

KARBEN

Training Solutions



Registered Training Organisation
National ID 91167



skilling for a better future

Qualifications
TRINEESHIPS
Benefit
DEVELOP
Grow
Leadership
Learn
PRIDE
Trainee
Opportunity
Knowledge
ACHIEVE
COACH
TRAINING
skills
PRECISE
Management
Ideas
First
Reliable
Revolutionary
Customisation
ACCOMPLISH



kts.edu.au

Contributors

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Enquiries should be addressed to KARBEN Training Solutions.

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Table of Contents

Table of Contents.....	2
Acknowledgement.....	4
Participant Address	4
Employers and/or Parents Address	4
Welcome to KARBEN Training Solutions.....	5
What is a Registered Training Organisation (RTO)?.....	7
Delivery Pathways.....	8
Competency Based Assessment	9
Learning & Assessment Resources	9
Authenticity	10
Workplace Supervision	11
How to Use the Assessment Workbook.....	11
Submitting Assessments.....	13
The Enrolment Process.....	14
Commencement of Training.....	15
Scheduling Training to Finish on Time.....	15
Core and Elective Units in a Qualification	16
Training and Assessment Measures	16
Smart and Skilled.....	17
Fee for Service Enrolments.....	18
Professional Development Workshops	18
VET in Schools	19
Access and Wellbeing Equity.....	21
Educational & Wellbeing Support.....	22
Aboriginal and Torres Strait Islander Strategy	24
Wellbeing Assistance.....	26
External Assistance – Employment Related	27
Disciplinary Action.....	29
Social Media	30
Workplace Health & Safety	31
Work / Clinical Placement	31
Continuous Improvement.....	33
Marketing and Advertising.....	33
Assessment Submissions and Student Feedback	33
Appeals.....	35
Consumer Protection Policy Cont. – Smart & Skilled Enrolments.....	37
Enrolment Deferrals: Fee for Service and Funded Places	38
Recognition of Current Competence (RCC) and Recognition of Prior Learning (RPL)	39

Confidentiality	42
FAQs	43
FAQs continued	44
FAQs continued	45
FAQs continued	46
FAQs continued	47
Definitions of disability, impairment, or long-term conditions	48
Appendix 1. 2023/2024 Fee Administration Policy	49
Discontinuing / withdrawing student exit points	53
Student Transfers	53
Appendix 2	54
Refund Policy	55
Short Course Transfer and Refund Policy	56

Acknowledgement

KARBEN Training Solutions acknowledges and pays respect to the past, present, and emerging Traditional Custodians and Elders of this nation and the continuation of cultural, spiritual, and educational practices of Aboriginal and Torres Strait Islander peoples.

Participant Address

Embarking on a new training path is an exciting opportunity and as your chosen Registered Training Organisation (RTO), we are thrilled to be on this journey with you.

This handbook sets out the policies by which we, your RTO, operate and it also clearly defines your rights and responsibilities as our guest. We take pride in our level of professionalism, our unwavering commitment, and our passion for seeing others achieve their goals. To be successful in this journey we need to work as a team: please read the information on the following pages prior to accepting our enrolment terms and conditions and ensure that you regularly visit the KARBEN Training Solutions website www.kts.edu.au for updates.

Employers and/or Parents Address

Thank you for taking the time to read and understand this handbook. Although this resource is addressed to the participant, it is equally intended to inform employers and/or parents/guardians (of the participant) of the obligations of each party during this journey. All participants, staff and clients need to be aware of the role they play in the successful completion of any KARBEN Training Solutions training program.

Employers: Throughout your staff member's training program, there will be several on-the-job activities that students will be required to undertake, to better understand their role and to gauge a true sense of industry expectations. Please remember to meet with workplace students regularly to check their progress, schedule appropriate practice opportunities and for any applicable workplace supervisor verifications to be undertaken.

**Again, thank you for choosing KARBEN Training Solutions as your Registered Training Organisation;
we look forward to working with you.**

You may contact us on 02 4353 7188 should you have any questions.

Welcome to KARBEN Training Solutions

KARBEN Training Solutions (*referred to as KTS throughout this handbook*) is a Registered Training Organisation (RTO) registered with the Australian Skills Quality Authority (ASQA). We have been in operation since September 2005 as a National Training Provider, meaning we can deliver our courses countrywide. Currently our scope of registration includes the following Nationally Accredited qualifications that are offered through classroom-based, self-paced (*distance*), work-based or blended-delivery (*a combination of*) learning pathways:

- CHC30121 Certificate III in Early Childhood Education and Care
- CHC50121 Diploma of Early Childhood Education and Care
- CHC50221 Diploma of School Age Education and Care
- CHC32015 Certificate III in Community Services
- CHC33021 Certificate III in Individual Support
- CHC30221 Certificate III in School Based Education Support
- CHC43015 Certificate IV in Ageing Support
- BSB30120 Certificate III in Business
- CHC43121 Certificate IV in Disability Support
- BSB40520 Certificate IV in Leadership and Management



Some of KTS approved short courses include:

- HLTAID011 Provide First Aid
- HLTAID012 Provide First Aid in an education and care setting
- HLTAID009 Provide cardiopulmonary resuscitation
- CHCPRT025 Identify and report children and young people at risk
- HLTINF006 Apply basic principles and practices of infection prevention and control

KTS offers these courses through:

- NSW Smart and Skilled **Traineeships** and **Full Qualification Entitlement** places; *'This training is subsidised by the NSW Government.'*
- Fee for Service private enrolments;
- Various State Funded Training Programs;
- A wide variety of short Professional Development courses.

At KTS we pride ourselves on the excellent completion rates we have established and built-on since September 2005 with our highly skilled team of trainers and assessors available to assist throughout the completion of each chosen vocation.

Please take the time to review the information on the following pages to learn more about our organisation and why you have made the right choice when it comes to your training needs!

Thank you for choosing KARBEN Training Solutions. We look forward to working with you throughout the completion of your qualification.

Yours sincerely,

Karen Benson
Managing Director / CEO

Scott Benson
Chief Operating Officer / COO



What is a Registered Training Organisation (RTO)?

As an RTO, KTS provides accredited training programs and courses for all levels of experience and skill: from entry level through to senior management.

As your RTO, we are responsible for training and assessment services for qualifications within our scope of registration, as well as the issuance of Qualifications and Statements of Attainment to successful participants.

At KTS, our philosophy is simple: ***Skilling for a better future...*** we are all here to achieve our personal best through *Commitment, Innovation, Discipline and Motivation*. However, to achieve this takes dedication:



We all have many commitments outside of work and study, however finding the right balance is critical in achieving your goals. It is ok to take time off every now and then for celebrations, birthdays and special occasions, however, remember that the clock doesn't stop ticking, so manage your time effectively to avoid cramming and making excuses for not completing your assessments on time: you will be proud of your achievements when you graduate!



You are responsible for your own personal motivation. KTS trainers and assessors will help keep you focused on your personal targets and timeframes, but a good way to stay on track is to remember why you enrolled in the first place. Keeping the end in sight is a great way to push yourself to keep moving forward!



Be creative: push yourself to think outside the box! We are always learning, but 'playing it safe' doesn't allow you to explore possibilities. You should try new things, investigate alternative responses and seek new and innovative ideas to show you have understood what you have learnt and are achieving what you set out to accomplish!



Most importantly, have a personal vision and take pride in what you do. Do this for yourself and know that in the end, you will have achieved your goals both personally and professionally.

Delivery Pathways

We understand that returning to study or continuing study post-school can be a daunting and challenging experience; therefore, it is important that as adult students we are able to negotiate the responsibilities of life and study to give ourselves the best opportunity to successfully complete our learning within the desired timeframe. To support this, KTS has the following delivery pathways available for participants:

Classroom: Classes are scheduled throughout the year and enrolments can be added at any time provided places are available. Our classroom sessions are designed to accommodate many types of students with a practical approach used to underpin the theory.

Distance: Commonly known as a correspondence or self-paced pathway, participants completing study via this method traditionally choose not to attend class or are unable to. Participants completing their vocation via distance have the option of attending workshops or classes ad-hoc. Participants have access to Student Mentors and Assessors via email (mentor@kts.edu.au) and phone (02 4353 7188) during business hours Monday to Friday or outside of this by appointment as required from time to time.

Blended: If you combine these two pathways, this is referred to as 'blended' learning. This blended option is where participants traditionally choose to study at their own pace but take advantage of the additional workshops, we offer both during the week and on weekends to further support their learning. These workshops are either group study sessions facilitated by one of the qualification Mentors/Assessors or may be delivered in a unit/topic specific lecture style.

Work-based: Workplace training, workplace assessment, and workplace simulations are training methods which enable students to develop and demonstrate skills in a real-world setting. This learning occurs in a work environment, through participation in work practice and process. By observing and assessing skills under realistic conditions, and in real-world environments, Assessors can ensure stakeholders have confidence that students' competency reflects contemporary, industry-appropriate situations.

Participants wishing to attend workshops need to register their interest via our website as numbers are capped to ensure optimum trainer-to-participant ratios: www.kts.edu.au .

Competency Based Assessment

Competence is defined as: the skills and knowledge required to perform the tasks required of a job and to the standards demanded by industry. Each industry has defined the minimum knowledge and skill requirements for effective employment in the workplace – these are known as '*competency standards*'.

Competency Based Training (CBT) is training based on what is required to operate *effectively in the industry*. It focuses on the skills and knowledge a person may have, rather than on how they attained the skills and knowledge. CBT is mainly concerned with making sure participants have the skills needed by industry.

Current and previous practical work experience can be assessed via testimonials and work related documents (*job descriptions, performance reviews/appraisals or samples of work*). A log of workplace activities and achievements can also be used to assist in having competencies recorded and recognised.

Competency is awarded once sufficient theory and practical assessments have been undertaken. Throughout certification, participants are provided with the opportunity to produce evidence of their skills through written and practical demonstrations. Therefore, if participants lack confidence in one or more areas, KTS Mentors/Assessors will work to provide adequate opportunities to demonstrate competence through a variety of ways.

Learning & Assessment Resources

To support the successful completion of each training program, the following resources are provided:

- Assessment workbook/folder via paper-based or electronic
- Access to our online resource library
- Unit tutorials
- Student portal (*if applicable*)
- Work Placement Handbooks coordination and assessment visits (*where applicable*)

Additional / non-essential materials and/or resources may also be available from time-to-time and usually incur additional fees. Speak with your KTS Mentor/Assessor should you wish to enquire about supplementary resources.

Please note, any lost or damaged resources will incur replacement fees.

Issuance of resources

Once an enrolment has been processed, invoices relevant to the training will be issued. Please be aware of the following:

- No resources will be allocated until applicable payments have been received and all enrolment information has been finalised. In cases where students have entered a payment plan; once the agreed enrolment fee has been paid and enrolment has been finalised, resources will be allocated
- Allocation of resources may be via Australia Post, face-to-face or through our student portal, depending on location. *When a workbook is posted, the letter contained within will ask the recipient to contact our office to confirm receipt and allow the team to introduce themselves and commence training.*

Delays in paying fees will result in delays of commencement, therefore it is important that fees are paid by the agreed due date. Completion dates will not be extended because of late payment of fees.

Assessment folders include coloured tabs to divide the following 4 parts:

Training Plan – The training plan provides details of the formal training and assessment to be undertaken. It is an essential part of the training journey and will be used for the duration of the training.

Participant Guide – This guide outlines detail about each chosen vocation and what is required throughout the training including units to be undertaken, work placement requirements and the types of assessment used.

Evidence Portfolio – This tab may contain additional learning resources that have been provided and can also be used to store supporting pieces of evidence in preparation for submission.

Units of Competency – This section contains the paper-based assessment tools required for completion throughout the certification.

Authenticity

All evidence must demonstrate the requirements of the unit beyond reasonable doubt.

It is important that all assessment submissions are reliable and authentic. Should work be submitted that appears to have been completed by another party, the following steps will be taken:

1. The participant will be contacted and will be asked to verify the submission through verbal questioning;
2. The participant may also be asked to re-submit the section(s) in question or the unit in its entirety.

Important tip to remember: Plagiarism is the presentation and submission of someone else's work and claiming it as your own. In accordance with Copyright Laws, this is a serious offence and penalties can apply if you take part in such activity. So, remember to be responsible for your own work submissions and if referring to another person's ideas, you must acknowledge them as the owner of the intellectual property.

To support authenticity, the assessment workbooks include a space on each page (*example below*) to record the participants name and signature - this declares that each piece of evidence is the participants. If the name and signature sections are not complete, KTS Mentors/Assessors will need to return the workbook to the participant for signing prior to being able to assess the submission. From time to time we may also complete randomly selected verifications of signatures; we thank you in advance for your cooperation if asked to participate.

PARTICIPANT NAME:

PARTICIPANT SIGNATURE:

Participant name and signature requirements in KTS assessment workbooks

Workplace Supervision

Workplace induction and ongoing support of students is critical in ensuring that individuals are provided with on-going support, clear expectations, and a suitable environment in which to learn. The supervisor may be the employer of the student, especially in a smaller organisation. The responsibility of a workplace supervisor includes planning appropriate on-the-job tasks, answering day to day questions and to induct the student into the work environment. An effective induction will cover off workplace expectations, safety procedures, codes of conduct, lunch breaks, WHS information, etc. Supervisors also ensure the apprentice or trainee is not harassed or bullied in the workplace for those both employed and volunteering within the workplace.

Supervisors act as a role model and workplace coach. Students look to their supervisor for guidance and help in learning how to do their job. Workplace supervisors organise and record both on-the-job and formal training activities undertaken in the workplace using the allocated work hours log, as well as provide assessment evidence to the RTO assessor. The assessment evidence may include work samples; however, generally verifications requesting an observation and feedback will be sought. **The documentation required for these contribute to the overall assessment process; however, do not deem a student competent and are found in relevant units.** Contact our office should you wish to review a copy of Department of Education Supervising your apprentice or trainee document or visit:

https://www.training.nsw.gov.au/forms_documents/apprenticeships_traineeships/supervising_your_apprentice_trainee.pdf

How to Use the Assessment Workbook

Assessment workbooks contain various symbols to guide participants in the completion of assessment tasks:



Reading

Used to assist with learning the theory behind the unit.



Questions / Scenarios (Q)

All questions must be attempted and submitted to the assessor for review; once all questions have been answered sufficiently and submitted along with all other assessment components, the assessor will be able to make an assessment judgement. This includes questions, case studies and scenarios.



Structured Activities (SA)

Structured activities are an opportunity to put the theory into practice; these tasks need to be planned for whilst in the workplace.



Performance Observation (WO)

Performance observations are an opportunity for a KTS Assessor to observe and verify a participant's skills. This is an important part of supporting a participant to apply their theory and practical skills in a real-world situation.



Performance Verification (TPF)

Performance verifications are important for both the participant and the workplace supervisor as they provide each party with the opportunity to give and receive feedback about the practical performance of the participant. This feedback should provide a clear understanding about what tasks are being completed well and which ones require further practice.



Portfolio (P)

Portfolio activities are a collection of workplace evidence used to demonstrate a participant's experience over a period of time. This includes workhours logs and reflective journals.



Reflective Journal (P)

The Reflective Journal is used to 'reflect' upon your professional practices. This tool helps to self-identify any continuous improvement opportunities by reflecting upon what went well; what didn't go so well; and what you could do differently.



Workhours Log (P)

If there are mandatory on-the-job hours required for this unit, you must log these hours by completing the Workhours Log until such time that minimum hours indicated have been successfully completed.



Review of Products (RP)

Product reviews are a collection of evidence samples and research tasks used to demonstrate that participants have taken part in an activity on one or more occasions that can support evidence of competence.



Workplace Research Task (RP)

A Workplace Research task requires you to research specific topics within the industry to gain insight into industry expectations.



Supplementary Evidence

This symbol is a reminder that additional external material must be submitted as part of the assessment requirements for the unit.



Resource Library

Where available, we have provided samples or reading resources that may be useful throughout the completion of the qualification (e.g. sample checklists, planning formats, WHS checklists etc.). These samples can be found behind the 'Evidence Portfolio' in each folder (if applicable) or on the KTS website www.kts.edu.au under the 'Student Services → Library' heading.

These symbols may vary between workbooks; please see your Participant Guide for specific details

Submitting Assessments

When completing paper-based assessments, ink must be either **BLUE** or **BLACK** in colour only – **NO PENCIL OR RED INK** submissions can be accepted. Work needs to be presented on the assessment tools provided and in a neat and legible manner. Should you submit work on scrappy paper or illegible work you will be required to re-submit this work prior to review.

Assessment submissions can be accepted via:

- Our online *Upload assessments and supporting documents form* on our website
- In person at the KTS Training Centre

Assessments are NOT to be posted unless prior arrangement is made with your KTS Mentor/Assessor. If you arrange to post assessments, you **MUST RETAIN A COPY OF ALL WORK** as any assessments that are lost or not received will need to be resubmitted. KTS takes no responsibility for posted assessments that fail to arrive.

All work submitted must be your own. Naturally in some workplaces it is practical and beneficial for team members to work together on assessments, and we encourage you to support each other by doing so throughout your training. However, you must remember that qualifications are awarded to individuals and not teams, so if you choose to work with others, **you must submit work that is clearly yours and yours alone or you may be asked to resubmit some or all the unit(s).**

KTS Mentors/Assessors must be confident that all evidence submitted is reliable and authentic and beyond any reasonable doubt the work of the individual participant, or competency will not be awarded, and you will be asked to provide verification of the authenticity of your work.

All units must be submitted **no less than 30 days prior to your expected completion date**. This timeframe is to allow for a thorough review by the KTS Assessor and the completion of administrative duties.

A maximum of 3 units may be submitted at your final assessment submission. Should you submit units with less than 30 days remaining, **you may be charged an additional fee.**

Each KTS Assessor will review a maximum of 3 units per participant from any one submission. Additional units (above the 3) may be reviewed once the KTS Assessor has reviewed the submissions of all other participants.

When submitting assessments:

- ✓ Double check you have completed all activities
- ✓ Included your name and signature in all the places it is required
- ✓ Always submit pages in order
- ✓ Ensure work is legible – this includes if you are scanning your assessments to upload electronically
- ✓ Submit each assessment in its entirety, and in a single pdf document if uploading electronically
- ✓ Ensure additional evidence documents are included in the correct section of the unit
- X Please do not submit work in plastic sleeves or staple work



The Enrolment Process

Identification: When you enrol into a training course, you will be asked to supply the following identification:

- A copy of your Medicare Card;
- A copy of ID such as students photo ID / driver's licence;
- A photo (selfie head shot);
- A Unique Student Identifier (USI) number, if you do not have a USI, you will need to apply for one upon enrolment by visiting www.usi.gov.au.

Other identification, personal information and/or evidence may be requested for students undertaking study via Funded pathways.

When **creating your USI** please make sure you have **one** of the following forms of ID ready:

- Driver's Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient
- Certificate of Registration by Descent
- Citizenship Certificate - Photo Cards are not an acceptable form of identification for a USI application

Throughout the enrolment process, we will determine any additional support needs through confirming your language, literacy, and numeracy skills.

Enrolments cannot be processed until such time until the above mentioned have been provided. We have a strict 48-hour enrolment cooling off period for fee for service enrolments. (See FAQs for details).

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that provide participants with access to their USI account. A USI allows an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection: allowing an individual to see all their training results from all providers including all completed training units and qualifications. The USI makes it easier for participants to find and collate their VET achievements into a single authenticated transcript. The USI is available online and at no cost to the participant. All participants need a USI when enrolling or re-enrolling in nationally recognised training.

Please note that no certificates or Statements of Attainment can be printed until this identifier is received and validated. It is advised that students visit the USI Registry to help identify any previously achieved UoC/modules that can be granted credit transfer. Visit: <https://portal.usi.gov.au/student/>

Commencement of Training

Prior to commencing each unit / cluster, the Mentor/Assessor will ask the participant to watch the tutorial available on the resource library. They may also ask some questions relating to the upcoming unit(s) content to determine the level of experience/understanding a student has before they progress. Participants are encouraged to use this opportunity to ask any questions relating to the unit(s) expectations. This will ensure that students are better prepared for what training and assessment they are about to undertake. This activity may be completed through a virtual visit, over the phone or at a workplace visit.

Scheduling Training to Finish on Time

Training Plans (TP's)

Upon commencement of each qualification, Mentors/Assessors will discuss and agree upon qualification **timeframes and the expected amount of work required for each assessment submission.**

It is imperative that students stick to this training plan to complete the qualification within the required timeframe as well as to ensure progression at an appropriate rate.

Should students fail to meet the expected timeframes, they may risk additional fees.

For participants on a NSW Traineeship or other Government Funded Training Program: **KTS is required to advise Training Services NSW of any matter that may affect the successful completion of a traineeship or funded training program.**

To keep students on track and employers informed of each trainee's progress, **visit feedback forms** are sent to employers post each scheduled visit. These should be used to discuss student progress and any other information that is relevant to the student and their training program as outlined in the report. Repeated efforts to keep / get the trainee on track may result in an **RTO Notification form** being sent to Training Services NSW to inform them that the traineeship may be at risk.

Under EFQ / TPFQ or fee for service arrangements, should a student fall behind, the RTO will take the following measures:

1. Contact the student to discuss the situation
2. Agree on a plan to get back on track

When contacting students, we will:

1. Call once, leave a message (*if possible*);
2. If no response, we will try to make contact again;
3. If still unsuccessful, students will be sent a **failure to progress** email. This email will include the agreed training plan outlining unit start and end dates and amounts owing. Should there still be no contact made by the student within the required timeframe, **the training program will be cancelled, and a final notice of account issued.**

Core and Elective Units in a Qualification

Qualification packaging rules

Each qualification has rules and a structure that must be followed. Qualification packaging rules outline which core units must be completed, how many elective units are required; in what order and from what level they can be chosen to successfully meet the requirements of each qualification. For Statements of Attainment, any selection of units may be completed.

Core units

These are units that must be completed to meet the core unit requirements of a full qualification. Qualifications vary in relation to how many core and elective units they require; therefore, please refer to the relevant fact sheet to confirm the requirements of that specific qualification.

Elective units

Elective units provide a degree of flexibility to the participant and enables students to choose units that are relevant to each desired vocation or current job role. Each full qualification has a few elective units that will vary from qualification-to-qualification. We have a range of units to choose from and if the unit meets the packaging rules requirements, we are sure to have units to meet everyone's needs!

Prerequisites

If a unit specifies a 'prerequisite unit', students must have successfully completed that unit/s before being ready for assessment in the unit with the prerequisite attached.

Co-requisite

If a unit has a co-requisite unit, students should complete that unit at the same time as the unit that this is applicable to otherwise the co-requisite unit will remain as continuing until such time that the co-requisite units has been successfully completed. In any case, any specific requirements are outlined within each workbook.

Training and Assessment Measures

To ensure that all students receive the appropriate level of training and assessment, it is important to understand how we as your RTO, determine the duration, amount of training and the assessment types / tasks required for each qualification on our scope; we do this by:

- ✓ Developing training and assessment strategies and practices that outline the amount of training we provide to ensure that it is consistent with the requirements of training packages and enable each student to meet the requirements for each unit of competency or module in which they are enrolled.
- ✓ We also determine the amount of training provided to each student regarding:
 - a) The existing skills, knowledge, and the experience of the student;
 - b) The mode of delivery; and
 - c) Where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification.

Smart and Skilled

Training is now more accessible than ever!

'Smart and Skilled' (referred to as S&S) is a reform of the NSW Vocational Education and Training (VET) system. It is helping people in NSW get the skills they need to find a job and advance their careers.

This initiative also includes NSW New Entrant Traineeships. The courses subsidised under Smart and Skilled are listed on the NSW Skills List

Under Smart and Skilled, a student contributes towards the cost of training through the payment of a student fee. The payment to the Provider is made up of the student fee and the subsidy from the government.

Student fees are:

- ✓ Set for the whole qualification, not annual or semester fees;
- ✓ Lower for students doing their first post-school qualification;
- ✓ The same regardless of the Provider chosen.

To be eligible to be subsidised to undertake a Smart and Skilled program, an individual must meet the relevant eligibility criteria for Smart and Skilled programs.

To be eligible to enrol in an:

- Entitlement Full Qualification (EFQ)
- Targeted Priorities Full Qualification (TPFQ)
- Targeted Priorities Prevocational or Part Qualification (TPPQ),

as a minimum, a student must meet the citizenship requirements, be 15 years or over, live or work in NSW and no longer be at school or its equivalent.

NSW New Entrant trainees are automatically eligible for a Smart and Skilled subsidy for the NSW Skills List qualification that supports their traineeship.

KTS is a proud, approved NSW Smart and Skilled training provider!

Further questions about Smart and Skilled?

To find out more about Smart and Skilled, check out the answers to the questions people often ask at: www.smartandskilled.nsw.gov.au or by calling 1300 772 104

How will I know if I am approved for a government-subsidised course?

Step 1: Complete the **Student Eligibility Form**; this enables us to review your eligibility and complete a quote through the S&S portal.

Step 2: **Review the quote** emailed to you for acceptance prior to the issuance of a Commitment ID and **commencement of the enrolment process.**

Fee for Service Enrolments

'Fee for service' enrolments are full or partial qualifications whereby the participant enrolls on a user-pays basis. All KTS qualifications are available via user-pays arrangements that typically take between six to twenty four months to complete.

Payment plans are available with an initial payment of \$300 due upon enrolment and weekly/fortnightly payments due until the qualification is paid in full.

Qualifications can be completed via classroom, distance/correspondence or blended pathways.

The following service model is provided for FFS students:

- **Regular phone contacts or virtual visits** to check progress and ask questions
- **Enrolment reports with comments** provided after each assessment submission has been marked
- **Mentor** phone and email support during office hours – Monday – Friday (or outside of these hours by appointment)
- **Face to face appointments** at our Wyong Training Centre are available **by appointment** - *if not pre-scheduled, mentors may not be available, so prior bookings are required.*
- **Work placement visits** (*if applicable*) during work placement.
- **Study sessions** are highly recommended for all FFS students – study sessions provide an opportunity to interact with other students, liaise with mentors & to work through assessments in a classroom setting. To enrol into any study session, students must contact their allocated mentor who will add individual names to the sessions wait list.

To see a full list of qualifications and their applicable pathways as well as upcoming workshop dates and locations, please visit www.kts.edu.au

Professional Development Workshops

KTS also offers a range of Professional Development workshops during the week, on weekends and some evenings.

Professional Development workshops are designed to provide participants with the opportunity to attend sessions that are suitable for their preferred style of learning. Information about each workshop is available on the KTS website including details about when and where they are planned; the information is updated regularly so please keep an eye on the KTS website for dates, times, and locations.

In-house professional development

Employers are also welcomed to complete a **Professional Development Workshop Topic | EOI Form** found on the KTS website should an in-house, customised training session be required. We offer competitive packages with a wide variety of topics, or we can create one to meet your specific organisational needs and deliver it at your workplace or ours!

VET in Schools

Vocational Education Training courses (VET Courses) provide an opportunity to achieve a Nationally Recognised qualification or statement of attainment across a broad range of industries, whilst completing your Higher School Certificate.

VET courses allow you to obtain real-life work skills and practical experience to assist you in transferring your learning in the classrooms into a meaningful career. Achieving a VET course can give you a significant advantage when entering the workforce, and open opportunities for further pathways for study.

Our school-based traineeship and EVET program is purposely designed around the needs and interests of students who are eager to begin their career pathway in Early Childhood Education and Care, Education Support, Individual Support (Ageing or Disability), Community Services and Business.

As with all students, our VET in Schools students become an integral part of the KTS family. For many, this may be a first job; a stepping stone into further study or an alternative to mainstream formal education. Whatever the reason(s), students are immersed into a work environment that is fast paced, exciting and challenging while learning real work skills and being paid.

NSW School Based Traineeships

School Based Traineeships are available to Year 10, 11 and 12 high school students in NSW. They allow students to commence a traineeship while at school. School based trainees work part-time and complete their traineeship by the end of their HSC year. A school-based traineeship (SBAT) combines paid work, training, and school; as well as an industry-recognised national qualification.

Our school-based traineeship program is purposely designed around the needs and interests of students who are eager to begin their career pathway in Early Childhood Education and Care, Education Support, Individual Support (Ageing or Disability) and Business.

NSW External VET Courses

EVET is an externally delivered VET course, delivered by a Registered Training Organisation like KARBEN Training Solutions (KTS). An EVET course is delivered as a school subject and will include a mandatory work placement component where you can put your classroom learning into practice! With EVET, you can get a head start on your career by achieving a nationally recognised qualification – AND have it count towards your HSC!

KTS offers a broad range of EVET courses to students in Year 11 and Year 12 (Stage 6).

Some of these courses are also eligible to count towards your Australian Tertiary Admission Rank (ATAR), if you elect to sit the HSC Exam for this subject.

Our EVET program is purposely designed around the needs and interests of students who are eager to begin their career pathway in Early Childhood Education and Care, School Age Education and Care, Education Support, Community Services, Individual Support (Ageing or Disability) and Business.

To enquire about or [express your interest](#) in undertaking an SBAT or EVET pathway with KARBEN Training Solutions please contact our team on (02) 4353 7188 or email info@kts.edu.au.

KTS Classroom Policies



EMERGENCY

- > **EVACUATION:** Should there be a need to evacuate the building, please follow the instruction of your trainer.
- > **FIRST AID:** Should you require any first aid, please advise your trainer ASAP and they will assist you.



ETIQUETTE

- > **RESPECT:** Please ensure that you are approaching your training, trainer and fellow participants with a respectful attitude.
- > **LANGUAGE:** Disrespectful, offensive or inappropriate language will not be tolerated. Please consider your fellow participants.
- > **RUBBISH:** Please use the facilities available for you to discard of any rubbish from class.
- > **DRUGS/ALCOHOL:** Attendance under the influence of drugs or alcohol will not be tolerated. Should you be suspected of intoxication or drug use, you will be removed from class.
- > **SMOKING:** We have designated areas available for smokers; please use these areas and dispose of butts in the provided ashtrays.

Upon returning to class, please remember that some people are sensitive to smoke due to allergies or compromised lung function. Third hand smoke that lingers on objects in the room, your skin and clothes may also be harmful.



CLASS ROOM

- > **PUNCTUALITY:** It is important that all participants are ready to start class on time and return from all breaks on time. Class will recommence at their scheduled times. Returning late may result in classes running overtime.
- > **PHONES:** Mobile phones should be on silent or off during class. Should you be expecting an important call, please leave the room to answer.
- > **PARTICIPATION:** You are here to learn and enjoy the session. Getting involved keeps you interested and engaged. We encourage all participants to 'participate'; so that we can all learn from each other!



FACILITIES

- > **BATHROOM FACILITIES:**
 - Ladies** – Second door behind reception desk
 - Men's** – located in main foyer
- > **FOOD:** There are several food outlets nearby where you can purchase food or you are welcome to use our kitchen facilities to store and heat food you have brought with you. Please refrain from bringing food into class as this can be distracting during sessions.
- > **KITCHEN:** Full kitchen facilities are available outside the training rooms. Please remember to clean up after yourself when using these amenities.
- > **HOT DRINKS:** For your convenience, you are welcome to use our tea & coffee making facilities - these are located in the kitchen. **SAFETY FIRST** - Please remember to be vigilant when handling hot water.

Access and Wellbeing Equity

Access: At KTS we are committed to ensuring all people are treated fairly and impartially. Our vision is for all people from all backgrounds and circumstances to be able to share access to knowledge, skills and the understanding they need, to complete their qualifications and improve future prospects.

As such, KTS participants have access to the following:

- Course specific training facilities arranged by KTS for the successful completion of each course;
- Relevant documents, publications, and updates available in workbooks and at www.kts.edu.au
- Trainers, assessors, student mentors and administration staff;
- Personal records in accordance with KTS confidentiality and record keeping policies.

Outside of standard RTO-to-participant reporting processes, participants may access all results and personal records upon written request to KTS.

Files are kept on-site for a period of 6 months from the last activity date; after this date they are archived and access to these will incur an administration fee of \$50.

Equity: At KTS we enforce adherence to and embrace all equal opportunity and anti-discrimination principles with clients, participants, employees, and visitors. The practice of anti-discrimination ensures that no one is treated unfavourably because of his or her personal characteristics. When completing an enrolment form, participants are asked to indicate any disability, impairment or long-term condition that may impact on their ability to participate in the training activity. The following are the types of disabilities, impairments and long-term conditions that are included (source Australian National Training Authority, January 2001):

- Hearing impairments;
- Physical disabilities, impairments, and long-term conditions;
- Intellectual disabilities;
- Learning disabilities;
- Mental illness;
- Acquired brain impairments;
- Vision impairments;
- Medical conditions;
- Other.

Full definitions of these headings may be found in the *Frequently Asked Questions* section of this handbook or please feel free to contact our office should you wish to confidentially discuss your specific needs.

Taking into consideration the needs of individuals is an important ingredient in any business and at KTS we take equal opportunity very seriously. Harassment of any kind will not be tolerated at KTS. Harassment means any action taken in relation to a person's disability that is reasonably likely to humiliate, offend, intimidate or distress the person. KTS's policy surrounding the protection of our participants and staff extends to those with an associate who has a disability (such as a relative or carer). Therefore, it is a condition of enrolment and employment that staff and participants are aware of the obligation not to harass or victimise participants with disabilities or participants who have associates with disabilities. Any reports of a breach of these expectations will be dealt with seriously and promptly.

Wheelchair access: There is wheelchair access the KTS Wyong training facilities. Please inform us upon enrolment if you require specific adjustments such as heights of tables or placement in a classroom.

Designated smoking areas:

KTS has a non-smoking zone extending from the front entrance of any of its training rooms and work placement venues.

We respect your individual choices, and we ask that you also respect the request of other individuals and the venues we occupy. Your facilitator will advise you of the designated smoking areas of each venue as part of the housekeeping information. Please ensure you dispose of all cigarette butts in an appropriate manner.

Educational & Wellbeing Support

As previously mentioned, in order to identify the level of support or adjustment required to ensure our participants maximise their potential, participants may be asked to complete a Language, Literacy and Numeracy assessment task upon enrolment. These tools are used to identify any areas in which participants may require additional assistance. This is an opportunity to discuss any specific needs in a confidential manner and to determine how we may best support you throughout your learning.

Some people may find this uncomfortable and somewhat confronting; however, you can rest assured that any information supplied will be used in confidence. The KTS team will use their professional judgement and industry experience to gauge any special requirements participants may have. Additional assistance may be required by a participant due to: LLN competency levels; social economic constraints; if English is their second language; if they have a physical and/or mental disability; or any other form of difficulty that makes the completion of their qualification challenging.

In all cases, an **Application for Additional Assistance Form** must be completed where additional support is requested. This application is available via the KTS website. Each application will be reviewed in consultation with the participant to determine the most appropriate support. Support may include:

- The use of graphics to aid presentations
- Learning materials in alternative formats; for example, large print, e-formats or on coloured paper
- Providing handouts to participants
- Learning and assessment modifications to cater for each individual participant's needs (reasonable adjustments will be made in compliance with each unit of competency)
- Learning and assessment programs contextualised to the workplace wherever possible
- Referring participants, who have a self-identified need, to external services and agencies where appropriate
- Referral services where support is required outside of the RTO's scope
- Various other support services

If support attracts an additional cost to the student, we will make this clear during pre-enrolment or as soon as this information becomes available (*i.e. in the case of apparent findings*). If there are limitations to the support our RTO can provide, details about such will be provided to potential students or again as soon as this information becomes available (*again in the case of apparent findings*).

It is important to note that no one form of learning or type of learning provider can be expected to service all the learning needs of an entire community or, indeed, a single individual, throughout their life.

As your provider, we will aim to promote and provide a smorgasbord approach; promoting a range of learning avenues and modes to meet a range of needs and individual situations, however we will also be forthcoming in informing any student of any limitations we as the RTO may have in supporting specific, individual needs.

Nobody benefits when a student finds them self in an ill-suited learning environment, therefore where KTS determines an additional learning need is required, we will discuss what level of support will be required for the individual to successfully complete the qualification and any costs involved with providing such before confirming arrangements and possibilities with the individual.

Student Mentors and one-on-one support

All participants who choose to study through KTS have access to student mentors who are available Monday to Friday during office hours and outside of these times by appointment. Access to the Student Mentor is available via phone, email and face-to-face by appointment.

All mentors have considerable experience and knowledge within their specific industry.

Mentors are available to encourage, support and motivate.

Mentors are not: available to 'give the answers'; rather they guide and inform students where to find the information needed.

In order to ensure all students, have reasonable access to mentors, and that we can provide a fair and equal level of support to all participants, there are some important things to remember when requesting access to our mentor assistance:

- ❖ Call our office on 02 4353 7188 and select the designated current student line (option number 4);
- ❖ If you require assistance that takes longer than average support time (@15 mins), you will be asked to make an appointment, either on this; or a different day;
- ❖ Face to face appointments require a booking at the student hot desk;
- ❖ Maximum 1-hour mentor-to-participant times are allocated per visit and / or phone support call, however if you would like to use the student hot desk for longer than this, you are welcome to do so during regular business hours;
- ❖ In cases where regular face to face appointments or calls are required (*such as more than one appointment with a mentor during a 4-week period*), you will need to complete a request for additional assistance form. Depending on the reason for this support, additional fees may apply (*see Private Tutoring & Additional Assistance*).

Note: No Student mentor face to face appointments will be accepted within the final 30 days of an enrolment. Should you need to make face to face appointments to complete units within this final month; **you will be charged the private tutoring / per hour change**; no additional student to mentor time will be approved within the final 30 days of an enrolment until this fee has been charged.

Remember; mentor services are:

- ☒ Not available to students that are cramming to complete within the final weeks of their enrolment
- ☒ Not there to give students the answers
- ☒ Not available to scribe; unless approved by the training team leader
- ☒ Not approved to negotiate outcome adjustments awarded by another trainer
- ☒ Not authorised to give students more than the approved time

Private Tutoring

Where tutoring is required (*i.e. where a Trainer/Assessor is requested to provide private lessons or supplementary tutoring e.g. training outside the mainstream qualification schedule*), an hourly rate of \$60/hour will apply.

Tutoring can be arranged by contacting the KTS office on 02 4353-7188.

Tutoring rates may apply when time is given to a student outside of the regular service models including (*but not limited to*):

- Excess student time is required to ensure successful completion;
- When there is no identified or disclosed LLN assistance request, however the student requires additional 1:1 support time;
- When access to the supplied resources as advertised for each course are not sufficient;
- When additional trainer visits are required because of unsuccessful work placement;
- Within the final 30 days of enrolment;

ICT Support (Information & Communications Technology)

Throughout your qualification, should you require access to the internet or a printer, KTS can make this available to you at their Wyong training rooms by appointment.

Aboriginal and Torres Strait Islander Strategy

Overview/Foreword

KARBEN Training Solutions (KTS) is committed to building strong relationships with Aboriginal and Torres Strait Islander peoples and organisations. At KTS we understand the significance of making meaningful connections with our Aboriginal and Torres Strait Islander learners and organisations in which we partner with.

Our Aboriginal and Torres Strait Islander Engagement Strategy outlines the actions KTS will undertake to continue with genuine, meaningful, and ongoing engagement with Aboriginal and Torres Strait Islander learners, businesses, and communities. This strategy encourages us all to continue to learn about, embrace, and embed meaningful connections to the Aboriginal and Torres Strait Islander culture, whilst strengthening our connections to mutually achieve the desired educational outcomes.

In the process of developing this strategy, consultation and connections with Aboriginal and Torres Strait Islander people and businesses was undertaken, to better understand any barriers that the community may experience when participating in training or accessing our services.

Our goal is to:

- Build and strengthen our relationships with Aboriginal and Torres Strait Islander community.
- Improve and maintain the engagement of Aboriginal and Torres Strait Islander learners; and
- Provide quality ongoing training and support that is accessible for all Aboriginal and Torres Strait Islander learners, resulting in successful completion of training.
- Our approach to working with and providing training to Aboriginal and Torres Strait Islander people works towards being consistent with the principles of self-determination and cultural awareness.

At KTS we understand that an individual's circumstances can be unpredictable and constantly changing. That is why we have a clear and established approach to monitoring and reviewing the needs of our Aboriginal and Torres Strait Islander learners to ensure we do not lose engagement and are able to continue to support them in achieving their qualifications.

Our strategy focus will be supporting Aboriginal and Torres Strait Islander learners by ensuring:

- Aboriginal and Torres Strait Islander learners feel safe and comfortable accessing our support and mentoring services.
- Aboriginal and Torres Strait Islander businesses receive the support and access to provide their staff with the opportunity to upskill and further their skills within the industry of their choice.
- Aboriginal and Torres Strait Islander peoples are listened to and respected when engaging with any of our KTS staff.
- Aboriginal and Torres Strait Islander people are employed and valued within our organisation.
- Our Training is delivered in consultation with Aboriginal learners to ensure they are supported, and their needs are met.

The strategy focus will be continuously reviewed and updated on an annual basis and we welcome continued contributions from staff, visitors, and the community of which we serve.

Wellbeing Assistance

At KTS we are aware of the implications that abuse can have on families, loved ones and children. It is our intention to provide a caring and nurturing learning environment, however, we understand that at times there may be external influences or situations occurring that are outside of our professional training expertise.

Therefore, we would like to take this opportunity to provide all our participants, employers and clients with contact details for specific counselling services that may be of assistance:

Organisation Name	Purpose	Phone Number	Website
Lifeline	A national 24-hour phone counselling service to help you through any problem, no matter how big or small.	13 11 14	www.lifeline.org.au
Counselling Online	Counselling Online is a service where you can communicate with a professional counsellor about an alcohol or drug related concern, using text-interaction.	NSW 1800 422 599 (Regional) 02 9361 8000 (Metropolitan)	www.counsellingonline.org.au
Beyond Blue	The national depression initiative. Opening our eyes to depression throughout Australia	1300 224 636	www.beyondblue.org.au
ADIS: Alcohol and Drug Information Service	A confidential, anonymous information, advice and referral service. For information about drugs, including methadone, safer injecting advice, parent advice and detox.	(02) 9361 8000 1800 422 599 (outside Sydney)	https://yourroom.health.nsw.gov.au/Pages/home.aspx
Kids Helpline (5-25 years)	Kids Helpline will talk about anything: What's going on at home A friend who needs help Something bothering you at school You're feeling sad or confused Anything else you want What you talk about is between you and your counsellor and you don't even have to provide your name.	1800 551 800	https://kidshelpline.com.au/

Important note: In cases where KTS staff or associated personnel are concerned about the safety, welfare and well-being of training participants protected under the *Commission for Children and Young People Act 1998*, they are obliged to report such cases to the Child protection agency in accordance with legislative requirements:

NSW Child protection helpline 132 111 - 24 hours / 7 days a week

In line with the government commitment to raising awareness of the problems associated with drug and alcohol use and abuse, we aim to increase knowledge about the potential negative consequences of drug use and provide the following information to participants and their families in order to take a pro-active approach to seeking professional advice relating to such exposure. The Australian Drug Information Network website www.yourroom.health.nsw.gov.au links to a comprehensive range of websites and information on alcohol and other drugs.

Any participant or employee perceived to be under the influence of these substances whilst undertaking training, assessment or work duties will be subject to action including suspension, expulsion, reporting or other associated penalty.

External Assistance – Employment Related

At KTS we understand from time-to-time employers, students and families may have specific questions relating to their work arrangements, therefore we would like to provide you with details to the following bodies that may be able to assist where we cannot.

Organisation Name	Purpose	Phone Number	Website
Fair Work	Fair Work is a free service available to provide information and advice about your workplace rights and obligations including pay, leave, employee entitlements, awards and agreements, etc.	13 13 94	www.fairwork.gov.au
SafeWork NSW	New South Wales workplace health and safety regulator. Offering advice on improving work health and safety, providing licences and registration for potentially dangerous work and investigating workplace incidents and enforce work health and safety laws in NSW.	13 10 50	www.safework.nsw.gov.au
State Insurance Regulatory Authority (SIRA)	For workers compensation related issues.	13 10 50	www.sira.nsw.gov.au
Insurance and Care NSW (icare)	The state's social insurer established by the NSW Government to improve insurance and care for people in NSW.	13 44 22	www.icare.nsw.gov.au

Organisation Name	Purpose	Phone Number	Website
Fair Trading NSW	NSW Fair Trading is part of the Department of Customer Service whose role is to make doing business in NSW simple, accessible and fair for employees, consumers and industry while providing the best value for government.	13 32 20	www.fairtrading.nsw.gov.au
Training Services NSW	<p>Training Services NSW is responsible for government-funded vocational education and training (VET) in NSW. Training Services NSW leads strategic policy, planning, funding, regulation and advice on VET to support economic, regional and community development.</p> <p>Training Services NSW is responsible for the implementation of funded programs, including Smart and Skilled, apprenticeships and traineeships and adult and community education. It undertakes contract management of approved Smart and Skilled training providers and implements quality assurance and performance monitoring to achieve the best possible outcomes for students.</p>	<p>13 28 11</p> <p>1300 772 104</p>	<p>www.training.nsw.gov.au</p> <p>https://smartandskilled.nsw.gov.au/about/consumer-protection</p>

Disciplinary Action

All participants, visitors and KTS employees are expected to act in a manner that represents a responsible and respectful attitude towards personal behaviour, work commitments and language.

KTS policies and procedures are in place to protect those doing business with us and, if violated, training may be suspended or cancelled. In the case of employees/contractors, duties will be reviewed using the RTO's internal practices.

KTS operates in accordance with applicable legislations, Acts and Public Health Orders including WH&S requirements, the Equal Opportunity Act, Anti-discrimination Act, Disability Standards for Education 2005, Racial Discrimination Act & Disability Discrimination Act.

Misconduct

Misconduct refers to: violence of any kind, theft, misuse or damage to facilities, equipment and training materials, attendance under the influence of alcohol or drugs, including the inappropriate use of legal drugs, bullying and harassment or breaches of policies and procedure relating to the place of work or practical work placement.

Bullying and Victimisation

Feedback and performance management is an important part of every job and plays an integral role in the learning process. If you are concerned about how, you are being treated in the workplace during placement or employment you should raise your concerns with your workplace supervisor.

It is important to know the difference between bullying and performance management as providing on-going feedback to participants is a key ingredient when encouraging people to achieve their best, both for personal and professional gain. Bullying is defined as: verbal, physical, social, or psychological abuse by your employer (or manager), another person or group of people. Workplace bullying can happen to volunteers, work experience students, interns, apprentices, casual and permanent employees. Harassment, victimisation or bullying at any level is unacceptable and we encourage any participants, staff, clients and/or visitors to report any such acts being witnessed or experienced.

Responsibility of bystanders

We all have a moral responsibility to help create a positive, safe workplace. If someone in your workplace or course is experiencing harassment or bullying, you can tell them about the steps they can take to solve it.

The above listed are considered serious and behaviour of this kind will not be tolerated.

Disciplinary procedure

As an adult student, you expect to be treated with respect and in a professional manner by your Mentor/Assessor and all people associated with the certification/training you are completing. Therefore, when a participant's behaviour is of a *repeated or inappropriate nature*, the following disciplinary actions will be imposed by KTS:

1. Minor Infringements: Informal counselling takes place when Mentors/Assessors observe minor infringements by a participant;
2. Serious instances: In the event of serious misconduct, a participant's enrolment may be terminated without warning. If an enrolment has been terminated, any statement of attainment earned at that point in time will be issued once all course fees have been collected by KTS.



Enrolments may be instantly terminated at the discretion of KTS's Managing Director, and no correspondence will be entered into. Written documentation will be provided to the individual involved, outlining the breach and reason for termination of enrolment.

Note: There is some behaviour that may result in an instant enrolment termination.

Social Media

We understand that social media is a big part of how we now communicate, whether it be to find out what is happening at your training organisation, to talk to friends or find out about important news events. KTS encourages the use of social media to create an open environment for sharing information and where constructive conversations can occur.

Whilst we encourage the use of social media, it is important to note that posting information that is defamatory or discredits KTS; its staff, clients or other students will result in investigation.

Having your say is welcomed, however overstepping the boundaries could result in termination of enrolment and possible legal action.

In cases where you do not agree with a situation or outcome, social media is not the place to find the solution or air your opinion as this rarely results in a resolution. Instead, we encourage you to phone or email our staff for assistance.

The same disciplinary procedures apply to inappropriate online activity as outlined above; being abusive, bullying, or harassing others online is not acceptable and will be reported to the applicable authorities and appropriate action taken.

Workplace Health & Safety

Your health, safety and well-being are always of paramount importance throughout your learning experience, and we will strive to provide a safe, comfortable and healthy environment by:



- ✓ Protecting the health and safety of all staff, participants, visitors and clients at our workplace and any training and assessment venues;
- ✓ Protect participants and staff from any health hazard that may arise out of their work or the conditions in which it is carried out;
- ✓ Place and maintain participants and staff in an occupational environment designed to satisfy their needs for health, safety, and well-being;
- ✓ Preventing accidents and ill health by evaluating WHS standards on a regular basis;
- ✓ Encourage discussion of WHS topics at monthly staff meetings;
- ✓ Provide reasonable equipment for WHS within KTS's operations;
- ✓ Call for medical assistance for any persons within our duty of care if required along with providing appropriate first aid assistance.

If at any time you feel that your safety, well-being or health is at risk, please speak with your KTS Trainer/Assessor immediately or contact the KTS office on (02) 4353-7188.

Work / Clinical Placement

Work placements occur once the agreed milestone has successfully been reached. The participant must be able to demonstrate that they have a reasonable amount of industry knowledge and job-related skills to successfully undertake workplace duties. Work placement is a chance for participants to show potential future employers what they are capable of. It is also a chance for employers to reinforce that participants have made the right choice about their chosen vocation! **work placement** is different to **work experience**. At work placement, participants are expected to 'try out' new skills and put into practice what they have learnt during the theory component of their learning. Work placement requirements can vary and are dictated by industry expectations and unit of competency requirements: (*please refer to our qualification fact sheets and/or your Participant Guide for specific information about the duration of work placement required in your chosen vocation*). Work experience is an important consideration for all our training courses; this varies from unit to unit therefore please ensure you have clearly understood all applicable course information prior to enrolment and contact us should you have any questions.

Attendance at work placement includes arriving at work for each rostered shift on time, providing sufficient notice and a doctor's certificate should you be unable to attend due to illness, following workplace policies and procedures under the direction and supervision of a workplace supervisor, completing the daily journal/hours log and communicating with workplace supervisors and/or KTS about any concerns experienced during work placement. This may include any tasks a participant is unsure of in relation to what is expected of them or anything of concern that may involve other staff and be witnessed during placement. Further information about work placement can be found in the Work Placement Handbook available on the KTS website.

Vaccinations for placement / employment: Transmission of vaccine-preventable diseases has the potential to cause serious illness and avoidable deaths. Some jobs and workers in specific industries have a greater risk of getting or passing on vaccine-preventable diseases including healthcare workers, people who work with children, people who support people with disability and people who support older people. Some industries or businesses may have vaccine-mandates in place which require workers, volunteers, trainees (including work placement students), contractors and/or customers to be vaccinated against certain vaccine-preventable diseases.

Should you choose a workplace host that has implemented such a policy, it may be a requirement that you undertake the required vaccinations prior to attending work placement.

For additional information about specific industries and vaccination recommendations and/or requirements, refer to the information below.

Early Childhood Education and Care / School Age Education and Care / School Based Education and Care:

- Staying Healthy: Preventing infectious diseases in early childhood education and care services – <https://www.nhmrc.gov.au/>
- Vaccination requirements for school sites – <https://education.nsw.gov.au/covid-19/advice-for-families/vaccination-requirements-for-school-sites>

Ageing / Disability / Community Services:

- Occupational Assessment, Screening and Vaccination Against Specified Infectious Diseases – https://www1.health.nsw.gov.au/pds/Pages/doc.aspx?dn=PD2020_017
- COVID-19 vaccines – <https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines>

Please note: KTS staff have no control over vaccination mandates set by Commonwealth, State or Territory Governments, peak industry bodies or specific businesses.

For qualifications requiring work placement, the following process applies:

1. Complete the **Work Placement Application Form** provided by your KTS Mentor/Assessor
2. Complete the relevant **clearance checks**:

Aged Care and/or Disability: If you are over 18 years of age, you may be required to undertake a *National Criminal Record Check* (visit <https://www.afp.gov.au/what-we-do/services/criminal-records/national-police-checks>) and/or an *NDIS Worker Check (NDISWC)* (visit <https://www.service.nsw.gov.au/ndiswc>)

Education and Care or School Based Education: Volunteers and students over 18 on a professional placement must have a current Working with Children's Check (WWCC) (visit <https://www.service.nsw.gov.au/transaction/apply-working-children-check>)

If you are unable to obtain the required workplace clearance checks, you may be unable to complete work placement; therefore, units that require on-the-job hours cannot be deemed competent.

3. Purchase the required uniform as instructed by your KTS Mentor/Assessor
4. A KTS Mentor/Assessor will contact the nominated workplaces to secure placement within your preferences. The workplace will confirm the days and times that they are able to take work placement students. Each participant will need to plan to ensure they are available for the confirmed days and times.

Continuous Improvement

As part of our continuous improvement process, KTS encourages feedback from its staff, participants, clients, and industry via the completion of regular surveys and industry consultation exercises.

We understand that to keep up with market demands and remain a leader within our industry, it is imperative that we too change and develop new and innovative systems to keep a step ahead.

Throughout your training, you will receive feedback forms such as SMART Surveys and we ask all participants to complete these to have the opportunity to voice their praise, concerns and/or suggestions.

This feedback is used for the ongoing amendments made to training materials, programs and training methods and is a confidential method of communication.

KTS also undertakes monthly employer SMART surveys – these usually take 15-30 minutes to complete and are completed over the phone, through a virtual meeting or in person.

Marketing and Advertising

From time-to-time participants and employers/work placement hosts may be asked to participate in quality assurance surveys, be photographed and/or filmed whilst undertaking training or be asked to provide testimonials about their experiences. As a condition of enrolment, participants will be asked to provide KTS with permission to use such samples for marketing and advertising purposes.

In addition to this, where a workplace has accepted a work placement student, it is also agreed that photos, performance verifications and work samples may be collected whilst the participant is undertaking placement (*please refer to KTS's Work Placement Handbook for further information*).

Assessment Submissions and Student Feedback

We understand that regular updates about how you are going is important as you progress through your vocation, therefore regular and timely updates are imperative. Once work has been submitted, it will be allocated to an assessor for review, once marked and an outcome awarded, participants (and employers if applicable) will receive feedback in relation to the unit outcome.

Feedback will be sent to the nominated email addresses; therefore, it is imperative that all parties ensure their details remain current and up to date. Should your details change, please complete the **Update of Details Form** located on the KTS website. *Note: For trainees: employers will also receive the feedback email, so they are able to monitor employee progress.*

The following is a guide as to the outcomes that may be received:

Not yet started: You have not yet started your training for this unit.

Overdue: Not Yet Started According to your Training Plan, this assessment is overdue, but we have not yet recorded that you have commenced training.

Commenced: You have commenced training in this unit, but you have not yet submitted your assessments.

Submitted: Your assessment has been received and are in the queue for marking.

Further Evidence Required: You have not completed all the requirements of this unit and further assessment is required. Please refer to the trainers' comments to be sure of what additional information or assessment re-submits are required to be deemed competent.

Employer Support Required: If you are a trainee, your employer or supervisor must declare that you have demonstrated the required skills and knowledge for this unit in the workplace before we can award competency.

Overdue – Assessment Submission: According to your Training Plan, this assessment is overdue, and you have completed training activities for this unit.

Not Competent: Should you reach the completion date of your contract term however have not completed ALL the assessment requirements, you will be awarded with a Not Competent Outcome for each outstanding unit and will not be deemed competent. *If you wish to complete these units outside your completion date the single unit fee will be charged per unit of competency requiring completion. Should you not agree with this outcome please see our 'Appeals Policy'*

Competent: You have been deemed competent in this unit and no further assessment is required.

RPL: You have been assessed via recognition of prior learning process and it has been awarded as complete.

Credit Transfer: You have been awarded this unit via Credit Transfer.

Withdrawn: You have been withdrawn from this unit.

Superseded subject: This unit has been superseded due to training package changes.

Continuing: You have not completed all the requirements of this unit and further assessment is required. Please refer to the comments to be sure of what additional information or assessment re-submits are required to be deemed competent.



Appeals

Should a participant believe that a 'Not Yet Competent/Fail' or 'Continuing' assessment decision is not justified, they are entitled to appeal this decision.

There is a process by which an appeal against an assessment decision may occur:

1. Approach the RTO informally via phone or in an email addressed to ops@kts.edu.au
2. If dissatisfied with the 1st review decision, formally appeal to the RTO in writing, with a clear record of interactions (see **Grievance, Feedback and Outcome Appeals Form** on the KTS website).
3. If still dissatisfied with the decision, following the presentation of the formal decision, a further resubmission of the Grievance, Feedback and Outcome Appeals Form may be sent to KTS's Managing Director / CEO.
4. Following consideration of the appeal, each appellant will be provided with a written statement of the appeals outcomes, including reasons for the decision. If the decision is not rectified with KTS, then the Managing Director will engage external assessment review committee until a final decision is reached.

Location			
KARSEN Training Solutions			
Qualification			
TAE40110 - Certificate IV in Training and Assessment			
Trainer			
Cecile Oakes			
Unit Code:	BSPCHM01A	Unit Name:	Make a presentation
Unit Start date:	9/12/2013	Unit finish date:	11/10/2014
Unit Outcome:	Continuing	Hours:	24
Comment:			
Thank you David for your evidence on having performed 1 presentation. I will require further information from you to be deemed competent in the unit.			
Participant Declaration:			
I have reviewed the comments and outcome relevant to the above listed unit of competency (UOC) and I accept this result.			
Participant signature:		Date:	
Trainer Name:		Trainer Signature:	
Further action required: (where applicable)			

Note: If an appeal is lodged for any assessment outcome this must be done within **14 days of the outcome being awarded** or the trainer/assessor's decision will be final.

Consumer Protection Policy - Complaints and Grievances

While most complaints should be resolved informally with the relevant Mentor/Assessor, there are provisions for the use of formal procedures depending on the nature and severity of the complaint.

All minor complaints and disputes should be resolved promptly and without using formal procedures. Whenever possible, informal resolution should be attempted first.

As such, we apply the principles of fairness, fact and accuracy when investigating complaints or concerns in relation to our services. For you to remain assured that confidentiality and tact is maintained throughout the complaint resolution process, please ensure you follow the policy outlined below:

A client may make a complaint against KTS, its trainers/assessors or staff members through one of the following procedural methods:

Step 1 – Contact the applicable person; discuss your concerns. Make an appropriate time to meet with them, send them an email requesting a time to meet or phone the KTS office and ask for an appointment.

Step 2 – If you are not happy with the result after speaking with the applicable team member, or if you do not feel it is appropriate to talk to them, phone and make an appointment to discuss your concerns with a member of the leadership team.

Step 3 – Formal notification: If steps 1 and 2 have been completed and your complaint has not been resolved through the informal process, we ask that you put your concern in writing. It is important that you include specific details of the situation and tell us what you would like to happen because of your complaint.

Formal Notification

In cases where formal notification is required, a **Grievance, Feedback and Outcome Appeals Form** (*available from the KTS website*) needs to be completed in order to initiate further action. The form will be forwarded to KTS's Managing Director / Chief Operating Officer or Consumer Protection Officer. Mediation will be organised, involving the participant, the staff member and an impartial mediator. An outcome will be reached because of this mediation.

Formal complaint to external agencies

If a participant is still dissatisfied with the way KTS has managed a grievance or complaint, the participant may then approach Training Services NSW via www.training.nsw.gov.au or ASQA.

Complaints of a child protection nature

Complaints of a child protection nature can be referred to the Department of Family and Community Services via the Child Protection Hotline number: 132111 – available 24 hours / 7 days a week.

If your concern relates to the behaviour or actions of an employee, contractor, or volunteer in relation to the welfare of a child, you should contact the RTO on (02) 4353-7188 immediately.

What about confidentiality?

All parties to a complaint are expected to treat the matter confidentially. This requires everyone, including the complainant, to ensure that information is restricted to those who genuinely need to know. Furthermore, those people should only be told as much as they need to know and no more. For example, some people may need to know of the issue so that they can provide advice, but not of the identities of the persons involved. An employee making a protected disclosure has strong confidentiality rights under the *Protected Disclosures Act 1994*. However, even these have limitations and confidentiality can never be guaranteed, as there are situations (*e.g. during disciplinary or court procedures*) where procedural fairness requires that the respondent must be supplied with information that identifies the person who has given evidence against them.

We ask in all cases, that you contact KTS directly on (02) 4353-7188 to speak with the Consumer Protection Officer for a swift resolution.

Consumer Protection Policy Cont. – Smart & Skilled Enrolments

The steps outlined previously should be followed for all students however Smart & Skilled specific enrollees are also covered by Smart and Skilled consumer protection measures. All training providers approved to deliver training under Smart and Skilled are required to have processes to protect consumers and handle complaints.

The [Smart and Skilled Consumer Protection Strategy](#) sets out the NSW Government's expectations of Smart and Skilled providers to ensure students receive high quality training. Students can contact the Smart and Skilled customer support centre to seek assistance, ask for advice, make a complaint or provide feedback. This can be done via email, over the phone on 13 28 11, or in person at a Training Services NSW centre.

Step 1:	Consumer discusses complaint with training provider	<p>A consumer must first make their complaint to their training provider. This is their first point of call for all complaints.</p> <p>Where Training Services NSW receives a complaint, they will ask the consumer if they have complained to their training provider and if their training provider responded.</p>	<p>Contact the RTO's Client Services Team:</p> <p>RTO Consumer Protection Officer or Compliance Coordinator on 02 4353 7188</p> <p>info@kts.edu.au</p>
Step 2:	Consumer contacts Training Services NSW	<p>If a consumer cannot resolve their complaint with the Training Provider, then they may contact Training Services NSW.</p>	<p>Contact:</p> <p>1300 772 104</p> <p>www.nsw.gov.au/nsw-government/departments-and-agencies/departments-of-education/contact-training-services-nsw#toc-submit-an-online-inquiry-or-feedback</p>
Step 3:	Training Services NSW offers dispute assistance	<p>Training Services NSW will ask the consumer a series of questions to understand their complaint.</p> <p>A Training Services NSW officer will investigate the complaint and will attempt to resolve the matter through information and mediation. They may also provide the consumer with options about which other government agencies may be able to assist with their complaint.</p> <p>The officer will contact the consumer's training provider and the consumer to help them to resolve the matter. They will try to get each party to understand and respect each other's different points of view, negotiate differences, and discuss possible solutions.</p> <p>A resolution of any complaint or dispute is not guaranteed. The officer will inform the consumer and provider when they believe Training Services NSW has done all it can to assist the parties. Then it is up to the parties to seek a more formal process to resolve their dispute.</p>	

Enrolment Deferrals: Fee for Service and Funded Places

Fee for Service enrolment deferrals

Where an enrolled participant indicates that they wish to defer training in their enrolled qualification KTS will make every effort to assist the participant to continue their training where possible.

A deferral period of **no more than 3 months** at a time for fee for service enrolments will be considered. Request for such must be received in writing (and will be kept on file) by completing an **Enrolment Update Request Form** available via the KTS website or your student portal.

Deferring participants should refer to the fee implications of deferral as per the KTS Fee Administration Policy.

Where training does not recommence within the 3-month period, the enrolment will be treated as a discontinuation and the enrolment will be withdrawn. New fees will be applicable after this date.

Smart and Skilled enrolment deferrals

Where an enrolled participant indicates that they wish to discontinue their training under a Smart & Skilled contract in which they are enrolled, KTS will first attempt to ascertain the reasoning for discontinuation and will make all reasonable efforts to address any concerns of the participant. KTS will assist where possible to ensure successful completion of the qualification. Request for deferrals must be received in writing via the completion of the **Enrolment Update Request Form** available via the KTS website.

A deferral period of **no more than 12 months** from the date of notification from the participant will be considered for Smart and Skilled enrolments under an EFQ / TPFQ enrolment.

Deferring participants should refer to the fee implications of deferral as per the KTS Fee Administration Policy.

To be clear, a student who wishes to recommence training after discontinuing an Approved Qualification must be treated as a new student and the Notification of Enrolment Process must be carried out.

Discontinuation from learning

Should a participant choose to discontinue their training, the following must occur:

- a) A formal written notification using the **Enrolment Update Request Form** must be supplied: outlining why a participant wishes to discontinue the enrolment. Once approved, the date of this notification will also be the date training will end. The Enrolment Update Request Form is available via the KTS website.
- b) All enrolments are bound by and must comply with the KTS Fee Administration Policy including with respect to any outstanding fees.
- c) The participant will be issued with a Statement of Attainment and associated transcript for completed units of competency within 21 days of the discontinuation date. This will accompany an enrolment report including comments for each unit of competency completed or attempted provided all fees have been paid.

No certification or Statement of Attainment will be released until any outstanding monies have been paid to KTS.

Recognition of Current Competence (RCC) and Recognition of Prior Learning (RPL)

Recognition predominantly comes in two forms: RCC and RPL.

The **Recognition of Current Competence (RCC)** process recognises what you have already learnt from other courses/studies (*including courses at school or college, through adult education classes or training programs at work*). This type of recognition is known as a **Credit Transfer**.

A Credit transfer is where direct credit may be awarded for previously completed formal training/assessment. Certified copies of all documentation supporting the claim must be provided within 14 days from enrolment. (*E.g. original result notices, certificates, and record of training and contents of the course*). Please note; CT's may in some cases reduce course fees, however; submissions requesting Credit Transfers must be received within 14 days from enrolment for course fee reductions to be determined. The RTO will be able to provide you with a quote prior to enrolment should you be unsure. Should you choose to complete duplicate training with another provider throughout your course, no fee reductions are available, however credit for that unit will be considered.

The **Recognition of Prior Learning (RPL)** process recognises what you have already learnt from your life and work experiences.

Both processes are referred to as '**Recognition**' and allow you to apply for credit for the knowledge and skills you have, by measuring these acquired competencies against the course you intend to complete.

Mutual Recognition

Under the **Standards for Registered Training Organisations (RTOs) 2015**, we will honour our obligation to recognise and accept Statements of Attainment and qualifications issued by other RTOs after an authenticity verification process has been completed. Should authentication of a certificate, record of results or testamur be unobtainable, we will be unable to award mutual recognition.

Competencies that have been recognised as issued by other RTOs will be recorded on your transcript as a 'Credit transfer'.

Why should you apply for RPL?

If you apply for RPL and your application is successful you could:

- ✓ Reduce or eliminate the need for any training in skills and knowledge you already have;
- ✓ Save time: attend a reduced number of classes/complete less theory work;
- ✓ Save money: not buying unnecessary textbooks and other learning material;
- ✓ Complete your qualification in a shorter time;
- ✓ Advance to a higher-level qualification in a shorter time if desired.

When to apply for Recognition

Should you wish to apply for recognition, you must do so at the time of enrolment.

How to apply for Recognition

1. When completing your enrolment form, choose 'Yes': this indicates that you wish to apply for recognition.
2. When processing your enrolment, a member of the operations team will contact you to discuss your experience and/or formal certification relating to your competency for part or all the qualification in which you are enrolling. The RTO will confirm that your experience and/or formal certification are sufficient to continue with the recognition process.
3. If you have previous formal certification you need to provide certified copies of your transcripts. If you are applying for recognition based on your experience, you will be allocated to an Assessor who will arrange to meet with you (either face-to-face or via phone) so that you can commence the Assessor interview process.

The KTS RPL process consists of 3 stages:



1. A KTS Assessor interviews the RPL applicant to determine suitability for RPL (questioning);
2. The RPL applicant prepares their evidence portfolio (completes activities/provides work samples);
3. Supplementary evidence is collected (Supervisor verifications: previous and current).

Throughout the evidence gathering process, RPL applicants are asked to assess the skills and knowledge they already have, compared to the skills and knowledge required for each unit of competency. As such, evidence must be provided, describing how the skills have been acquired and maintained. Supporting documentation must be collected; e.g. job descriptions, references, statements from employers (on employer letterhead), articles about participation in employment or community development and/or verified examples, photographs or samples of work completed.

How is an RPL submission made?

This portfolio of evidence must then be presented in a suitable labelled folder ready for the Assessor to review the evidence prior to awarding recognition (where sufficient evidence has been provided). Clear reference to link the evidence to the related competency requirement must be provided or your submission will be returned prior to the assessor being able to review its contents.

How long will the RPL process take?

An initial RPL review process should take no more than 3 months to complete in cases where sufficient evidence has been presented. The first 4 weeks are used to carry out step 1 as outlined above. Once the interview process satisfies that RPL is a suitable avenue, the collation of evidence should not take longer than 6-8 weeks.

It is crucial that this evidence collation is sufficient or full unit completion will be required. Therefore, the more time it takes to complete steps 1 & 2, the less time remaining should any units need to be completed in their entirety.

It is important to note that for traineeships there is a **minimum** timeframe of 6 months for completion, therefore even if the RPL process is completed in less than 6 months, the qualification cannot be granted until a minimum of 6 months has passed.

For all other enrolments the timeframe should be agreed upon with your allocated Mentor/Assessor based upon the following factors:

1. Current workloads;
2. Experience and its currency;
3. The amount of up-skilling required that may have been highlighted along the way;
4. Any full units that may need to be completed;
5. Any work placement hours required due to a lack of industry experience or a time lapse since being employed within the chosen vocation.

Once the evidence gathering process has been completed, competency comments and outcomes will be awarded and noted as RPL for any units through which RPL was granted.

Is there a reduction in my fee if I complete via RPL?

The RPL process is a portfolio, observation and interview-based assessment process carried out over a period. Therefore, although there is somewhat of a reduction in relation to the amount of theory work required by each participant, there is a significant amount of Assessor time allocated to the verification of evidence, the marrying up of relevant evidence to support each unit and its elements as well as interview and observation activities.

Although RPL may seem like a quick option at the time of enrolment, often participants struggle to collate enough evidence to support a full recognition assessment outcome and therefore end up completing several (if not all) units in their entirety.

It is for these reasons that KTS does not reduce fees when RPL has been chosen. RPL is not an easy way out; therefore, if it is an option you are considering, please discuss this with your Assessor so that the process, time constraints and requirements are clearly understood.

Confidentiality

All personal information is secured and maintained by KTS during and after the completion of each participant's enrolment in accordance with the Standards for Registered Training Organisations (RTOs) 2015 and the *Privacy Act 1988*. All KTS staff maintain participant privacy whenever records are collected, recorded, and stored by ensuring they adhere to the following procedures:

In relation to maintaining participant records, the following processes and management systems are in place (this list is not exhaustive):

- All records are stored at KTS's business address for 6 months from the last activity date then off-site for a further 3 years;
- Participant results will be archived for a period of 30 years;
- All confidential information will be safeguarded by KTS in accordance with its confidentiality policy;
- All participants have access to their personal records upon written request to the operations team;
- All staff may access their personal information by sending a request to the operations team or COO.

KTS adheres to all record keeping and protection of personal information via the following:

- Administrative and Training staff are informed of, and understand, their record collection, recording and storage responsibilities, and carry these out effectively;
- KTS keeps accurate records of assessment results that lead to judgments about competence;
- Records are stored in lockable storage systems with access to authorised personnel only;
- Information collected from and about participants meets the requirements of state and territory registering bodies and licensing authorities (where relevant);
- All staff are aware of KTS's information disclosure policies as outlined in their individual job descriptions;
- Information is destroyed using a safe, contracted shredding company on-site before being removed from the premises.

When a third-party requests information relating to a participant (*such as in the case of an employer contacting KTS to check the progress of a fee-for-service participant*) no information will be disclosed without written consent from the participant to KTS.

Verification required

If you contact KTS via phone and wish to gain access to your records, a simple identification process will be carried out including confirmation of the following information:

- Name / Date of Birth / Address / Drivers Licence number / Qualification details

Parents of those under the age of 18 may also access such details, however for those over 18 years, written permission from the student will be requested.

FAQs

I'm a school leaver and I have no qualifications. Am I eligible to study one of your courses?

Our courses are designed to suit everyone, including school leavers and mature age students. Our courses do not have formal pre-requisites (*excluding cases where a prior qualification or specific units are listed as a pre-requisite*), making them accessible to everyone.

However, some experience is recommended for various courses such as Leadership & Management. Please feel free to discuss the course's suitability with our office as some courses recommend that you have previous industry experience or participate in work placement throughout the duration of your chosen vocation; this may be demonstrated by having some experience (*normally work experience*) in the industry that the course relates to or we will assist you with acquiring on-the-job work experience throughout your course.

Will my qualification be nationally recognised?

Yes, all our courses have been approved by ASQA within the Australian Qualifications Framework (AQF), so they are nationally recognised.

Will my qualification help if I want to go to university in the future?

Although we cannot speak on behalf of individual university requirements, some of our certificates and diplomas articulate into universities enabling you to gain credit towards your further studies. Check the eligibility of each qualification with the institution of which you are planning to enrol with.

Will my qualification help me to get a job/promotion?

All our vocational courses are developed in consultation with relevant industry and community groups, so you can rest assured that your qualification is highly valued by industry employers, education and training providers and the wider community. The skills and knowledge you gain from our courses are designed to be career-relevant so you can apply them immediately if you are already working or use them to get the job you want.

I have work and other commitments; what if I don't have much time to study?

Our courses are designed around 'nominal hours' therefore, depending on how long it takes you to complete the theory component and any work placement components will determine how long it takes you to complete the course.

I am a fee for service student; how do I enrol?

Visit 'Enrolment Forms' at the bottom of the KTS website; choose the applicable course form, complete the required details & upload your identification. The KTS office will contact you within 2 working days to begin processing your enrolment. Each enrolment contains questions required by the National VET Provider Collection Data Requirements Policy. All RTO's must collect records for all students, and for all competency enrolments and outcomes achieved each calendar year. Visit www.asqa.gov.au for further information about its use.

Is there an enrolment closing date?

We do not work to semesters; therefore, enrolments may be taken all year round! However, if you are completing a Smart and Skilled partial qualification, these courses have strict start and finishing dates and cannot be extended.

FAQs continued

How long will my course take?

It all depends on the amount of time you dedicate to your studies. Upon enrolment a Full Training Plan will be developed according to your circumstances and agreed upon by both you and the Trainer/Assessor.

In the case of Traineeships, you will have a start date and expected completion date according to your employment status and training contract – Traineeships have a minimum of 6 months with a maximum of 24 months (full time).

For all Smart and Skilled partial qualifications, you must start and complete your training within the dates stipulated on the full training plan or you will be responsible for paying the commercial course fee.

How do I get my course materials?

Once your enrolment/sign up has been completed and all paperwork has been processed, you will be sent your invoice.

For traineeships: Once your sign up has been completed and all the necessary enrolment information has been obtained (including a USI, identification, prep assessment and LLN assessment), you will be invoiced. Once you have paid your enrolment fees your course materials/resources will be posted / allocated to you.

Fee for service participants: Once the enrolment process has been completed with all applicable components and you have paid your enrolment fees, your course materials/resources will be posted / allocated to you.

If your workbook is allocated via post; once you have received your folder; you should contact your trainer to discuss your training plan – their details are in the front of each folder.

What kind of support is available for participants?

The KTS office is open Monday to Friday between the hours of 8:30am-4:30pm. During these times you may speak with a qualification Trainer/Assessor, Student Mentor, or another member of our team in relation to any assistance you may require.

As our Trainers/Assessors are often out in the field, we suggest that any correspondence in-between assessment appointments is emailed to the student mentor at mentor@kts.edu.au or you may call them on 02 4353 7188 and select option #4 - current student line. If you have several questions that you would like to discuss in-between your workplace visits, simply email this request and a student mentor will respond to you ASAP. Alternatively, you may contact them to arrange an appointment at a time convenient for both of you to discuss your questions over the phone or to use our student hot desk.

Do I need to attend classes?

This is dependent on the method of study you choose. We offer courses via distance, classroom and work-based pathways. You may choose one path or a combination. This is referred to as 'blended' learning.

Where are classes held?

This will depend on the course you are attending. KTS training rooms are located in Amy Close, Wyong. If classes are held in a location different to this, you will be notified in writing of the address details via a confirmation letter/email.

FAQs continued

Are there exams, and if so, where do I sit for them?

There are no exams. All KTS qualifications are 'competency based' therefore you are required to demonstrate your competence via several assessment methods. Assessments may include on-the-job demonstrations, evidence portfolios, workbook activities, written and oral questions etc.

Can I do more than one course at a time?

While most people only have the time to do one course at a time, you are free to enrol for more if you wish.

When will I receive my certificate?

If your account is paid in full, all qualifications are awarded within 21 days from the successful completion.

What if I need to stop studying for a while due to commitments?

Provided you have a valid reason, you may apply for a 'deferral of training' by contacting the RTO. Please refer to 'Deferring from a qualification' for further information about this process and its considerations.

IMPORTANT NOTE: For Traineeships, a suspension does not automatically add time to your contracts expected completion date. You will still need to be finished prior to your contract end date.

Continuing partial qualification enrolments under Smart and Skilled cannot be suspended or extended.

Will I get credit for my previous study?

If you have successfully completed units through another provider, you will need to provide a copy of the transcript of competencies achieved **within 14 days from enrolment**. Once authenticated and approved, we will be able to issue a credit transfer. You will be asked if you wish to apply for recognition upon enrolment. Please refer to Recognition of Current Competencies & Recognition of Prior Learning for further information. For S&S courses, fee reductions will only apply where recognition is provided within 14 days from enrolment.

Is there any financial assistance/government grant I can apply for?

All our courses are Centrelink Approved; contact the nearest Centrelink office to discuss your eligibility for any financial assistance (up to Certificate IV level) to undertake training. Local employment offices may also be able to advise you about your personal eligibility. You may also like to consider a Smart and Skilled Training place if you meet eligibility requirements and utilize our payment plan option.

Will I receive my assessment submissions back?

As assessments are required for audit purposes, **KTS does not return work to participants**. Participants should take a copy prior to submitting work should they wish to keep a copy. For active enrolments only, once assessments have been submitted, should you require a copy for your records, a quote for such services may be provided upon request. Once an enrolment is inactive, work is archived, and copies will not be readily available so in any case, we recommend a copy is retained by each student.

FAQs continued

Why do I have to sign every page?

These signatures are used to support your declaration that the work you are submitting is your own.

Can my certificate be replaced if I lose it?

In accordance with KTS record keeping policy, participants can request a replacement certificate within two years from completion/issuance date; an emailed copy can be provided free of charge, however re-printed certificates will incur the re-issue fee. After this time participants will be issued with a record of results only.

If I am completing a traineeship or am enrolled as a fee-for-service participant and my contract expires before I successfully complete all my assessments, what options are available to me?

For Trainees, if you do not successfully complete your assessments prior to the expected completion date, you will not be able to continue the qualification through your traineeship pathway (unless an extension has been granted by the Department). Therefore, should your contract expire without an approved extension, you are entitled to submit any remaining assessments, however, will be charged a fee for each outstanding unit of competency.

For fee-for-service participants, if you do not complete your course within the required timeframe, you will be cancelled. If you wish to complete your course, you will need to re-enrol and pay all fees associated with a new enrolment.

In any case, full course fees are still applicable. Late payment of fees will incur additional interest charges.

How do I know that I am getting the most up to date information?

We aim to keep our participants as up to date as possible; therefore, we regularly update our website and this handbook with any changes to our processes or industry relevant information. From time-to-time you may also receive emails and newsletters: therefore, keeping your personal information such as email, residential address, and mobile numbers up to date is paramount so we can keep in touch. We recommend you keep a close eye on the KTS website for any updates or latest news!

Are there any websites that may also provide further information?

Depending on the qualification you are undertaking, there are specific websites that may assist with the completion of your studies.

Details about these websites are recorded throughout your Participant Guide and each applicable unit.

The KTS website also has a resource library, so please visit this for additional reading information.

FAQs continued

I am on a visa; can I study with your organisation?

In some cases, registered training organisations (RTOs) may enrol students who are temporarily visiting Australia on certain visas. However, some visas include restrictions on training. Further information is also available from the Department of Immigration and Border Protection.

If an RTO intends to offer education or training services to students studying in Australia on student visas, they are required both to seek approval from their state/territory authority, and to comply with the federal legislative requirements for registration on the **Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)**. KARBEN Training Solutions is not CRICOS registered therefore has restrictions on the training it can offer to student visa holders.

In order to determine if you are a candidate eligible to study with our organisation a copy of the visa grant will be required to be submitted for review prior to or with enrolment, this will be reviewed, and a determination made.

What if I enrol, but then change my mind?

We understand that even the best intentions do not always go to plan, therefore if you enrol into one of our full qualifications on-line (traineeships and short courses such as First Aid do not apply), we have a 48-hour cooling off period from the time of submission for fee for service enrolments. Should you wish to cancel an enrolment within this timeframe, please put your request in writing to: info@kts.edu.au. A confirmation reply will be emailed to you should this request be received within the cooling off period timeframes.

Once outside of this, applicable fees in accordance with the enrolment will apply.

Are there course specific entry requirements – what if I can't meet them?

We as the training provider are obliged to provide each student with sufficient information relating to their chosen vocation and the entry requirements associated with the delivery, assessment, and practical requirements.

From time to time, a determination to decline or cease an enrolment may be made by the RTO where it is evident that the course / assessment requirements are unlikely to be met. In such cases, participants are notified in writing as to why this decision has been reached and where possible, alternate options or pre-training activities may be suggested prior to re-enrolling. To avoid commencing a course of study only to make this determination after the fact, upon enrolment, we do our best to identify:

- Any areas where students may need additional support (e.g. if they have limited English-language skills)
- Whether students' physical attributes may influence their ability to complete the training and assessment (e.g. if heavy lifting is required)
- Restriction that may impact on one's ability the assessment requirements of the vocation such as not being able to complete work placement requirements etc.

In any case, we will do our best to provide support, options, and assistance whenever available.

Definitions of disability, impairment, or long-term conditions

I would like to know more about the definitions of *disability, impairment, or long-term condition*; what do they mean?

The following are definitions of the types of disability, impairment, or long-term conditions (source: Australian National Training Authority, January 2001):

Hearing/deaf: Hearing impairment is used to refer to a person who has an acquired mild, moderate, or even a severe or profound hearing loss after learning to speak, communicates orally and maximises residual hearing with the assistance of amplification. A person who is deaf has a severe or profound hearing loss from, at, or near birth and mainly relies upon vision to communicate, whether through lip reading, gestures, cued speech, finger spelling and/or sign language.

Physical: A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. A physical disability may have existed since birth or may be the result of an accident, illness, or injury suffered later in life; for example, amputation, arthritis, cerebral palsy, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia, or post-polio syndrome.

Intellectual: In general, the term 'intellectual disability' is used to refer to low general intellectual functioning and difficulties in adaptive behaviour, both of which conditions were manifested before the person reached the age of 18. It may result from infection before or after birth, trauma during birth, or illness.

Learning: A definition proposed by the United States National Joint Committee for Learning Disabilities (NJCLD) has become widely accepted: A general term that refers to a heterogeneous group of disorders manifested by significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning, or mathematical abilities. These disorders are intrinsic to the individual, presumed to be due to central nervous system dysfunction, and may occur across the life span. Problems in self-regulatory behaviours, social perception, and social interaction may exist with learning disabilities but do not by themselves constitute a learning disability.

Mental illness: Mental illness refers to a cluster of psychological and physiological symptoms that cause a person suffering or distress and which represent a departure from a person's usual pattern and level of functioning.

Acquired brain impairment: Acquired brain impairment is injury to the brain that results in deterioration in cognitive, physical, emotional, or independent functioning. Acquired brain impairment can occur because of trauma, hypoxia, infection, tumour, accidents, violence, substance abuse, degenerative neurological diseases, or stroke. These impairments may be either temporary or permanent and cause partial or total disability or psychosocial maladjustment (Ministerial Implementation Committee on Head Injury 1995).

Vision: A partial loss of sight causing difficulties in seeing, up to and including blindness. This may be present from birth or acquired because of disease, illness, or injury.

Medical condition: Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired or of unknown origin. The condition may not be obvious or readily identifiable yet may be mildly or severely debilitating and result in fluctuating levels of wellness and sickness, and/or periods of hospitalisation; for example, AIDS, cancer, chronic fatigue syndrome, Crohn's disease, cystic fibrosis, asthma, or diabetes.


Other: A disability, impairment or long-term condition that is not suitably described by one or several disability types in combination. Autism spectrum disorders are reported under this category.

Appendix 1. 2023/2024 Fee Administration Policy

Enrolment fees					Effective 1st July 2023				
Qualifications		Enrol type ⇒	Enrolment Fees					Duration (Fee for Service only) Maximum time to complete qualification from start date of enrolment	
			Traineeship NSW Smart & Skilled		Entitlement model NSW Smart & Skilled		Existing Worker (EW) and Fee for Service (FFS)		
Code	Title	Contract type ⇒	New Entrant (NE) Fee free traineeship	New Entrant (NE) <u>Not eligible</u> for free traineeship	1 st qualification	2 nd qualification			
CHC30121	Certificate III in Early Childhood Education and Care		\$0	\$1,000	\$1,600	\$1,930	\$9,600	18 months	
CHC50121	Diploma of Early Childhood Education and Care ~		\$0	\$1,000	\$4,420	\$4,970	\$11,470	18 months	
CHC30221	Certificate III in School Based Education Support		\$0	\$1,000	\$1,600	\$1,930	\$6,670	12 months	
CHC50221	Diploma of School Age Education and Care		\$0	\$1,000	\$4,420	\$4,970	\$13,070	18 months	
CHC33021	Certificate III in Individual Support		\$0	\$1,000	\$1,450	\$1,750	\$6,930	12 months	
CHC43015	Certificate IV in Ageing Support		\$0	\$1,000	\$1,990	\$2,320	\$10,670	18 months	
CHC43121	Certificate IV in Disability Support ~		\$0	\$1,000	\$1,990	\$2,320	\$8,270	12 months	
CHC32015	Certificate III in Community Services		\$0	\$1,000	\$1,450	\$1,750	\$6,410	12 months	
BSB30120	Certificate III in Business		\$0	\$1,000	\$1,320	\$1,580	\$6,140	12 months	
BSB40520	Certificate IV in Leadership and Management		\$0	\$1,000	\$1,580	\$1,850	\$6,140	12 months	
Single unit of competency enrolments		1 UOC	2 UOC'S	3 UOC'S	4 UOC'S	5 UOC'S	6 UOC'S	Refer to full qualification fee	
		\$ 250	\$ 230	\$ 210	\$ 190	\$ 170	\$ 150		
		per UOC	per UOC	per UOC	per UOC	per UOC	per UOC		
Duration to complete single UOC's			1 month (online / distance)		6 months				
Re-enrolment / Continuing admin fee			\$300 + all outstanding account fees and / or additional marking fee						
Key legend									
~	To be eligible for this fee the student must hold meet the requirements								
UOC	Unit of competency								
FFS	Fee for service enrolment (<i>applicable to any participant</i>)								
	Eligible in some NSW regions								
Late fees	Where participants fail to complete within the qualification timeframe and where no request has been made in writing for an extension or approval granted, a monthly late fee \$100 per month will be charged and payable prior to any certificate or Statement of Attainment being released (<i>not applicable for traineeships</i>)								
Cooling off period	*Cooling off period of Zero to 48 hours is only applicable to fee for service enrolments								
Re-enrol admin fee	Where a student re-enrols into the same qualification within 28 days of their end date a \$300 REAF will be applied.								

Payment plan options

Effective 1st July 2023

Enrol type ⇒	Traineeships <u>NOT eligible for Fee free traineeships or continuing students</u> only		EFQ or TPFQ Entitlement model		FFS	 A division of globalpayments®
	NSW Smart & Skilled		NSW Smart & Skilled			
Contract type ⇒	New Entrant	Existing Worker	1 st Qualification	2 nd Qualification		
Options ⇓						
Eligibility criteria ⇓						
1	✓	✗	✗	✗	✗	PAYMENT PLAN OPTION 1 - All qualifications: New Entrant Traineeship enrolments <u>NOT eligible for Fee free traineeships or continuing students</u> only Payment 1: \$300 course enrolment fee payable upon enrolling Direct Debit payment plan for ongoing minimum of \$50 is payable weekly until the qualification or course has been paid in full
2	✗	✓	✓	✓	✓	PAYMENT PLAN OPTION 2 - All qualifications Payment 1: \$300 course enrolment fee payable upon enrolling *** Application for a Payment Plan on ezidebit requires approval at the time of enrolment where the weekly payable fee will be advised Ongoing Direct Debit weekly payment plan is payable until the qualification or course has been paid in full

Note: Lump sum payments can be made if they don't exceed the limits within our fee protection policy

Key legend



Option available



Option Not available

Notes

- (i) No workbook or resources will be allocated for your qualification until the applicable fees have been paid depending on the payment option you have chosen
- (ii) Defaulted payment plans will result in suspension or cancellation of training and the full qualification fee will be due and payable within 14 days from the date of default notice.

Payment methods accepted

Credit Card (Mastercard / Visa accepted only) 2% surcharge applies

Electronic Funds Transfer or Direct Deposit – Ezi Debit Payment plan

In Person (Cash, EFTPOS, Credit Card accepted)

SCHEDULE of FEES

Effective 1st July 2023

Fee Information

Concessions* Applies to 2023 / 2024 Smart and Skilled enrolments up to Certificate IV level qualifications where fees apply		*A student or a dependant of a Commonwealth benefit or allowance recipient at the time of enrolment – evidence must be provided upon enrolment, or no concession will apply.				\$240	Diploma	No concession applies		
Smart and Skilled Fee Categories	Standard Student – First Qualification	Refer Fee administration policy	Standard Student – second Qualification	Refer to fee administration policy	Traineeship Fees	Refer to Fee administration policy	Concession	As per above	Fee Exemptions	ATSI students & those who meet the disability fee exemption criteria
Concession / exemption status is determined at the time of enrolment through the completion of the Enrolment form and/or Smart and Skilled Eligibility form										
RPL or Credit Transfers	Smart and Skilled enrolments	POA – RTO to calculate when evidence supplied within 14 days from enrolment		Fee for Service enrolments	Full Qualification fees apply for RPL		Fee for Service enrolments	Credit Transfers – POA (<7 units remaining; unit fees apply + \$60 administration fee)		

Single or multiple unit fees outside of full qualification enrolments – Fee for service only

1 UOC	2 UOC'S	3 UOC'S	4 UOC'S	5 UOC'S	6 UOC'S	7+ UOC's
\$250/UOC	\$230/UOC	\$210/UOC	\$190/UOC	\$170/UOC	\$150/UOC	Full Qual. fee

Copying of Submitted Assessments & Re Printing of Unit

Unit Amounts	Cost Breakdown	Unit Amounts	Cost Breakdown
1-3 Units	\$35	3-6 Units	\$85
6 -9 Units	\$125	9+ Units	\$145

Minimum 30-day turnaround. No copies will be taken until applicable fees have been paid.

Add on items	Cost	Add on items	Cost
Postage	\$25	USB + postage	To be supplied by student + \$10
Scan	As per unit costings		
Private tutoring	Additional 1:1 private tutoring \$ 60/hour	Travel if not at KTS venue charged at \$.95 / km	Upon request
Replacement Certificates	\$50	Retrieval of archived records	\$50
Replacement assessment workbook	\$145		
Recovery of late fees	As per Debt Recovery Agency fees	Reassessment of units	Refer to cost per unit after 3 rd resubmission
*Late payment of fees	Any invoice more than 14 days overdue from due date of invoice will incur 4% interest charged to the full amount outstanding calculated daily until the account is paid in full.		
Failure to attend workshop / study session	Additional \$50 administration fee will be charged		

Practical Fees				
Industry / Qualification	Incidental fee description	Indicative cost only	Option or required	Student or KTS Responsibility
Individual Support, Ageing, Disability and Community Services	Text / e-text as used at time of enrolment (if applicable)	\$ 95	Optional – available for purchase if requested	KTS
	Work placement uniform – Black pants	\$ 40+	Essential <i>if undertaking work placement</i>	Student <i>Check with host employer</i>
	Black enclosed, non-slip shoes	\$ 40+	Essential <i>if undertaking work placement</i>	Student <i>Check with host employer</i>
	Name badge	\$ 12	Essential <i>if undertaking work placement</i>	KTS
	Nurses Kit	\$ 55	Optional	Student <i>Check with host employer</i>
Early Childhood Education and Care and School Age Education and Care	Text / e-text as used at time of enrolment (if applicable)	\$ 90	Optional – available for purchase if requested	KTS
	Work placement uniform – Black pants	\$ 40+	Essential <i>if undertaking work placement</i>	Student <i>Check with host employer</i>
	Black enclosed, non-slip shoes	\$ 40+	Essential <i>if undertaking work placement</i>	Student <i>Check with host employer</i>
	Name badge	\$ 9	Essential <i>if undertaking work placement</i>	KTS
	Wide brim hat	\$ 10	Essential <i>if undertaking work placement</i>	Student <i>Check with host employer</i>
School Based Education Support	Text / e-text as used at time of enrolment (if applicable)	\$ 90	Optional – available for purchase if requested	KTS
	Work placement uniform – Black pants	\$ 40+	Essential <i>if undertaking work placement</i>	Student <i>Check with host employer</i>
	Black enclosed, non-slip shoes	\$ 40+	Essential <i>if undertaking work placement</i>	Student <i>Check with host employer</i>
	Name badge	\$ 9	Essential <i>if undertaking work placement</i>	KTS
	Wide brim hat	\$ 10	Essential <i>if undertaking work placement</i>	Student <i>Check with host employer</i>

Discontinuing / withdrawing student exit points

New Entrant trainees not eligible for a fee free traineeship or continuing students

Should a student wish to discontinue studies after any applicable cooling off period, the following must occur:

1. Student informs the RTO **in writing** outlining their intention and reason for the discontinuation by completing the **Enrolment Update Request Form**
2. **The RTO will confirm any remaining fees** – these fees are calculated considering the following:
 - The duration of the enrolment in weeks beyond week 3 (**\$300 is non-refundable for all enrolments that attract a fee**) and
 - The number of units commenced and / or submitted and / or reviewed by a trainer and / or where there is documented interaction or participation between the student and the RTO (*whichever is greater*) as at the advice date.

This remaining fee quote provides students with an opportunity to withdraw without penalty and appropriate recognition for what has been undertaken with consideration to time, interaction, or participation throughout the enrolment period.

See Appendix A for a breakdown of exit points and relevant fees payable.

- All New Entrant traineeship enrolments not eligible for a fee free traineeship or continuing students, will incur the applicable Smart and Skilled enrolment fee as at the time of enrolment. This fee can be found on the student copy of the Notification of Enrolment which includes a Commitment ID & fee details including any subsidies where RPL/CT is granted.
- **Exit points fees for NSW trainees not eligible for a fee free traineeship or continuing trainees from week 11.1 and up to 19 weeks will be responsible for the full fee** – see table overleaf for further information about exit points. (e.g. NSW S&S NE Trainee not eligible for a fee free traineeship or continuing trainees: Notification fee = \$1000, student withdraws at week 8; fee applicable to this enrolment - \$850)

The minimum \$300 non-refundable fee applies up until the conclusion of 3 weeks of enrolment and exit fees for enrolments beyond these first 3 weeks will apply.

- Where the original full course fee is less than the exit point fee and withdrawal occur within the training contract period, the original course fee will apply.

Student Transfers

New Entrant trainees not eligible for a fee free traineeship or continuing students

Where a student transfers of their own accord from their initial Smart and Skilled Provider to another Smart and Skilled Provider to complete their training, standard credit transfer rules will apply when calculating the student fee. To do this, the student's subsequent Provider must obtain a statement of attainment from the student (issued by the initial Provider) to determine what credit should be granted.

The subsequent Provider must use the Smart and Skilled Provider Calculator to determine the student fee. In this situation, the student may end up contributing more towards the cost of their training.

Appendix 2

Exit Points Stage	Duration of Enrolment	NSW Trainees not eligible for a fee free traineeship or continuing students, all qualifications	*Full Qualification Fee is calculated from signed date of enrolment form	Example: CHC30121 Qualification Fee \$9,280	Example: CHC50221 Qualification Fee \$12,630
			Fee amounts payable	Fee amounts payable	Fee amounts payable
1	Cooling off Period (Zero to 48 hours)	\$0	\$0	\$0	\$0
2	End of Cooling off Period up to 3 Weeks of Enrolment	\$300	\$300	\$300	\$300
3	3 Weeks (Up to 11 Weeks of Enrolment)	\$850	10% of Qualification Fee	\$928	\$1,263
4	3 Months (12-23 weeks of Enrolment)	\$1,000	50% of Qualification Fee	\$4,640	\$6,315
5	6 Months (24 weeks of Enrolment Onwards)		Full Qualification Fee	\$9,280	\$12,630

- Exit point is calculated from received date of the **Enrolment Update Request Form**

Fee quotes are valid for 14 days from date of quote; should the student fail to respond within 14 days, the enrolment will continue without change and all associated fees & conditions of enrolment will remain.

Fee assurance conditions

If KARBEN Training Solutions ceases to provide your VET course of study in which you are enrolled, you would be entitled to a choice of:

- An offer of a place in a similar VET course of study with a Second Provider without any requirement to pay the Second Provider any VET tuition fee for any replacement VET units;
- A refund of your upfront VET payments for any VET unit of study that you have commenced but did not complete because KARBEN Training Solutions ceases to provide the VET course of study of which the VET unit forms part.

Fee Protection Policy

'Prepaid fees' (sometimes referred to as 'fees collected in advance') means fees that are collected before the relevant services have been provided. These include payments made at any time before, during or after the student enrolls. In keeping with the Standards for Registered Training Organisations (RTOs) 2015, we will not accept payment of more than \$1500 from each individual participant in pre-paid fees.

RTOs are only required to protect prepaid fees from individual students and prospective students where the student or their representative pays the fees through direct enrolment. These requirements do not apply, for example, where an employer engages an RTO to provide training and/or assessment to members of its staff through a negotiated commercial transaction.

Interest charges for overdue fees*

1. KARBEN Training Solutions will charge the customer interest on the daily balance of overdue accounts at the rate 4% higher than the rate of interest prescribed by the Uniform Civil Procedure Rules 2005 from time to time for its overdue accounts or that portion of the Customer's account that remains. No demand or notice to the Customer by KARBEN Training Solutions shall be required.
2. Interest shall accrue and be payable immediately on the invoiced amount if payment is not received by the due date and, at the option of KARBEN Training Solutions in its absolute discretion, may be capitalised monthly.
3. Interest on overdue accounts shall not merge with interest recoverable under a judgement in respect of an action for any overdue account monies.

Costs and Expenses

1. The Customer shall be liable for and shall pay to KARBEN Training Solutions on demand, all costs and expenses incurred or charged to KARBEN Training Solutions (in the case of legal costs on a full indemnity basis) as a result of attempts and/or actual recovery of any overdue payment of interest (including costs charged to KARBEN Training Solutions upon the lodgement of any overdue account with collection agency) and of the actual enforcement of any rights or payment of KARBEN Training Solutions in relation to any amounts owing by the customer to KARBEN Training Solutions.
2. Without limiting the operation of clause 1 above, the Customer shall be liable for any bank fees incurred by KARBEN Training Solutions for each dishonoured cheque together with KARBEN Training Solutions administration fee of \$21.00.

Refund Policy

When a refund may be applied for

Any requests for a full or partial refund will only be considered in exceptional circumstances and wholly and solely at the RTO's discretion. Reasons for a refund request may include:

- You have overpaid the course fee
- You enrolled in a course that has been cancelled by the RTO
- You enrol in a course only to repeat a failed unit/module but are then granted a pass in that unit/module by an external assessment review committee
- You formally advise our office with any applicable course / qualification cooling off period (not applicable for trainees)

The Director or other Authorised representative of the RTO is of the opinion that you would be unreasonably disadvantaged if you were not granted a refund, for example if you meet with a serious misadventure and you were unable to continue your enrolment.

When a refund is not given

Circumstances not usually regarded as grounds for a refund include:

- Job change
- Change in work hours
- Inconvenience of travel to college / work
- Moving interstate
- Redundancy/retrenchment
- If your training contract expires before you successfully complete your assessment requirements
- Termination of enrolment or employment due to misconduct
- Change of mind after any applicable cooling off period

This document should be read in conjunction with the **NSW Smart and Skilled Fee Administration Policy** found online at

[Smart and Skilled Fee Administration Policy | NSW Government](#)

Short Course Transfer and Refund Policy

Transfer Policy

- Requests to transfer course dates must be received up to two (2) days prior to the course commencing.
- Students who need to transfer their course date may do so once without incurring additional fees. Requests after this time cannot be guaranteed to be accepted and the enrolment fee will be forfeit (see refund policy).
- The student has one (1) month from the original course date to complete their course.
- Students who are not able to complete their training within one (1) month will forfeit the original fees paid.
- KARBEN Training Solutions does not permit the substitution of another student, once a booking has been confirmed.

No refund or transfer will be given if:

- The student cancels their enrolment on the day of, or within two (2) days prior days to the course commencing.
- If the class has already commenced before the student advises non-attendance
- Due to an emergency, the student has departed the course prior to the course completion however can rebook to an alternative day within 1 month of the original course date.
- The student does not attend the course
- The student fails to complete the course
- The student cannot provide a valid USI
- The student has been expelled from scheduled training and assessment sessions by breaching the required code of conduct as described in the Student and Employer Handbook
- The student has requested a refund after they have attended and completed the course.
- The student had failed to pay the course fees.

A full refund of fees paid will be given if:

- KARBEN Training Solutions cancels a class and cannot nominate a suitable attendance date
- A notice in writing/email is given minimum two (2) days prior to the commencement of the course
- The trainer/assessor has established that a reasonable adjustment cannot be made to the student's language, literacy, and numeracy requirements. (full refund provided)

Note: Any refund 'requests' must be in writing and reference to the request reason and invoice number

Should you have any further questions in relation the KTS Fee Administration and Refund Policy,

Please do not hesitate to contact our office on

(02) 4353 7188 or via email info@kts.edu.au

Once again, thank you for choosing
KARBEN Training Solutions
as your preferred Registered Training Organisation.
We look forward to working with you to achieve your goals.

**Should you have any further questions, please contact
us on (02) 4353 7188.**

www.kts.edu.au

Find karbentraining



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Training Solutions

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E info@kts.edu.au

All Correspondence
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Tuggerah NSW 2259



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Purpose built training space available

Offering Nationally Recognised Qualifications and Training for:

- > Early Childhood and School Age Education and Care
- > Individual Support: Specialising in Ageing, Disability, Home and Community
- > First Aid > Business > Training and Assessment
- > Leadership and Management
- > Education Support (Teachers Aide)