

**accessUTS Pty Limited**

**VET Learner Handbook**

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**2019**

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## Introduction

accessUTS Pty Limited is a Registered Training Organisation (RTO ID 90811) accredited by the Australian Skills Quality Authority (ASQA) to provide nationally recognised training and assessment qualifications and units of competency on our scope of registration.

## accessUTS

Since inception in 2001, accessUTS Pty Limited has been the market leader in the provision of training and consulting services to individuals, the community, business, government and non-government organisations. These services relate to a range of qualifications within nationally endorsed Training Packages.

accessUTS provides competency-based training and assessment services aimed at recognising professional practice, and generally contributing to the creation, application and extension of knowledge for the benefit of individuals and their organisations.

accessUTS is committed to enhancing Learners from a diversity of backgrounds by valuing exemplary training and developing flexible learning courses.

The courses will be delivered and assessed by highly qualified and experienced personnel with extensive business industry and vocational experience, who continue to develop their vocational, training and assessment competencies to support continuous improvement in the delivery of our RTO services.

All accessUTS trainers and assessors have the necessary training and assessment competencies determined by the Standards for Registered Training Organisations (RTOs) 2015.

We look forward to your participation in these unique accessUTS courses, and trust that your learning experience with us will be personally satisfying and professionally rewarding.

**Mission**

The mission of accessUTS is to contribute to the development and enhancement of the VET sector and support the successful implementation of the Australian Qualifications Framework(AQF).

accessUTS is committed to providing high quality accredited education, training and assessment products and services in a professional, ethical and equitable manner to individuals and their organisations.

**Vision**

accessUTS aspires to:

- evolve as a centre of professional excellence in the provision of the highest standard of VET products and services, and
- be recognised as an organisation that is innovative, dynamic and continuously improving.

**Code of Practice**

The following standards underpin our training and assessment services:

- to operate in a collaborative and consultative manner with staff, business and industry experts, other areas within the University, other RTOs and government regulatory authorities to ensure the needs of our Learners are being met
- all staff and members of accessUTS have a responsibility to work individually and collectively to achieve a learning and work environment which is supportive, ethically respectful and equality of opportunity is fostered
- constantly monitor and review its training and assessment products and services to ensure that they reflect high educational standards, adult learning principles and quality practices in VET
- uphold high ethical business standards in the recognition and appreciation of individual needs and promotes the practice of negotiated learning contracts, self-directed learning and continual self reflection of lifelong learning needs
- create established pathways to other learning opportunities
- access and equity to all learners and clients
- professional and ethical in all dealings and management
- endorse quality standards of the Standards for Registered Training Organisations (RTOs) 2015 as a framework for policies and procedures and support ongoing improvements
- observe all regulatory and legislative requirements
- maintain financial management regular reporting to ensure financial viability
- commitment to maintaining a learning and work environment for learners and clients which is supportive, equitable and ethically respectful
- providing a supportive and open organisational culture which enables learners and clients to develop to their full potential, encouraging professional development
- supporting and implementing Equal Opportunity policies in education and employment and affirming the value of the social and cultural diversity that is reflected in the VET sector.

## Quality Assurance

Quality assurance and continuous improvement underpins the operation of accessUTS as an RTO and aims for the provision of quality services and product.

accessUTS will routinely survey and seek feedback from its Learners and employers by written evaluation questionnaires to gauge their level of satisfaction with its training delivery and assessment services. This feedback will be reviewed, compared and evaluated for the continuous improvement of its RTO services in accordance with the feedback.

accessUTS has established and implemented a system of quality assurance that ensures the course and services are justified, relevant and consistent with the mission, goals and scope of registration of the organisation.

## Public Course Information

### Selection Criteria

- accessUTS competency-based courses are open to all adults without discrimination on the grounds of sex, race, colour, nationality, ethnic origin, national origin, marital status, sexual preference, disability, age or any other unlawful discrimination.
- Access and equity principles are integrated within all our services.
- All enquiries for application/enrolment will be given full and equitable consideration.
- Course admissions will be conducted at all times in an ethical and responsible manner.
- Any learner with a disability who may require reasonable accommodation is requested to seek advice and assistance prior to the commencement of a course.
- Prospective learners are required to complete a registration form either by mail, fax or online provided by accessUTS.
- Learner language, literacy and numeracy levels are expected to be equivalent to a level 3 and/or 5.5 of the National Reporting System (NRS)
- Learners may apply for recognition of prior learning at time of application.

### Enrolment

- accessUTS accepts enrolments from its Learners via employers and from individuals through its website, telephone or word of mouth.
- Learners are required to complete and submit an enrolment form either by mail or online.
- On receipt of enrolment and full payment of fees the Learner will be invoiced and this document then will become a tax invoice/receipt.

- A confirmation email will be forwarded, detailing the enrolled course, dates, times, venue, location map, transport options, access to your training plan and any pre-reading course requirements (if applicable) before course attendance.
- Learner data is registered in the accessUTS database.
- Two days prior to course date, accessUTS will re-confirm attendance. This email will also include a language, literacy and numeracy test that learners need to complete and submit to the trainer at the first class.
- Closing date for enrolment in a course is two (2) days prior to the commencement of the course.
- Learners are required to accept accessUTS terms of agreement.
- Learners are required to create a Unique Student Identifier(USI) from [www.usi.gov.au](http://www.usi.gov.au)
- All public courses are conducted in UTS Short Courses Venue rooms unless otherwise specified.
- All courses are limited to sixteen (16) participants. Any changes in numbers will be authorised by the Information Manager.
- Learners will be able to access records of their course progression through accessUTS's database. Logon details will be provided to learners at the commencement of the program.

### **Student Access to Individual records and progress**

- To view your enrolment records and progress, visit the UTS Short Courses and Conference bookings website: <https://shortcourses-bookings.uts.edu.au>
- Enter your username and password\* into the user login section.
- When you have logged on, please click on the “Dashboard” tab
- Once you have done so, click on ‘Current Bookings” to view your upcoming courses and “Booking history” to view the courses already completed.
- If you have forgotten your password, use the password reminder system, otherwise contact the accessUTS team at [accessutstraining@uts.edu.au](mailto:accessutstraining@uts.edu.au) or call +61 (02) 9514 9881/9236.

### **Fees, Refunds and Cancellations**

- Course fees for all public course(s) can be viewed on accessUTS website <http://www.accessuts.com.au/training-professional-development> .
- Fees for all course(s) are due for payment within **fourteen (14) days** of receipt of invoice and must be paid **prior** to course commencement.
- Course fees include: learner guides, stationery, review and feedback on assessment tasks, issuance of Qualifications and/or Statements of Attainment, morning and afternoon teas.
- Payments made in advance to the commencement of a course are banked and receipted immediately.
- All course(s) which are offered as part of a nationally endorsed qualification are exempt from GST.

- Should a Learner be unable to attend a course, they must advise accessUTS ([accessutstraining@uts.edu.au](mailto:accessutstraining@uts.edu.au)) immediately **in writing**. The Learner will be provided with the opportunity to 'roll over' their enrolment to another date.
- If a Learner wishes to substitute another person in their place, all details of the 'new' registration must be received in writing on the course registration form, and an official 'cancellation' letter/email must be sent from the original learner advising the substitution details.

accessUTS reserves the right to cancel, postpone or re-schedule a course if circumstances necessitate.

If the notice of cancellation is received:

- more than 10 full working days\* notice prior to the course commencement date: 100% of the course fee will be refunded
- between 5-10 full working days\* prior to the commencement date: 50% of the course fee will be refunded
- less than 5 full working days\* prior to the course commencement date: no refund will be given.
- No refunds or transfers to another course can be made if a participant fails to attend a course

Students are also entitled to a refund of their course fee if accessUTS fails to provide the agreed services. Please contact the Client Account Manager to discuss your options in this instance-

[Email-accessUTStraining@uts.edu.au](mailto:Email-accessUTStraining@uts.edu.au)

Phone- 95149881

Refunds will be processed within 15 working days from the course commencement date, or from the date written notification of cancellation is received. Refunds will not be given for non-attendance or cancellation after the commencement date.

\*A full working day is Monday to Friday 9am-5pm Australian Eastern Standard Time (UTC/GMT+10) and excludes NSW public holidays.

### **Access and Equity**

accessUTS is committed to treating all Learners with dignity. This includes providing all Learners with the same opportunities to take advantage of the range of education and training.

accessUTS is committed to delivering quality learning opportunities to all Learners by providing:

- fair treatment
- learning environments free of discrimination and harassment
- rights to privacy and confidentiality
- participation in decisions about their individual learning needs



- delivery strategies that are consistent with learner centred learning
- flexible options to meet the diversity of learning needs.

accessUTS staff and Learners will be informed about:

- treating Learners equitably and in accordance with relevant legislation and policies
- the appropriate action to be taken if harassment or victimisation occurs
- complaint mechanisms available to a Learner who is harassed or victimised because of their learning needs
- the appropriate steps to be taken to ensure that the workplace is free from all forms of harassment and discrimination.

### **Anti Discrimination**

accessUTS is committed to promoting an environment where Learners and staff are able to learn and work effectively without fear of unlawful discrimination or harassment on any grounds covered by the legislation.

Discrimination means treating someone unfairly or harassing them because they belong to a particular group of people or have a particular characteristic. It is unlawful to discriminate against people on the grounds of age, carers' responsibility, disability, harassment, homosexuality, marital status, race or sex.

At accessUTS there will be *no* discrimination (direct or indirect), harassment, vilification, victimisation, bullying, sexual harassment, sexist harassment, racist harassment or any other type of harassment and no discrimination against staff or Learners with a permanent or temporary disability.

### **Course Orientation**

- Learner orientation occurs both before and at the commencement of the course.
- At the commencement of training, orientation will generally include but is not limited to:
  - accessUTS policies and procedures
  - introductions to personnel, trainers, support services, facilities and resources
  - requirements for administrative procedures
  - access and equity policy
  - privacy policy
  - assessment policy
  - complaints/appeals policy
  - occupational health and safety policy and requirements
  - record keeping and access processes
  - competency-based approach to learning and assessment
  - issuance of qualifications, statements of attainment
  - learning support services to meet individual needs

- outcomes expected from the learning
- course scheduling
- how delivery will occur
- associated assessment method(s) to be used, timelines, resubmissions, support and advice
- Learner expectations and responsibilities
- trainer/assessor expectations and responsibilities.

### **Attendance**

- Learners are required to register on day(s) of the course so that accurate records of attendance are maintained and also to ensure that Learners, having attended the entire course, are appropriately assessed.
- Learners are expected to attend 80% of classes in each unit of competency to be considered for assessment.
- Learners are expected to notify accessUTS of any absences either by written, verbal or email notice prior to class commencement.

### **Code of Conduct**

All Learners and trainers are expected to act in a manner that:

- upholds and reinforces a learning and development culture
- contributes to the general safety and well-being of those in the course(s)
- contributes to the orderly conduct of the course(s) and
- respects the property and premises of accessUTS.

### **Learner Rights and Responsibilities**

Learner Rights:

- to expect course(s) be of high quality that meet both current industry standards, practice and accreditation requirements
- to be informed of the course outcomes, assessment requirements and rights of appeal explained at the commencement of training
- to have their training outcomes assessed and be provided with regular feedback on their progress
- to appeal against an assessment decision
- to be treated fairly and respected by fellow Learners and staff
- to have their personal records kept private, secure and confidential, and only made available to authorised users
- to learn in a safe and supportive environment
- to expect that administrative matters such as enrolments, payments, course notes and awards are handled efficiently
- to expect accessUTS staff, both educational and administrative will respond promptly and accurately to reasonable enquiries made by them with regard to any aspect of their educational progress.

**Learner Responsibilities:**

- to respect the diversity of members of accessUTS community
- to manage their own learning and assessment requirements
- to sign attendance register on arrival of training day(s)
- to ensure enrolment details remain current
- to complete all assessments within set time periods (as applicable)
- to submit original work for assessment, without plagiarising or cheating
- to treat all training staff and other Learners with respect and fairness
- to behave in a non-discriminatory and non harassing manner
- to follow all health and safety procedures in the learning environment
- to promptly advise staff if they are delayed and of any changes in their personal details
- to promptly advise staff if they are experiencing any difficulties or problems in completing the learning and assessment process or any other issues
- to maintain workshop confidentiality and agree to treat all information obtained in the training room in-confidence and not be released to other parties
- not come to workshops under the influence of drugs (prohibited substances) or alcohol and must not consume alcohol during lunchtime.

**Trainer/Assessor Responsibilities**

- fully inform Learners of accessUTS's policies and procedures
- treat Learners fairly, with dignity and with due regard to their privacy
- demonstrate a Learner centred approach
- adhere to access and equity responsibilities and confidentiality procedures
- clearly identify and inform Learners of course outcomes, assessment requirements, language and literacy requirements and rights of appeal at the commencement of training
- enable Learners to understand what skills and knowledge they are expected to develop, and what values and attitudes will be fostered by satisfactorily completing the course(s)
- make reasonable accommodation within the established instructional environment for Learners with a disability
- ensure that feedback on performance is provided to Learners throughout delivery, enabling Learners to improve performance before further assessment. Undue delay in providing feedback is unacceptable practice
- be available for reasonable periods of time that Learners may discuss aspects of the learning and assessment with them
- assess Learners work fairly, objectively and consistently and provide adequate and timely feedback
- ensure that all Learner records required by accessUTS are completed and returned promptly
- notify the Information Manager of potential or actual conflicts of interest.

## Legislation

accessUTS undertakes to observe and adhere to all relevant Commonwealth and State legislative and regulatory requirements including those relating to:

- Equal Employment and Opportunity
  - Anti-Discrimination
  - Workplace Harassment, Victimisation and Bullying
  - Occupational Health and Safety
  - Child Protection
  - Public Health
  - Aged Care
  - Vocational Education and Training
  - Privacy and Freedom of Information
  - National Workplace Relations.
- These requirements have been incorporated into our products and services and will be disseminated to staff, contract trainers and assessors by means of our Code of Conduct, Code of Practice and organisational policies and procedures.
  - All accessUTS staff, contract trainers and assessors have a responsibility to ensure compliance in these areas.

## Flexible Learning

- Wherever possible, accessUTS will offer flexible approaches to learning and assessment in the course(s). Learning options may include:
  - mixed-mode delivery
  - provision of flexible learning and assessment for those with special needs
  - a variety of assessment methods and tools.
- Learners may choose to enrol in a single unit of competency or may continue on to complete a qualification.
- If selecting to complete a qualification, all components of that qualification must be successfully completed within the allocated timeframe.
- The course(s) will be delivered to meet Learners learning needs, be Learner centred encouraging participation and interaction based on the Learners' past experience, formal and informal learning.

## Transition Arrangements

- In the event of any qualification becoming superseded, accessUTS will make appropriate arrangements for Learners to complete the qualification without hindrance.
- Existing Learners will be given the opportunity to transfer to the new qualifications and units of competency.

- Learners are entitled to complete the course or qualification in which they enrolled during the development of a new, or the review of, a Training Package.
- As a guide, Learners who have completed 50% or less of their qualification will be encouraged to transfer to the new qualification.
- No transfer to a new qualification will disadvantage Learners. Learners are not required to undertake additional units of competency as a result of the transition from an old to a new or reviewed qualification.
- Any Learner that has enrolled but has yet to commence any unit of competency will be offered the opportunity to complete that unit of competency or change their enrolment so as to complete the qualification that has the desired educational outcome for the individual.

### **Recognition of Prior Learning (RPL)**

- All Learners shall have access to and be offered RPL on application for all unit(s) of competency in all qualification(s).
- Individuals need to apply for RPL prior to enrolment, and assistance and support services will be provided to all individuals.
- RPL is an assessment process that assesses the individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of a qualification.
- RPL will be determined on an individual basis and will involve judging the competencies attained by a candidate through previous training, work experience or life experience.
- A candidate possessing some of the skills and/or knowledge taught in the course(s) may not need to complete its entire units of competency.
- The candidate will undertake an initial self assessment against the competency standards downloaded from the National Training Website [www.training.gov.au](http://www.training.gov.au)
- If the candidate decides to proceed they will need to complete an enrolment form and forward payment. A Recognition Assessment Guide for each qualification will then be forwarded to the candidate.
- Candidates who wish to upgrade their previous qualification(s) to meet the current nationally endorsed Training Package can undertake the Recognition of Prior Learning assessment pathway.
- accessUTS's recognition processes involves the candidate compiling and submitting a portfolio of evidence against the endorsed national standards for their nominated qualification unit(s) of competency from the current Training Package.
- The portfolio is a way of providing evidence that the candidate can apply the required unit(s) of competency within their work area as well as current evidence that they have the underpinning knowledge and skills required for the unit(s) of competency.
- Candidates who consider that they already possess and can demonstrate the competencies outlined in the unit(s) of competency shall be granted credit on substantiation.

## **National Recognition**

- accessUTS will recognise qualifications and statements of attainment issued by other Registered Training Organisations (RTOs) based in any State/Territory of Australia.
- Learners seeking national recognition must apply in writing and provide evidence of the qualifications and/or statements of attainment achieved.
- accessUTS may contact the issuing RTO to confirm the authenticity of the qualification.
- Recognition will be granted for qualifications/statements of attainment achieved in attaining a qualification where these outcomes also form part of the requirement for another qualification. It is necessary for Learners to demonstrate that the knowledge/skills learned have remained relevant or current.
- Learners will be provided with the results of their application in writing.
- accessUTS will grant the appropriate credit transfer for units of competency awarded under National Recognition and readjust the Learners training program as appropriate.

## **Assessment**

- Assessment will be criterion-referenced i.e. a candidate's performance is assessed against a set of clearly stated performance standards and are designed to determine whether the candidate can demonstrate competency.
- Assessments within accessUTS complies with Clause 1.8-1.12 Standard for RTO 2015, the relevant Training Package, the assessment guidelines and the outcomes of specific qualifications within its scope of registration.
- All courses will include formative and summative assessment components, which must be completed.
- Assessment methods may include: structured activities, direct demonstration, direct observation, workplace-based activities; written reports; mid/end written tests/questioning, written reports, practical application of skills and knowledge and case studies.
- Candidates must comply with the requirements of the assessment tasks.
- All work-based assessment tasks must be submitted by due date i.e. eight (8) weeks after receipt of assessment task details.
- Assessments submitted after this time will attract an additional assessment fee of \$75.00 per assessment task.
- Assessments will be graded as either 'Competent' or 'Not Yet Competent'.
- Assessments will not be accepted twelve (12) months after course completion.
- For candidates who are unable to demonstrate competency at a given time, provision has been made for one re-submission per assessment task for each course.
- There is no charge for reassessment.
- Where candidates do not have access to a workplace, accessUTS provides for simulation.

- To receive a Statement of Attainment or Qualification, all formative and summative assessment tasks must be completed after satisfactory attendance and participation in a course(s).
- accessUTS will seek feedback from candidates by a written assessment feedback evaluation form to gauge their level of satisfaction with its assessment services which needs to be returned to the Assessment section by the candidate.

### **Assessment Misconduct**

- Assessment misconduct includes plagiarism, cheating or falsification of documentation.

#### *Plagiarism:*

- the work submitted or presented was done, in whole in part, by an individual other than the one submitting or present the work
- parts of the work are taken from another source without reference to the original author, or
- the whole work, such as a paper, is copied from another source such as a website or another participant.

#### *Cheating*

Dishonest or attempted dishonest conduct occurs during an assessment task, such as:

- copying another person's work
- presenting a portfolio of evidence that is taken from another person
- unauthorised collaboration with another person in the formulation of an assessable component of work.
- cheating in examinations is a serious offence and Learners caught cheating may be suspended, forfeit all credit from the exam, or be terminated from the course.

#### *Falsification of documentation*

This occurs where documentation relates to misrepresentation of identity or falsifying the individual's certification or work history, or presenting false or misleading information in a portfolio of evidence.

- Assessment misconduct will not be tolerated by accessUTS and may warrant disciplinary action.

### **Reasonable Adjustment**

- Reasonable adjustment will be provided for Learners with a disability according to the nature of the disability.
- Reasonable adjustment may include the use of adaptive technology, educational support, alternative methods of assessment such as oral assessment and individual assessment conditions.
- Learners should inform the Course Coordinator at the time of enrolment so that suitable adjustments may be made to accommodate individuals.

### **Issuance of Qualification(s) and Statements of Attainment**

- accessUTS will issue a qualification/transcript and/or statement(s) of attainment to Learners who successfully meet all assessment requirements and outcomes of the qualification and/or units of

competency in accordance with all appropriate AQF national guidelines and acknowledge that they are nationally recognised.

- An administration fee of \$150 will apply for the reissuance of any qualification(s) and transcript(s). Please store your originals safely.

### **Records and Access**

- accessUTS will maintain complete and accurate records of Learner attendance, progress and results as well as financial records that reflect fee payment, refunds. Learners will be able to access their records through a unique learner log on and password.
- The system will be accurate, reliable, accountable, accessible and verifiable.
- Learners on request, can access, view their personal records and/or correct personal information held by accessUTS.
- Requests for access must be made in writing. The individual must be able to confirm their identity by name, address and date of birth, prior to disclosure of records.
- Any Learner request and provision to access to personal information will be documented.
- Learners' records will be stored both in hard copy and electronically for 2 years.
- Retention, archiving and retrieval of Learner qualification(s) and transcript(s) issued are maintained for a period of 30 years.

### **Privacy and Personal Information**

- accessUTS is committed to protecting their Learners' privacy and personal information.
- Any personal details provided to accessUTS is protected under the Privacy and Personal Information Act 1998 in line with National Privacy Principles in relation to the collection, storage, use and disclosure of information and the laws and regulations regarding such matters as are applicable in Australia.
- accessUTS will collect personal information necessary for the creation and maintenance of Learner records. This may include the Learner's name, address and contact details, pre-course expectations, attendance records, assessment results and course evaluation.
- Specific records are collected for the purpose of auditing and external reporting requirements to the following government agencies:
  - Australian Skills Quality Authority (ASQA)
  - National Centre for Vocational Education Research (NCVER) for Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) reporting.
- With the exception of the above purposes, or by law, no personal information will be divulged to a third party without the express permission of the person concerned in writing and in accordance with the requirements of the law.



## Complaints / Appeals

### Appeals-

- accessUTS offers an appeals procedure if a candidate is dissatisfied with the outcome of the formative and/or summative assessment. A candidate enrolled in a course, or Recognition Assessment pathway has the right to question the assessment process and/or outcome or if they feel they have been treated unfairly.
- Appeals by candidates against the outcome must be made in writing within fourteen (14) working days of the assessment results being notified to the candidate.
- The appeal decision should be finalised with fourteen (14) working days of the appeal being lodged.

### Complaints-

- accessUTS encourages dialogue with its Learners and feedback is used as the basis for improving our processes, services and products.
- accessUTS has in place a documented procedure by which to investigate and act on the subject of any substantiated complaint in a timely fashion.
- The complaint resolution procedure is a four step process.

## Procedure

### *Step 1 Lodging a complaint (Informal Process)*

- When a complaint is lodged, and it can be dealt informally, it should be dealt with at the local level, ie raise the complaint with the person concerned if they feel comfortable doing so.
- The aggrieved person (collective or otherwise) should, in the first instance, verbally raise the substance of the complaint with the other party concerned, which will then be recorded in the Complaint Register. The aggrieved person may be accompanied and supported by a support person at any internal meetings.
- If the aggrieved person is not happy with the attempt to informally resolve the complaint, then a formal complaint should be lodged with the Client Account Manager who will commence a formal review of the complaint. The aggrieved person may submit the complaint in writing or email [accessutstraining@uts.edu.au](mailto:accessutstraining@uts.edu.au)

### *Step 2 Resolution (Formal Process)*

- If the aggrieved person has tried, without success, to resolve the complaint with the Client Account Manager, then he/she should refer the matter to the Manager RTO Operations and Compliance in the first instance.
- If this is not resolved, the Manager RTO Operations and Compliance;
  - o will recommend a submission of the complaint in writing for referral and resolution to the Managing Director.
  - o The Managing Director will conduct an investigation into the complaint according to accessUTS Pty Limited policies and principles.
  - o The Manager RTO Operations and Compliance will record the resolution process in the Complaint Register.

### *Step 3 Resolution by the Manager RTO Operations and Compliance*

- If the matter is still unresolved, the aggrieved person confers with the RTO Manager, who may appoint an independent arbiter to review the nature of the complaint, and suggest an appropriate solution.
- The RTO Manager will record the resolution process in the Complaint Register.

### *Step 4 Resolution by External Authority*

- If all avenues to resolve the complaint have not been satisfied, the aggrieved person and/or RTO Manager may refer the complaint to ASQA for resolution.
- The resolution will be recorded in the Complaint Register.
- All formal complaints will be heard and the outcomes recorded in writing within fourteen (14) days.
- No complaint shall be withdrawn without the written consent of all parties.

## **Client Support, Welfare and Guidance**

- accessUTS caters to diverse learning needs and aims to identify and respond to the learning needs of all Learners to provide additional appropriate support, advice or assistance with their learning and the assessment process.
- To this end, accessUTS will provide:
  - referrals to relevant agencies which offer vocational counselling and advice
  - arrangements for additional one-to-one tuition and advice where possible between the Learner and trainer/assessor.
- Assistance and support services will be provided to Learners with a disability and other special needs.
- The welfare of our Learners is of concern to us and we will within our means offer appropriate assistance, guidance and referral to any Learner who seeks our help.

### **Provision for Language, Literacy and Numeracy Assistance**

- Where learning support is required for those with basic literacy, numeracy, English or other identified areas of learning difficulty, Learners may be provided with concurrent assistance and/or a mentor/coach.
- Where specialist assistance is required, accessUTS will refer the Learner to a specialised Language Literacy and Numeracy service provider.
- Learners with special needs must inform accessUTS of the nature of their need at the time of enrolment so that suitable referrals can be made.

### **Environment, Health and Safety**

- accessUTS is committed to providing a safe and healthy workplace for Learners, staff and visitors and adopting a socially responsible approach towards protecting and sustaining the environment.
- All personnel must take reasonable care of themselves and others, cooperate with efforts to comply with the OHS legislation, report any unsafe conditions which come to attention and not wilfully place at risk the health, safety or wellbeing of others.
- Learners and staff both have a responsibility to be alert to potential hazards and report dangerous situations to the person responsible for the venue.
- First aid kits are located at the venue and an accident report form is in each kit to report any first aid incident.
- Training will be terminated if a venue becomes unsafe and all staff and Learners must vacate the area to designated mustering points.
- A copy of the Emergency and Evacuation Procedures in case of fire or evacuation will be on display in the training area.
- Emergency Procedures:
  - On hearing the Alert Signal  
BEEP ... BEEP ... BEEP ...
    - Prepare to evacuate
    - Check whether anyone needs assistance
  - On hearing the Evacuation Signal  
WHOOOP ... WHOOOP ... WHOOOP
    - Listen for instructions
    - A public announcement will tell you to  
EVACUATE THE BUILDING
      - Leave the building via the nearest fire exit
      - Do not use lifts
      - Provide assistance where required
      - Proceed to assembly area
      - Follow instructions from Emergency authorities and Security
      - Do not return to the building until the all clear is given.

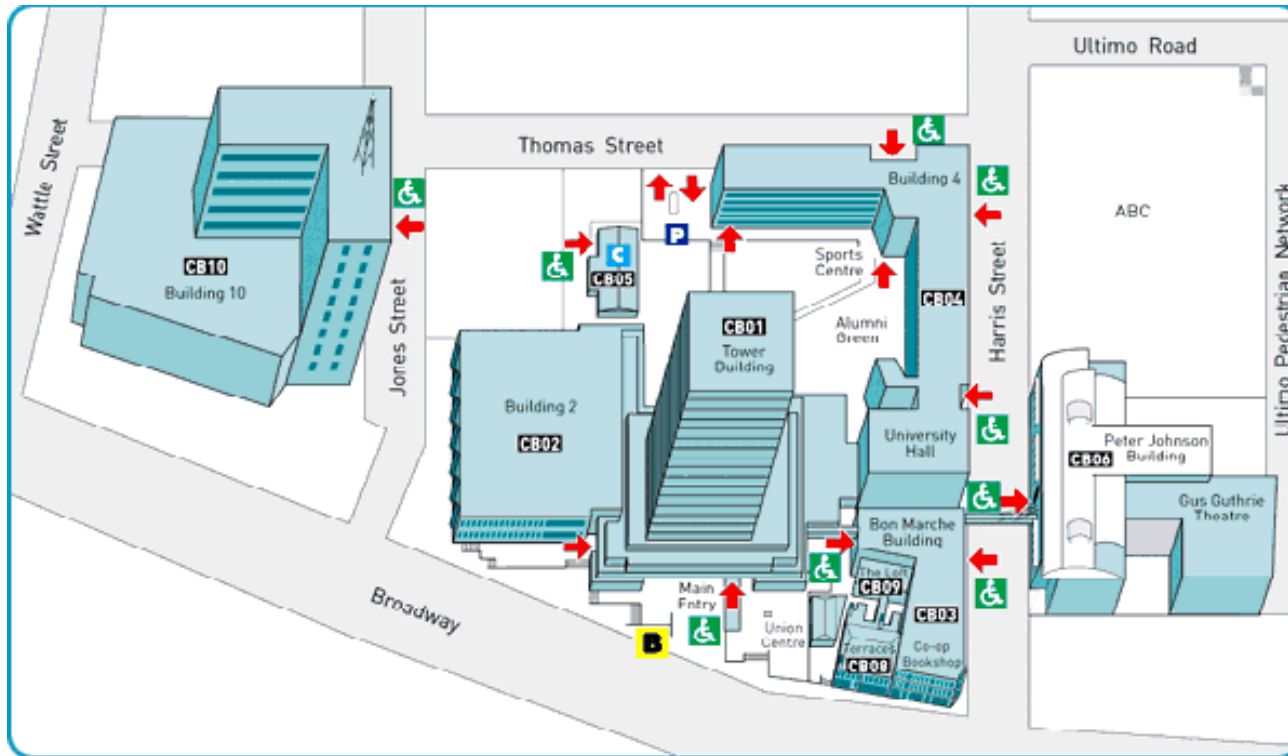
- Report emergencies to Security, Dial 6.
- Smoking is not permitted inside any building on the campus of UTS.

**Learner Agreement****Name:** .....**Organisation:** .....**Course Name:** .....**Course Date:** .....









- I understand my enrolment with accessUTS for the course will be completed when the registration form has been received and accepted, the course fee paid in full prior to course commencement and this declaration has been submitted.
- I understand that I may apply for Recognition of Prior Learning (RPL) prior to enrolment by using the RPL Registration form. I am aware that RPL submission is by a portfolio of evidence against the endorsed national competency standards and that submission must be completed within twelve (12) months of application.
- I agree that I must attend a minimum of 80% scheduled classes or provide written, verbal or email notice to accessUTS of any absences, prior to class commencement. All absences will be recorded.
- I agree that I must submit all assessment task(s) within due date and 100% of my assessments must be submitted and assessed prior to the issue of a statement of attainment and/or qualification. I understand that it is my responsibility to ensure I keep a copy of all assessments submitted for marking. I understand that assessments will not be accepted twelve (12) months after course completion.
- I understand that I will receive course manuals, day one of each module.
  - I have read a printed copy of accessUTS VET Learner Handbook or accessed a copy at <http://www.uts.edu.au/partners-and-community/working-uts/develop-your-staff/accessuts-pty-ltd>
- and understand my rights and responsibilities, including all policies and procedures and Code of Conduct. I understand that if I breach my obligations set out in the VET Learner Handbook and any policies advised to me by accessUTS that this may result in my immediate withdrawal from any course.
- I declare that, to the best of my knowledge, the information on my registration form and the supporting evidence supplied by me is true and correct in every regard. I undertake to notify accessUTS immediately in writing if there are any changes to the details which I have provided.
- I declare that I am committed to commencing the course and to the best of my ability completing the course.

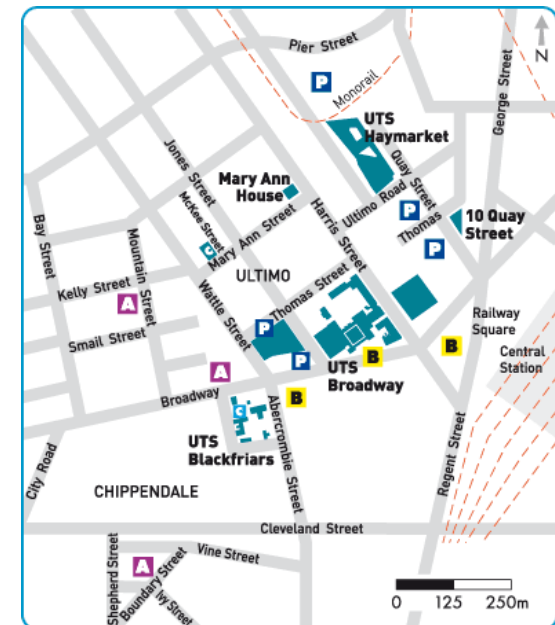
I have read, understood and agree to comply with the above statements and conditions outlined in this VET Learner Handbook.

**Learner Signature:** .....**Date:** .....



**KEY**

-  Entry / Exit
-  Disabled access
-  Main bus stop
-  UTS shuttle bus
-  Parking
-  Child care
-  Student accommodation
-  Building numbers



The course/s will take place in:  
**Short Course Venue Seminar Rooms  
 Level 7, Building 10  
 235 Jones Street, Broadway 2007  
 Tel: 02 9514 3946 Fax: 02 9514 9754  
[accessUTStraining@uts.edu.au](mailto:accessUTStraining@uts.edu.au)**

All day parking is available in the InterPark –  
 \$23, entrance Thomas St (under Building 10)