Cancellation form, payment will be made within 30 days after receipt of that completed form.

Student Late Policy:

Students more than 20 minutes late to the first day of a course will be turned away and lose their non-refundable administration fee. Students that are more than 20 minutes late to subsequent course days may be directed to repeat the day/s and further costs for those days will apply on a prorate basis.

Refund Appeal Process:

A student may appeal in writing to Ironbark Training within 14 days of the course commencement date if they have been rejected by IRONBARK TRAINING for a refund. The basis for a refund will align directly to the Refund Policy. If a student is still not happy with the result they may contact the CEO, David Joyce, directly on 0456 219 347 or email hello@ironbarktraining.com.au. If the matter has still not been resolved the student can elect to have the matter referred to an independent mediator sourced through the NSW Bar Association (<https://nswbar.asn.au/using-barristers/alternative-dispute-resolution/baradr-approved-mediators>). The outcome of the independent mediation process is final, and the cost of this service will be shared evenly between IRONBARK TRAINING and the student.

Study modes and assessment

All training will be completed face to face, with a combination of demonstrations, lecture, discussion and activities.

Assessment methods used to determine competency for High Risk Work Licensing are issued by Safe Work Australia, regulated by the NSW WorkCover Authority and will be followed by Ironbark Training at all times.

National recognition

National recognition is the recognition and acceptance by a registered training organisation (RTO) of Australian Qualifications Framework Qualifications and statements of attainment issued by another RTO in Australia.

National Recognition will not currently be applied in Ironbark Training as the RTO only offers single units of competency and not qualifications.

Recognition of prior learning (RPL)

Our courses are conducted over a short period of time as they address single units of competency.

Prior learning is recognised by Ironbark Training through providing accelerated learning programs for students with demonstrated relevant and current knowledge and skills. Please contact the office on 02 6921 9184 to discuss options for accessing this recognition process.

Statement of Attainment

At completion of the assessment requirements for each unit of competency students will receive a statement of attainment. Should students require a replacement statement of attainment they should contact the office on 02 6921 9184 or email hello@ironbarktraining.com.au. The student will be required to complete and return F043 Request copy of a qualification, who will ask for proof of identity and issue a replacement Statement a fee of \$50.00 + GST applies to this service.

Relevant laws

Privacy:

Information privacy became law in 2002. This means we cannot release information about you or the studies you have undertaken without gaining your permission in writing. The only exception is that we have to provide your details to the NSW Government and their nominees as part of our RTO registration conditions. We are also required to give you access to your personal records so you can check they are accurate

Standards for Registered Training Organisations 2015

This Act ensures Registered Training Organisations meet minimum standards.

Equal opportunity Act 2010:

Ironbark Training is bound by laws that ensure that harassment; unlawful discrimination; bullying or any other offensive behaviour is dealt with immediately. Any student found to be contravening these laws will be required to leave their course without a refund of course fees.

Disability Act 2006:

This Act requires Ironbark Training to accommodate the needs of people with a disability to the best of its ability

WHS Act 2011

This Act require Ironbark Training to provide a safe workplace at all times for its employees.

OH & S Regulations 2011

Ironbark Training and its staff must comply with this area of legislation when training and assessing high risk licences.

For more information on these laws, refer to the Austlii Website

Ironbark Training is also required to adhere to the requirements of the Standards of the National Regulator (ASQA), refer [http://www.asqa.gov.au/about/australias-vet-sector/standards-for-registered-training-organisations-\(rtos\)-2015.html](http://www.asqa.gov.au/about/australias-vet-sector/standards-for-registered-training-organisations-(rtos)-2015.html) so that the quality of training and assessment is maintained and improved.

Rights and responsibilities

Students and staff associated with Ironbark Training have a right to work and study in an environment free from harassment, discrimination or threatening behaviour. This is accompanied by everyone's responsibility to:

- respect difference and diversity
- respect people's rights to privacy and confidentiality

The right to have your say is balanced with the responsibility to listen to others.

Student code of behaviour

At Ironbark Training we value:

- difference and diversity
- cooperation
- respect
- tolerance
- academic debate
- freedom of expression balanced with social responsibility.

While training with us, all students, staff, contract staff and visitors are expected to behave in a considerate and courteous manner when dealing with other staff, students and members of the public.

Ironbark Training aims to provide a high quality education and training service in which all students are encouraged to strive for excellence and fulfill their potential. Unacceptable behavior can hinder the academic progress or work performance of others.

The code of behavior clearly defines student and staff rights and responsibilities, which relate to appropriate behavior. The intent is to foster a learning environment in which all students and staff can participate safely and effectively.

Consequences of unacceptable behaviour

Where behaviour is disruptive or unacceptable, disciplinary action may be taken. A Trainer can ask a student to leave the classroom or refuse entry to a classroom if behaviour is disruptive or dangerous or if behaviour threatens the safety of others, interferes with the duties of staff or other students' study, or damages or threatens property.

Violence, intimidation and harassment are not consistent with a safe and supportive learning environment and will not be tolerated. The police may be contacted in cases of possible criminal behavior.

Aggressive and Abusive behaviour policy

Ironbark Training has a **Zero Tolerance** policy relating to aggressive or abusive behaviour towards its staff. If this behaviour occurs the course will be terminated immediately;

- The offender will be asked to leave the course immediately with no refund of fees paid, and will not be enrolled in any other courses at Ironbark Training in the future.
- If the offender refuses to leave;
 - The trainer will leave the site and contact the police for assistance before returning, making a report and securing the site.
 - The trainer / assessor will ask all other students to leave the training facilities. They will be informed that the Ironbark Training administration will contact them to re-schedule the course at no additional fee. The trainer will contact the Ironbark Training head office to inform them of the situation.
- Police attendance will be requested to help with locking and securing the site.

All complaints should be handled in an orderly fashion using the complaints form and procedure supplied via e-mail to you at the time of your enrolment.

If you have any questions relating to this policy please contact the Ironbark Training RTO Manager, shane@ironbarktraining.com.au.

Complaint procedures

Informal complaints process

Ironbark Training encourages students to discuss their concern directly with staff in the first instance. If the complaint cannot be resolved then a formal complaints process can begin.

Formal complaints process

Ironbark Training will commence the formal complaint process within 7 working days of receiving a formal complaint. The complaint must be in writing and clearly identify the substance of the complaint, including when it was first identified and any evidence to support the written complaint. The submission may be made in person to an Ironbark Training staff member, by email to compliance@ironbarktraining.com.au or by post to 2/22 Edward Street, Wagga Wagga, NSW, 2650.

Complainants are required to use the F028 Complaints and Appeals Form which is available on the RTO website and can be requested from the administration team at any time. Students are to return it to the Compliance Manager within two weeks of the issue arising.

Complaints are confidential and all reasonable measures are taken to finalise the process as soon as practicable. Upon receipt of a formal complaint, written confirmation of receipt will be sent to the complainant.

All parties to a complaint will have the opportunity to have their case considered in the complaint. Complainants will have the opportunity to have an independent person* of their choice present. The details of the complaint will be recorded and transferred on to F026 Complaints Register & Positive Feedback.

** A support person can be any person the student feels comfortable with and may include a friend or family member.*

If it becomes apparent that a complaint will not be finalised within 60 days of receipt the complainant will be notified of this together with the reasons for the delay and will be regularly updated on progress in writing.

Complaints are investigated fairly and objectively with details of the investigation provided in writing to the complainant, refer 028 Complaints and Appeals form. The details will state the outcomes and reasons for the decisions made.

Appeals process – general complaints

A student may appeal in writing to Ironbark Training within 14 days of the course commencement date if they have been rejected by Ironbark Training for a refund. Requests for refund are considered in accordance with the Refund Policy. If a student is not satisfied with the outcome they may contact the CEO, directly on 0456 219 347 or email compliance@ironbarktraining.com.au.

If the appeal is not resolved the student can elect to have the matter referred to an independent mediator sourced through the NSW Bar Association (<https://nswbar.asn.au/using-barristers/alternative-dispute-resolution/baradr-approved-mediators>). The outcome of the independent mediation process is final, and the cost of this service will be shared evenly between Ironbark Training and the student.

Copies of all relevant documentation, including the complaints and appeals form and other correspondence relating to the complaint will be placed in the complaints file.

If a change to policies and procedures is required upon resolution of the complaint, the Compliance Manager will make the change in accordance with the relevant procedures.

Appeals process – assessment appeals

If the student is not satisfied by the assessment decision of their assessor they may appeal in writing using F073 Assessment Appeals form. An independent assessor will be selected to

review the assessment. The independent assessor will not discuss the review with the original assessor. Where a difference of assessment decision exists between the original assessor and the independent assessor a meeting will be held with the Compliance Manager to make a final determination.

The Compliance Manager will report the final decision to the student.

If no difference of assessment decision exists the Compliance manager will communicate the upheld decision to the student and discuss re-assessment options.

The student's result will be recorded in the students' results documents as per normal procedure.

A copy of the appeal form and final determination will be kept in the complaints file.

Recording of Complaint and Appeals

All complaints and appeals are entered on the F026 Complaints Register & Positive Feedback.

Unresolved Complaints

In the event that this procedure does not achieve a resolution, students can contact ASQA using the following link: <http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html> or contact ASQA on 1300 701 801.

Adjustment of Work:

Where possible the course is modified to suit the needs of the group while ensuring LL&N, Access and Equity and guidelines of the Training Package are not undermined.

Students can also complete their assignments verbally if they are more confident doing such and no coaching by the assessor will be allowed. Students will all be treated the same in regard to compliance.

Students are informed of this process during the induction.

Assessment

Your Trainer will provide details of assignments and assessment methods for each unit of competency. It is the student's responsibility to seek clarification if unclear on the assessment requirements.

Assessment methods are typically a combination of practical and knowledge assessments. Programs will be assessed and resulted as either Competent or Not Yet Competent.

Reassessment may be required for students who have not achieved competency in their unit. Reassessments for High Risk Work licenses may involve a reassessment for one particular part of the assessment. The options involved and the costs will vary depending on the trainee's level of competency after the initial assessment.

Practical Assessment

Option One - \$150 just for assessment

Option Two - \$250 for full days training plus assessment.

Written Assessment

Option One - \$150 just for assessment

Option Two - \$250 for full days training plus assessment.

Calculations

\$75 assessment only.

Work Experience

Ironbark Training does not provide work experience as part of its courses.

Access and Equity:

Ironbark Training is committed to equitable access to vocational education by all groups in society.

We recognise that some groups have been disadvantaged in the past and still are disadvantaged in terms of educational outcomes. These groups include women, Aboriginal and Torres Strait Islanders, people of non-English speaking backgrounds, people with disabilities, the long term unemployed and the rurally isolated.

Our objective is to strive to achieve equal educational and vocational outcomes for these groups. The enrolment form asks you to disclose if you have a disability or special learning needs and we encourage you to complete this section if relevant so that we can assist you in supporting your learning needs.

Health and Safety

Ironbark Training is committed to ensuring excellence in handling occupational health, safety and welfare issues affecting our staff and students. You have a legal duty to take care and protect your own health and safety and to avoid adversely affecting the health and safety of others.

You are responsible for:

- not intentionally or recklessly interfering with or misusing anything provided by Ironbark Training in the interests of health, safety or welfare
- cooperating with any health and safety directives given by staff
- ensuring that you are not under the influence of alcohol or drugs, or in such a state as to endanger your health and safety at work or the health and safety of others at work
- knowing the location of emergency exits and following evacuation procedures as required
- ensuring responsible management of your personal health and medical conditions.

Student Support Services

Learning difficulties

If a student has a particular impairment the training will be adjusted (without compromising the outcomes required by the training package) to help them gain competency. An additional risk assessment will be conducted to confirm the training and assessment may be conducted safely.

If the RTO Manager believes that their impairment will not enable them to achieve competency in a certain area, no matter how much the assessment is adjusted, they will be counselled on this before enrolment.

Personal Problems – if a student has personal problems that are affecting their learning the RTO will direct them to seek help outside the RTO. No qualified personal counsellors are employed at the RTO.

Language Literacy and Numeracy:

Students will be required to use Basic English skills to the level required to undertake the course which include reading and writing comprehension skills. The courses conducted at Ironbark Training usually do not require academic pre requisites – the Training and Assessment Strategy for each course provides specifics for each course.

All students are sent the literacy and numeracy assessment upon enrolment. Directions are supplied on the confirmation e-mail about how to complete this assessment. A student's entitlement to refund may be affected if they do not complete the LLN assessment prior to commencement of the course.

If the student does not contact the administration staff regarding the inability to complete the literacy and numeracy assessment and it becomes clear to the trainer during the induction process that the student cannot speak, read or write English, the student will be advised that they cannot continue the course. There will be no refund given in this circumstance.

For nationally recognised training that is not an accredited Worksafe licence, interpreters may be used in the training and to assist with the assessment.

If the applicant is unable to comprehend the English language, an interpreter may be used in the training. For the use of an interpreter to assist in an assessment they must be recognised by the National Accreditation Authority for Translators and Interpreters (NAATI). The interpreter must be organised by the student prior to attending the course, otherwise the student will have to re-attend another course and will not be refunded their deposit. Any interpreter services will be paid for by the student.

http://www.naati.com.au/home_page.html

Interpreters may not be used for High Risk Work License assessments.

If you require assistance with English, please follow one of the links supplied below;

<https://www.tafensw.edu.au/international/study/courses/english>

Feedback

Ironbark Training is committed to listening and responding to what students have to say, so that we can continuously improve our services to you. There are several ways you are able to provide feedback:

- Complete a feedback sheet which will be provided to you at the end of your studies
- Speak directly to your trainer

Ironbark Training will listen with respect to your feedback, treat all feedback with confidentiality, and take appropriate action on feedback received. Your feedback is welcome and assists the institute to improve its services to you.

Ironbark Training also obtains feedback from Employers on a regular basis and asks questions in regard to the quality and relevance of training and assessment. This feedback is analysed and used to ensure our courses are benchmarked against best practice and that our students are being taught the most relevant information available at the time of their course.

At Ironbark Training we are committed to further the development of your career opportunities, lifelong learning skills and academic achievements within a student-centered, diverse and culturally inclusive environment.

Therefore it is important that you read the information contained in this student booklet, before you enroll, to ensure you are fully informed of your course options and are aware of our policies, procedures and the services we provide.

Studying with Ironbark Training provides you with a variety of choices from the nationally recognised courses, we are registered to deliver. Log onto www.training.gov.au to see the full range of courses Ironbark Training can deliver for you.

Marketing of training and assessment services

Ironbark Training markets and advertises its products and services in an ethical manner.

Ironbark Training gains written permission from a trainee or client before using information about that individual or organisation in any marketing materials.

Ironbark Training accurately represents recognised training products and services to prospective trainees and clients.

Ironbark Training ensures trainees and clients are provided with full details of conditions in any contract arrangements with the organisation. No false or misleading comparisons are drawn with any other training organisation or qualification.

Access to Records of Participation and Progress

Ironbark Training keeps complete and accurate records of the attendance and progress of trainees, as well as financial records that reflect all payments and charges and the balance due, and provides copies of these records to trainees at the request of the trainee by contacting the office on 02 6921 9184.

If you wish to know how you are progressing in your course, talk to your trainer about this.

Plagiarism

If candidates are discovered by the assessor to be cheating they are required to leave the room and as cheating is a form of misconduct they will be dismissed from the course, with no refund of course fees

Student – Unique Student Identifier (USI)

For students who don't currently have a USI, Ironbark Training is able to apply for one on your behalf.

Available from:

<http://usi.gov.au/Students/Pages/default.aspx>

What is a USI?

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI).

Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life.

You can access your USI account online from your computer, tablet or smart phone anytime.

Fact sheets – the first release of fact sheets are now available to download

For Students

Student Information for the USI is available from:

<http://usi.gov.au/Training-Organisations/Documents/FactSheet-Student-Information-for-the-USI.pdf>

This fact sheet has been designed for students and gives an outline of the USI and how students can create their own USIs.

How to get a USI

It's free and easy to create your own USI and will only take a few minutes of your time. Or if you like you can learn more about the steps to create a USI.

While most students will create their own USI, some training organisations will also be able to create your USI for you. Your training organisation might do this as part of your enrolment process when you begin studying. Where this service is provided your training organisation will let you know.

What are the benefits of the USI?

A key benefit of your Unique Student Identifier (USI) is that it will enable the consolidation of information on nationally recognised Vocational Education and Training (VET) completed by you after 1 January 2015 onwards. The information is based on the data about your training reported by your training organisations to the National VET Provider Collection managed by the National Centre for Vocational Education Research (NCVER).

Training organisations are required to submit this information to the NCVER at least once a year. From 2016, following the annual data collection, you will be able to access your USI account to

view the information on your training online or to generate authenticated or extract printed transcripts, which you can provide to prospective employers. The information you will be able to view from that time will relate only to the training you completed after 1 January 2015 and reported to the NCVET by your training organisations.

When will my records and results appear in my USI account?

You may find that information about the training you completed is not included in your USI account immediately after completion or issuance of the qualification by your training organisation. In most cases this will be because your training organisation has not yet reported the information to the NCVET. Your training organisation will be able to tell you when they will provide their next report to the NCVET.

Are there any records and results that won't appear in my USI account?

Please note that some training organisations are exempted from reporting VET information to the NCVET. If your training organisation has been exempted from reporting to the NCVET, the training organisation must inform you of this and that information about your VET you undertake with that training organisation will not be included in your USI account.

Will my USI account have training completed before the 1 January 2015?

You should also note that it will not be possible for your USI account to include any information about the training you undertook before 1 January 2015 as such information is retrospective to the commencement of the scheme and the system is not designed to back-capture training completed before 2015.

Using your USI?

From 1 January 2015 you will need to give your USI to your training organisation when you enrol to study.

Students who need a USI include:

- students who are enrolling in nationally recognised training for the first time
- school students completing nationally recognised training
- students continuing with nationally recognised training

A student who is continuing study is a student who has already started their course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.

Once you create your USI you will be able to:

- give your USI to each training organisation you study with
- view and update your details in your USI account
- view and download your training records and results (transcript) from early 2016 onwards
- manage who can view your transcript

Please note that your USI account will not have your records and results (transcript) for the first year and will be available in 2016.

More information

If you are an international, overseas or offshore student please visit our international, overseas and offshore students page.

Some training organisations or some types of training will not require you to have a USI due to reporting exemptions. Your training organisation will be able to let you know if this applies to you.

Help

Visit the help centre if you need further help.

Useful links for USI information.

Student Information for the USI

<http://usi.gov.au/Training-Organisations/Documents/FactSheet-Student-Information-for-the-USI.pdf>

Create your own USI

<http://usi.gov.au/create-your-USI/Pages/default.aspx>

Steps to create a USI.

<http://usi.gov.au/Students/Pages/steps-to-create-your-USI.aspx>

International, overseas and offshore students page.

<http://usi.gov.au/Students/Pages/international-overseas-and-offshore-students.aspx>

Help centre

<http://usi.gov.au/help-centre/student-help/Pages/default.aspx>

Exemptions

Individuals who have a genuine personal objection to being assigned a student identifier will be able to apply for an exemption to the Student Identifiers Registrar.

Students who wish to apply for an exemption must complete this process prior to attending the course. A Statement of Attainment cannot be issued without a USI or an exemption. Students who attend a course and cannot provide or do not wish Ironbark Training to create a USI on their behalf will be required to leave with no refund of their deposit.

For more information please see the following website.

<http://usi.gov.au/help-centre/student-help/Pages/default.aspx>

Worksafe High Risk Licences Application to Post Office:

Any courses that relate to a Worksafe High Risk Licence have a fee **payable upon submitting your paperwork** within a 60 day period from the date of issue to any Post Office. You must supply 100 points of ID when submitting this paperwork; I.D. requirements are listed below;

(You may use one document from the 70 point range and one document from the 40 point range or a combination of the 25 point range.)

Full birth certificate or birth card issued by the register of births, deaths and marriages in Australia	70
Passport (Australian Passport current or expired within the last two years, but not cancelled, International passport must be current)	70
Australian Citizenship Certificate	70
Australian Photo driver's licence	40
Australia Photo Learner Permit	40
Boat Operator Photo Licence	40
Firearm Photo Licence	40
State or federal Government employee photo identity	40
Licence to perform high risk work card	40
Centre link Card	40
Department of Veterans Affairs Card	40
Photo Identity Card issued by a tertiary education Institution	40
Medicare card	25
Council rates Notice	25
Property Lease/ Rental Agreement	25
Telephone Account	25

Motor Vehicle Registration or insurance documents	25
Professional or trade association card	25
Utilities Account (e.g. Gas, Electricity, Water)	25
Credit/Account Card	25
Bank Statement	25

Students under the Age of 18 Parental/Guardian Consent Form

Ironbark Training includes courses that may be completed by a person under the age of 18 years old. For trainees under the age of 18 years old we require the parent or guardian to consent to the student to attend a course. The section at the bottom of this letter is to be signed by such a person and returned to hello@ironbarktraining.com.au or provided to the trainer at the beginning of a course. (see details below).

I hereby grant permission for(Please print)
 (Student's full name, please underline family name)

to be provided training and assessment by Ironbark Training.

Name of parent/guardian/responsible adult(Please print)

Signature

Relationship to the student Date

When completed please return this form to hello@ironbarktraining.com.au or provide in person prior to the course commencing. (this may be on the day of training)