



DKMMP Investments Pty Ltd T/A
Gateway Training Consultant Services
RTO 52141

GATEWAY TRAINING CONSULTANT SERVICES
Student Handbook

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Welcome

Gateway Training Consultant Services (GTCS) is a registered business name for DKMMP Investments Pty Ltd.

GTCS is a Registered Training Organisation (RTO) with The Training Accreditation Council (TAC or the Council), Western Australia's registering and course accrediting body. TAC is responsible for the quality assurance and recognition of vocational education and training (VET) services in WA.

All RTO's are allocated a unique provider number aligned to their particular organisation, GTCS number is 52141.

In this handbook you will find relevant information relating to your training with GTCS, including services and support that we may provide throughout your journey.

Legislation

VET Quality Framework

As an RTO, GTCS is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications.

This legislation includes:

- The *Standards for Registered Training Organisations (RTO's) 2015*
- The Fit and Proper Requirements
- The Financial Viability Risk Assessment Requirements
- The Australian Qualifications Framework
- The Data Provision Requirement.

GTCS also abides by a range of other State and Commonwealth requirements including, but not limited to:

- Workplace Health and Safety Act 2011 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Equal Opportunity Act 1984 (WA)
- Privacy Act 1988 (Cth)
- Copyright Act 1968 (Cth)
- The National Vocational Education and Training Regulator Act 2011(Cth)
- Fair Work Act 2009 (Cth)
- Occupational Safety and Health Act 1984 (WA)
- Disability Standards for Education 2005 (Cth)
- Student Identifiers Act 2014 (Cth)

All legislation can be accessed via www.legislation.gov.au and www.legislation.wa.gov.au

GTCS have subscribed to these sites and they will be monitored by GTCS staff, if any changes are noted and where those changes directly affect GTCS operations, notification will be relayed to everyone concerned.

Currency Information

The Standards require that GTCS transition from superseded to current versions of our registered training products within 12 months.

National VET Data Policy – Privacy Notice

Privacy notice (Effective 1 January 2019)

Under the Data Provision Requirements 2012, GTCS is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). Your personal information (including information contained in your enrolment form), may be used or disclosed by GTCS for statistical, administrative, regulatory and research purposes.

GTCS may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER

The purpose of disclosing personal information is that NCVER will use this information in the following ways:

- Administrating VET, including program administration, regulation, monitoring and evaluation;
- Understanding how the VET market operates, for policy, workforce planning and consumer information;
- Pre – populating RTO student enrolment forms;
- Populating authenticated VET transcripts; and
- Facilitating statistic and research relating to education, including surveys and data linkage.

Client feedback

Feedback is a very important aspect of our business, your trainer will give to you a feedback form, we ask that you take the time to read and complete this form regarding the quality of our training products and the services delivered.

Observance of these conditions

The following terms and conditions apply to all who participate in GTCS courses. Acceptance of an offer of enrolment and participation at a GTCS course denotes acceptance of the terms and conditions listed below.

Enrolment contract

The student undertakes to observe the conditions of enrolment and to pay such fees and charges as may be applicable during the period of the enrolment with GTCS.

Upon the payment of an appropriate fee and, acceptance of an offer of a place on the course, a binding contract is created between the participant and GTCS.

Should you enrol "in principle" by verbal means, GTCS may, in good faith, reserve a place for you on the course you requested, however that place cannot be confirmed until the nominated fee for attendance is paid.

Students are required to acknowledge a commitment to undertake competency based training and assessment tasks.

Students must be fit for work and the training environment is considered to be a "place of work". There is zero tolerance for drugs and alcohol.

Any concerns or issues regarding physical capability to conduct the practical elements or regarding language and literacy are to be communicated to the trainer.

Unique Student Identifier (USI)

As an RTO, GTCS cannot issue Statements of Attainment to students without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

For further information and to apply for a USI, please visit www.usi.gov.au

Student advice

GTCS takes a systematic approach to establish and recognise the needs of each student. It is a requirement that each all staff members do their utmost to meet the needs of their students. Where a student's need is outside the scope or skill of the organisation they will be referred to an appropriate service or an alternative training organisation.

Students are informed of and understand the extent of the training course that they are enrolling in.

Units of Competency are reviewed and upgraded periodically and you may have to upgrade to remain current for employer or site requirements.

Course completion does not guarantee a learner will obtain employment as this is outside the control of GTCS.

For further information please ask your trainer/assessor or refer to the relevant Industry Training Package.

Student's rights and responsibilities

Students have the right to learn in an appropriate environment that is free from any form of harassment or discrimination. However with rights, comes responsibilities? For example, there is a right to PPE but a responsibility to inspect and use it correctly.

Students have the right to expect a competent trainer assessor who can assist them to achieve expected course outcomes.

Students have the right to be reassessed if competency is not met in the first instance.

It is the student's responsibility to notify GTCS when enrolling if support is required.

It is every person's responsibility to respect the rights of other students, trainer and staff while attending a GTCS course.

Students whose behaviour is deemed to be unacceptable will be asked to leave. Fees will not be refunded in this instance.

Such behaviour may include:

- That which is deemed to be disruptive;
- Puts others at risk;
- Hampers other students learning;
- Interferes with GTCS fitness for work policy.

Students must:

Adhere to GTCS code of conduct and the students' rights and responsibilities codes.

Have a level of English language, literacy and numeracy skills appropriate for successful completion of the Unit of Competency.

Provide GTCS with their USI Number.

Contact GTCS administration if you require assistance.

Fees, charges, exemptions and refunds

GTCS will safeguard fees and charges paid by providing receipts, and by recording all fees and/or charges made against an identified client and/or individual participant in a separate accounting account. GTCS acknowledge that, subject to the withholding of fees that may be applied for cancellation, withdrawal or removal from a course, fees paid remain the property of the client and/or individual participant until the date of the commencement of the course to which those fees apply.

Payment for each course must be made in full prior to commencement of the course. This may be made in instalments or in total at the time of enrolment. A deposit must be paid or company purchase order lodged at the time of enrolment acceptance. Any special arrangements, including those relating to fees and withdrawal, must be agreed at the time of enrolment.

GTCS currently does not offer VET FEE help or other Government fee assistance.

Third Party Agreements

GTCS may at times have an agreement with other organisations to deliver nationally recognised training and assessments, or Verification of Competency (VOC), this is called a Third Party Provider Agreement.

Training and assessing is delivered by personnel of the third party organisation but GTCS is responsible for the quality and standard of those services and the issuance of all Statement of Attainments. GTCS policies, procedures and student information and requirements remain applicable in these situations.

In the event GTCS ceases to operate or any third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in and who will not complete their training before we cease operating, GTCS will endeavour to find a replacement RTO that is capable of providing suitable training to ensure the student achieves their objective.

GTCS will formally notify all learners of the arrangements and obtain their agreement to the arrangements. If this is unattainable, GCTS will offer a refund appropriate to the costs incurred for the course enrolled in.

GTCS currently do not have any Third Party Agreements in place.

Worksafe High Risk Work Licences (HRWL)

A student who successfully completes a High Risk Work Licence (HRWL) course must submit an application to perform High Risk Work along with a fee as set by WorkSafe WA for a new HRWL or a fee as set by WorkSafe WA adding to an existing licence (GST exempt). This is paid to Worksafe WA.

Application forms will be handed out to students at the time of assessment by the assessor. For existing holders of a WA HRWL application you will need 2 forms of ID, 1 (one) Primary ID has to have a current address and photo, supplementary ID may be a Medicare card for example.

Certified copies of your identification are required for your High Risk Work Licence application.

For new applications, or to change from an existing interstate high risk work licence to a Western Australian High Risk Work Licence, 2 (two) passport photos will need to be provided.

Certification

GTCS will issue certification documentation i.e. Statement of Attainment (SOA), indicating the competencies that an individual has achieved on successful completion of all training and assessments components. Your SOA will only be issued when all agreed fees the learner owes to GTCS have been paid.

Replacement certificate fee

There is a \$25.00 GST Inclusive certificate re-issue fee if required.

A request for re-issue of a certificate form must be completed and returned, you will also be required to provide identification when making the request. Once administration has been completed, and payment has been verified a Statement of Attainment will be posted to the address supplied on the form.

Exemptions

Any exemptions or special financial arrangements must be agreed at the time of enrolment for training to commence and only then will an official enrolment contract have been made between GTCS and the client and/or individual participant.

Refund Policy

GTCS will safeguard fees paid by trainees. GTCS refund policy is as follows:

- Individuals booking courses are required to have payment received in full prior to course commencement to secure their position on their nominated course. If full payment is not received prior to course commencement the client will not commence the course. No course fees over \$1500.00 are taken in advance.
- Employers booking participants are required to issue a Company Purchase Order to secure their positions. Payment terms are 14 days from date of invoice unless a term is agreed upon prior to booking.
- Nonattendance will incur a full course fee.
- Cancellation of a course within 3-7 days of a confirmed booking will attract a 25% cancellation fee.
- Cancellation of a course within 3 working days of a confirmed booking will attract a 50% cancellation fee.

- If a client wishes to transfer to another course, then greater than 3 days' notice is to be given.
- If courses are cancelled on the day, or within 24 hours, or participants do not show on the day, the full course fee still applies.
- If a client commences a course, but does not complete the course, the full course fee is still payable. Where circumstances warrant, an agreement may be made with the Managing Director of GTCS for a reduced fee to be paid.
- If confirmed courses are cancelled or rescheduled any additional loss incurred to GTCS for air travel and accommodation will be recovered and charged to the client.

GTCS reserves the right to cancel any course if insufficient bookings or registrations are received. Should this occur candidates will be notified and offered alternate training dates or a full refund of payments made.

National Recognition

GTCS recognises the statements of attainment and/or full qualification certificates issued by other verifiable RTO's across Australia and/or such issuance where the Australian RTO delivered and/or assessed and issued outcomes against Australian Endorsed Training Package qualifications and/or Units of Competency on their scope and profile at their agreed and identifiable overseas sites.

RPL/RCC and Credit Transfer

GTCS offers all clients and individuals prior to enrolment on any of our endorsed and/or accredited courses the option to discuss and review your Recognition of Prior Learning, Recognition of Current Competency and or Credit Transfer opportunities with one of our qualified training and assessment staff. Fees for such options will be discussed at the time of application and based on individual requirements. The fees will not exceed the cost of attending the full course of training.

If you think you may be eligible for RPL/RCC and/or Credit Transfer please contact us to request either one of the above options and an interview will be arranged to assess all your options prior to commencing any course.

The instructor may determine during the presentation of the course that a participant has experience, knowledge or skills that are pertinent. The participant may be asked to demonstrate and be assessed for competence without completing all components of the course.

The demonstration must be in the form of completion of the course theory based tests and/or course practical assessments or a combination of both. Participants who are able to demonstrate prior knowledge may complete the relevant course in a time less than that described as being required by the course documentation.

Participant induction and orientation

GTCS will provide an introduction to all participants during the first hour of the training course commencing, irrespective of site location. The introduction will cover the following but is not limited to:

- Site safety and emergency brief and location map;
- Course content outline and expected vocational outcomes;
- Assessment processes and methods;
- Disciplinary procedures;
- Use and care of equipment;

- Respect for other participants and staff;
- Staff responsibilities under the Access and Equity, Privacy and Duty of Care requirements;
- Presentation of the current and relevant legislation affecting your participation in the training and assessment process;
- Complaints and Appeals against assessment;
- Issuance of Certificates and/or Statements of Attainment and licences.

Flexible learning and assessment procedures

GTCS offers a range of learning and assessment options that are fair, flexible and cost effective for the participant. These will be offered where applicable and on request. Flexible options where available cannot reduce the integrity of the specific learning outcomes associated with the training and assessment activities to which you have enrolled. Legislation requirements will override any flexible approach that does not ensure the legislation can be, and is, fully addressed at all times.

Delivery

GTCS ensures that all resources meet the requirements of the relevant endorsed training packages and/or accredited course/s, for delivery, assessment and issuing of qualifications.

GTCS affirms it has in place and applies the following resources:

- Personnel with the appropriate qualifications, and experience including assessor requirements as identified in the relevant Training Package assessment guidelines;
- Delivery and assessment resources appropriate to the methods of delivery and assessment requirements; and
- Relevant Training Package and/or accredited course documents and support materials, with necessary copyright authorisation.
- Delivery strategies utilised by GTCS are always selected to best achieve the required elements of competence while giving full consideration to the learning style of the student. The provision of training may include a flexible combination of off and on the job delivery and assessment.

Modes of Delivery:

- face to face;
- blended learning (a combination of face to face and self-paced delivery);
- self-paced (pre course workbooks or in course assignments).

To date face to face is the preferred mode of delivery for GTCS.

Assessment

GTCS is committed to ensuring valid and reliable assessment of achievement against industry competency standards and all assessments undertaken by GTCS remains consistent with the National Assessment Principals and the requirements of Training Packages.

Students are required to undertake assessments that demonstrate competence in units of competency. Competence is to be demonstrated over the full range of performance criteria to industry standards.

Assessments are carried out by qualified assessors.

GTCS support reasonable adjustment of assessments and will work with students to maximise opportunities for successful completion of assessment requirements.

Complaints & Appeals

If you wish to appeal an assessment outcome or have any complaints pertaining to your GTCS training experiences, there is a process to both appeal and/or make a complaint.

A complaints, appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Recognition Framework.

A fair and impartial appeals process is available to all clients of GTCS. If a client wishes to appeal an assessment result, they may first discuss the issue with the trainer/assessor. If the client would like to proceed further with the request after discussions with the trainer/assessor a formal request is made verbally or in writing outlining the reason/s for the appeal.

GTCS's time period for acceptance of appeals is 5 days after the client has been issued with the results of their assessment.

Every effort is made to settle the appeal to both client and GTCS's satisfaction. If requested an independent person /RTO may be provided for mediation.

Each complainant or appellant has an opportunity to present his or her case and is given a written statement of the appeal outcomes, including the reasons for the decision. Should the outcome not be acceptable to the client, they will be informed in writing, of the opportunity to lodge a complaint with the State (or relevant Commonwealth) Registration Authority.

Grounds for an appeal

Valid grounds for an appeal may include but not limited to:

- Alleged bias of the assessor;
- Currency of competency of the assessor;
- Inaccurate advice given by the assessor regarding the assessment process;
- Inappropriate assessment methods;
- Inaccurate assessment content when aligned to the required performance criteria, and demonstration of skills.

An appeal is to manage requests for a review of any decisions, including assessment decisions made by the RTO or a third party providing services on the RTO's behalf.

Procedure

The GTCS Operations Manager/ Managing Director is appointed as the Complaints Resolution Officer.

This ensures all parties involved are kept informed of the resulting actions and outcomes.

- All complaints/appeals should be submitted in writing at the earliest opportunity.
- This will constitute a formal complaint from the complainant or appellant.
- The Operations Manager or Managing Director will be informed through receipt of all appeals/complaints.
- The appropriate manager of GTCS may delegate responsibility for the resolution of the appellant/complaint as required.

- In the case of a complaint/ appeal the Operations Manager/ Managing Director of GTCS will initiate a transparent, participative process to deal with the issues at hand.
- Assessment appeals will be processed in accordance with the Assessments Appeals Procedure.
- Complaints or appeals where possible are to be resolved within 10 working days of the initial application.
- In all cases the final conclusion will be endorsed by the Operations Manager or Managing Director of GTCS.
- The complainant or appellant will be advised in writing of the outcome of their complaint/appeal, within 5 working days of resolution.
- Should the outcome not be acceptable to the client, they will be informed, in writing, of the opportunity to lodge a complaint with the State (or where relevant, Commonwealth) Registration Authority.
- The complainant/appellant have the right to access advice and support from independent external agencies and /or persons at any point at the appeals process. Use of external services will be at the complainant or appellants cost.
- GTCS will ensure that it follows the principals of fairness and natural justice in dealing with complaints.
- All grievances, complaints and appeals will be handled as Staff-in-Confidence.

Note: If requested by complainant or appellant mediation from an Independent RTO may be provided.

All complaints/appeals will be discussed at meetings for continuous improvement of the process and held on file in the office of GTCS at 19 Coatbridge Circuit, KINROSS WA 6028.

Fees and charges

Public clients of GTCS must complete full payment before certification is issued.

Corporate clients of GTCS pay an agreed fee after producing a Purchase Order within 14 days for date of invoice.

No course fees over \$1500.00 are taken in advance.

Government Training Subsidies

The Construction Training Fund provides subsidies which are available to reduce costs for eligible Trainees/Apprentice's within the Construction Industry. The fund is available to businesses and employees within the industry.

Confirmation of eligibility must be through CTF www.bcitf.org and forms are available through their website.

All courses supported by the fund must be delivered by qualified trainers through Registered Training Organisations.

Access and Equity Code of Practice & staff responsibility

GTCS will ensure that all staff when dealing with actual and or potential clients and/or participants and whilst using the GTCS current and approved policies and procedures during participant pre-enrolment activity, selection induction, orientation, interaction and/or training and assessments processes, that they ensure the participants enjoy access to the following:

- Equitable and fair access to the benefits of our products and support services;
- Fair and equitable training delivery and assessments irrespective of gender, age, race religion, culture, linguistic backgrounds, marital status, socio-economic background, disability, sexual preferences, family responsibility and/or political convictions; and
- All nominations and subsequent enrolments into training and assessment courses and programs will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with current Equal Opportunity Legislation.

Work Health and Safety

GTCS is bound by WHS legislation and duty of care for all participants and GTCS employees as per the current WA State and Federal legislation and Industry Statutory Regulatory requirements.

Disciplinary procedures

GTCS will not tolerate any forms of unfair behaviour against staff or fellow participants such as physical and/or verbal abuse and/or acts of plagiarism, cheating and or breaches of WHS. GTCS will also remove any participant where it is proven they have been involved in any of the aforementioned activities. Any such removals are subject to appeal by the participant. Any appeals or complaints against removal from a course will be managed following the GTCS Complaints and Appeals Policy and Process.

Privacy, Confidentiality, Access and Security of participant records

GTCS will ensure all participant information and subsequent records gathered during the enrolment, training delivery and assessment process remains confidential. Any records resulting from these activities will remain secure under lock and key and will not be passed on to third parties without the written consent of the participant.

All participants, upon receipt of written request, will have full and open access to all their related documents and records associated with their training and assessment activity. All records will be kept in accordance with current and relevant State, Federal and Commonwealth legislation and statutory regulatory requirements.

Participant information and permissions

For the purposes of marketing, GTCS will always seek and receive written permission from participants when seeking to use the images of participants and/or others e.g. GTCS employees, for the express purpose of marketing and advertising GTCS products and services. At no time will participant information be shared with any non-authorised third party. GTCS guarantees at all times your privacy with regards to personal information management whilst at the same time acknowledging the current legislation with regards to privacy may require disclosure.

Marketing and advertising

GTCS will ensure we only advertise, promote and market our RTO products and Services in an ethical and accurate manner and aligned to our RTO approved delivery scope and profile. We will only advertise and market these products and services in accordance with, and compliance to, the Australian Quality Training Standards.

GTCS will gain a client's written permission before using information about that individual in any marketing materials and will respect any conditions of permission imposed by the client.

GTCS will always accurately represent training products and services to prospective clients.

GTCS ensures that clients are provided with full details of conditions in any contractual arrangements with the organisation.

Dealing with people with a disability and access to external client support

Any participant wishing to enrol into a GTCS course who has a disability and/or who may need assistance to complete their training and/or assessment are requested to please phone and discuss your requirements in complete confidence with our training staff prior to the course commencement date. This will ensure any relevant and practicable alternative training and assessment arrangements can be provided by GTCS and if this is not feasible, an alternative pathway using another training provider may be explored if required.

Language, Literacy & Numeracy

Some learners require more support than others in different areas and GTCS will assist where possible to provide training and assessment support services to our learners regardless of age, gender or culture. Some courses that GTCS offer require a minimum level of English in order to be deemed competent.

Participants with English difficulties may be eligible for free English tuition provided by the Adult Migrant English Program (AMEP). More information on the AMEP program is available from <https://www.education.gov.au/adult-migrant-english-program>

If you require assistance with your reading and writing skills prior to attending one of our courses, visit the reading and writing website to find out how you can improve your skills. Visit their website at <http://readingwritinghotline.edu.au>

Please note: GTCS are not LLN assessors, but have a duty of care to enforce accurate and repeatable assessment. If a student is assessed as not meeting the English requirements, this is not discrimination, but an assessment. Please raise any concerns prior to commencing any training with GTCS.

Access to External Client Support

Any participant wishing to enrol into a GTCS course who considers that they may have additional language, literacy or numeracy needs that may affect their ability to undertake the training course of their choice and may need additional support to complete their training and/or assessment are requested to please contact GTCS and discuss these needs in complete confidence with training staff prior to the course commencement date. This will ensure GTCS can develop alternative training and assessment arrangements or seek external access to specialist assistance if required.

Welfare Guidance and Support

GTCS will ensure we provide or seek external advice for you with regard to ensuring appropriate welfare advice, guidance and support if upon request.

Unsuccessful Participants

While every effort will be made and every opportunity provided to enable participants to achieve the requisite competency within the period allowed for the course presentation there are occasions where participants are unable to complete the objectives to the standards required. In such cases (with the exception of participants in those courses conducted for self-identified experienced operators) the participant is offered 1 re-enrolment at no additional cost within a period of 30 days of completion.

NOTE: The offer of re-enrolment does not apply to persons who do not successfully attain the competency required through attendance at the reduced duration courses designed for self-identified experienced operators.

I hope you will enjoy your training experience with GTCS. Please do not hesitate to contact our team here at Gateway Training Consultant Services if you have further questions.

E: info@gatewaytraining.com.au

Gateway Training Consultant Services

Version Control	Version	Updates
2015	V2.0	Updated USI information
2017	V2.1	Review and updated
2019	V3.0	New format