

Barclay Thomas Training Group Pty Ltd (RTO 31745)

Trading as:



SHORT COURSE HANDBOOK CONTENTS

[Overview – Location, Office Hours](#)

[Entry requirements](#)

[Competency Based Training and Assessment](#)

[On the day of training - What to bring](#)

[On successful completion](#)

[Our commitment](#)

[Unique Student Identifier](#)

[Access and Equity](#)

[Expectations of Students](#)

[Student Support Policy](#)

[Complaints and Appeals Policy](#)

[Privacy Policy](#)

[Privacy Notice](#)

[Fees and Refund Policy](#)

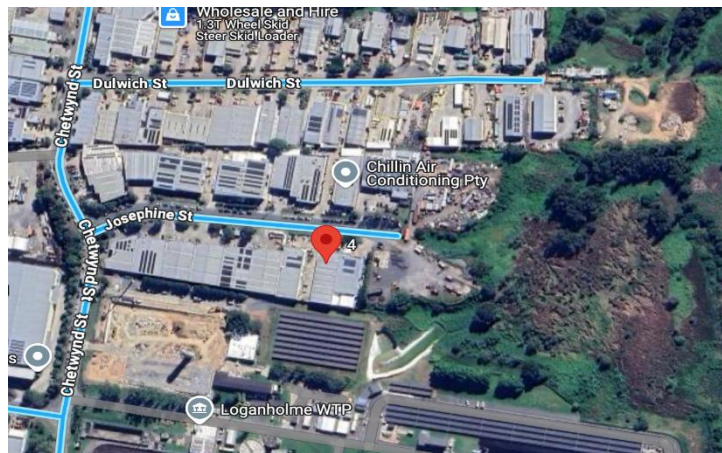
[Evaluation](#)

[Relevant legislation](#)

Overview - Training Centre Location: 4/15 Josephine Street LOGANHOLME 4129

Option 1

- Training Centre Location - 4/15 Josephine Street LOGANHOLME 4129



Option 2

- Onsite Training and Assessment – At your workplace location

Office Hours:

6.30am to 5.30pm

Best contact methods

- Email info@barclaythomastraining.com.au
- Phone: 0432 969 070
- Website: barclaythomastraining.com.au

Entry Requirements

Applicants' LLN needs are informally assessed during the enrolment process by RTO staff. It is a requirement that you can understand spoken and written English. Should you require support with writing or reading please discuss this requirement with us to arrange required support. Course participants will require a basic level of English Language, Literacy and Numeracy (LLN) Skills to successfully participate in the course(s). The core skills required are in the area of Reading, Writing, Oral Communications, Numeracy and Learning. In the area of Reading and Learning (for example), you will need to be able to read and fully understand the contents of this document.

Competency Based Training and Assessment

Competency based assessment is the process of gathering evidence to confirm that Students can perform required skills and knowledge. You will be given feedback on all Assessment Activities. Competency based assessment does not use a marking scale rather you are deemed "competent" or "not yet competent".

On the day of training

This course requires students show their original and current photo ID. Failure to provide identification will result in the student not being accepted into the course and forfeiting course fees paid.

What to bring:

- Acceptable proof of identification – including current passport, current drivers, truck or motor bike licence, Proof of Age Card or military identification. MUST contain a photo.
- You are required to wear comfortable and safe work clothing, including safety boots or closed in shoes
- You are required to bring your own lunch

On Successful Completion

Within 30 calendar days of **successful** completion of the training and assessment requirements and payment of all owing fees, you will be issued a Statement of Attainment for the unit of competency.

If you need a replacement copy of your Statement of Attainment the cost is \$0 for an electronic copy.

Our commitment

To ensure that we provide training and assessment services that meet the needs of clients and industry, we employ sufficient suitably qualified and experienced Trainers, secure suitable facilities, ensure sufficient opportunities for learning in appropriate environments, with suitable resource and assessment that is fair and flexible.

Unique Student Identifier

A USI is required at the time of enrolment. We are unable to accept enrolments without this number or notification of an exemption.

The purpose of the USI is to enable the collection and storage of your records of participation in vocational education and training on a central database. Allowing you easy access to your records.

In the event that you are unable or unwilling to get a USI please visit the following website for further information on what to do to be able to participate in training.

For more information and to apply for you USI or an exemption go to: apply for you USI go to:
<http://usi.gov.au/Training-Organisations/Pages/how-students-create-usis.aspx>

Access and Equity

Based on the Access and Equity Policy for the Vocational Education and Training System Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) will provide training that is:

- equitable for all Participants through the fair allocation of resources and involvement in vocational education and training
- provides equal opportunity for all Participants
- provides access for all to appropriate, quality Vocational Education and Training programs and services
- provides support services which enhance achievement of positive outcomes.

The RTO reserves the right to suspend from their training courses students who are:

- Unable to actively participate in the course activities as a result of injury.
- Disruptive
- Affected by drugs or alcohol

Should this situation arise, immediate and discreet contact will be made with the client to discuss future training options for the individual(s) concerned.

Expectations of Students

To avoid any confusion in the future, the following expectations of behaviour are provided.

Compliance with these expectations is required by all Students. Failure to do so may result in cancellation of your enrolment.

- Abide by Copyright and Plagiarism laws and legislation.
- Comply with workplace health and safety regulations at all times.
- Comply with anti-discrimination legislation at all times. This includes but is not limited to equal opportunity, racial vilification and disability discrimination.
- Comply with workplace harassment, victimisation and bullying regulations at all times.
- Ensure that behaviour is of a level acceptable to the workplace at all times.
- Complete training and assessment activities within agreed timeframes.
- Communicate any difficulties with completion of activities or assessment with your Trainer.
- Inform your Trainer immediately should you be unable to attend due to illness or other reasons.
- Inform your Trainer if you have a medical condition that may affect your participation or affect those with whom you may be training.

Individual needs and Student support Policy

Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) is dedicated to identifying and addressing the needs of Individuals participating in training and assessment. Individual needs may be identified during a conversation prior to enrolment, via notification through email, via the website on the Enrolment Form, or during the training.

For support services needs identified prior to the training, the CEO is to establish and action appropriate strategies for during the training. Should the Participant require assistance that is not immediately available, they are advised of the support that can be provided and they will be booked into another session at additional extra cost for the required support. They will be advised of any cost. In most instances Trainers/Assessors are able to identify and respond accordingly to individual needs during the session.

Procedures

The following are examples of strategies implemented to meet the needs of individual Participants.

Individual need	Possible support
Numeracy	Additional support to developed required numeracy skills Additional time to complete activities
Language (such as ESL)	Oral assessment Interpreter to attend with participant (no fee charged to the interpreter, participant to cover cost of interpreter) Additional time to complete activities Use of training strategies that combine written notes, power point display, verbal instruction and practical demonstration
Visual impairment	Move to front of class Use of verbal instruction and provision of notes and power point in printed notes or electronically in large print Oral assessment
Hearing impairment	Move to front of class, close to trainer Interpreter to attend with participant (no fee charged to the interpreter, participant to cover cost of interpreter)

Temporary and permanent disabilities	Adjustments to training and assessment activities will be made to artificial barriers to participation. Such adjustments may include oral assessment, a support person or changes to the activities.
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Complaints and Appeals Policy

Policy

BARCLAY THOMAS TRAINING GROUP PTY LTD (RTO 31745) TRADING AS BARCLAY THOMAS TRAINING GROUP (RTO 31745) AND PERFORM TRAINING (RTO 31745) are committed to responding to the need of Students and providing the service expected by Students. In the event that Students are not happy with any aspect of the service received we would like the opportunity to address the issue. We encourage them to contact us with any concern or cause for dissatisfaction (complaints) or if they disagree with a decision made by the RTO, including a result that has been decided (an appeal).

The complaints and appeals process must be made publicly available via the RTO's website.

Procedure

Complaints

Complaints are the expression of the dissatisfaction with the quality or any aspect of the business operations and service, including nuisances, discrimination or similar against another person, inclusive of Students, Staff and Contractors.

The following are examples of issues for which Students may lodge a complaint:

- enrolment
- training delivery
- training and/or assessment, including Recognition of Prior Learning (RPL)
- any other activities associated with the delivery of training and assessment services
- issues such as discrimination, sexual harassment, Student amenities, etc.

First instance: Students are encouraged to speak immediately with their Trainer. If the Student is not comfortable addressing the issue with the Trainer they are encouraged to contact the CEO

Second instance: If the issue is not resolved the Student is encouraged to either speak to or contact in writing the Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745)

Third instance: If the matter is still not resolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representative(s) or external mediator such as LEADR or for specific issues such as discrimination the relevant body e.g. Anti-discrimination board.

Outcomes of complaints will be provided to the Student in writing within fifteen (15) working days of the decision.

In the event that a complaint has been lodged an Incident/Complaint Form must be completed and forwarded to the Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) immediately, even if the situation has been resolved to the satisfaction of all parties.

All complaints, irrespective of the outcome must be recorded in the Complaints Register detailing:

- Date of complaint
- Student name
- Complaint details
- Complaint outcome
- Outcome date

If at any point throughout the complaint it is anticipated that the process will take longer than 60 days the person submitting the complaint will be advised of the delay and the reason for the delay.

The Complaints Register is to be managed and maintained by the Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) Complaints must be updated within the register as soon as is possible, no later than two (2) working days after the complaint is received. The outcome of the complaint must be recorded in the Complaint Register soon as possible, no later than two (2) working days after the outcome determined.

The Complaints Register is to be saved electronically in the RTOs management file in the "Complaints" in "Complaint and Appeals."

A review of the complaint is to be undertaken and actions implemented to reduce the likelihood of the same complaint being reported in the future.

Appeals

Appeals are the expression of the dissatisfaction with a decision made by the RTO, including an assessment result.

Appeals are the expression of the dissatisfaction of a decision made by the RTO. There are various grounds for lodging appeal. These include, but are not limited to:

- assessment results
- refused refund
- refused requests for an extension

Step 1

If the Student is not satisfied with a decision made by the RTO, they must complete the Appeals Form - Part A and forward to the Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) *(To be submitted within 5 days of receiving a result)*

Step 2

The decision is to be reviewed by a different a party other than the person who made the decision, findings of the review are to be summarised on the Appeals Form. The Student is to be advised of the appeals outcome within ten (10) working days.
(This should occur within ten 10 working days of Step 2)

Step 3

If still not satisfied with the outcome of the appeal, the appeal is to be reviewed by the Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) who will send an acknowledgement letter to the Student, record receipt of the Appeals Form, then conduct the review. The Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) if necessary will convene a review panel to thoroughly examine the appeal.
(Students are to be advised of the outcome within ten (10) working days).

In the event that it is going to take more than 60 days to review the compliant the Student will be notified in writing and how long it should take before a decision is made.

Step 4

If the matter is still not resolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representative(s) or external mediator such as LEADR.

(The Student is to be advised of the outcome within fifteen (15) working days)

Procedure

Students are to be made aware of their right to express dissatisfaction with the RTO to Australian Skills Quality Authority (ASQA) by completing the complaints form at; <http://www.asqa.gov.au/complaints/making-a-complaint.html>

1. All Employees/Contractors and prospective Students are provided with a copy of the Complaints and Appeals Procedure in the Staff and Student Handbook.
2. All appeals against assessment must be lodged within five (5) working days of receipt of the outcome.

3. All complaints and appeals are to be handled professionally and confidentially in order to achieve a satisfactory resolution.
4. All parties are to have a clear understanding of the steps involved in the procedures.
5. Each Student will be provided with the opportunity to present his or her case at each stage of the process.
6. All complaints and appeals will be managed fairly and equitably and as efficiently as possible.
7. All discussions relating to formal complaints and appeals are to be recorded in writing and the Appellant/Complainant provided with a written statement of the outcomes, including reasons for the decision.
8. Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) will provide Trainers and/or Students with details of external authorities that they may approach with respect to their complaint if required.
9. Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) will endeavour to resolve any complaint referred to it by ASQA within ten (10) working days of its receipt of the complaint.
10. This policy provides an avenue for most complaints and appeals to be addressed. However, in some cases, alternative measures may need to be explored.
11. Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) will encourage all parties to approach a complaint or appeal with an open view and attempt to resolve issues through discussion and conciliation. Where resolution cannot be achieved through discussion and conciliation

Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) will acknowledge the need for an appropriate external and independent agent to mediate between the parties.

12. Once finalised a review of the appeal is to be undertaken and actions implemented to reduce the likelihood of the same issue occurring in the future.
13. Records relating to the complaint or appeal including the associated registers are to be securely retained.

Supporting documents

- Appeals Form
- Appeal Register
- Complaints Form
- Complaints Register

Privacy Policy

Purpose

Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) collects personal information to provide training and assessment services.

The RTO takes the security of individual's private information and compliance with the Privacy Act seriously and for this reason use the information provided only for the purpose it was provided for.

Handling and protection of personal information is regulated under the Privacy Act 1988. The Privacy Act includes 13 Privacy Principles that apply to the handling and use of personal and sensitive information.

<https://www.oaic.gov.au/privacy/australian-privacy-principles/australian-privacy-principles-quick-reference>

Principle	Title	Purpose
<u>APP 1</u>	Open and transparent management of personal information	Ensures that APP entities manage <u>personal information</u> in an open and transparent way. This includes having a clearly expressed and up to date APP <u>privacy policy</u> .
<u>APP 2</u>	Anonymity and pseudonymity	Requires APP entities to give individuals the option of not identifying themselves, or of using a pseudonym. Limited exceptions apply.
<u>APP 3</u>	Collection of solicited personal information	Outlines when an APP entity can <u>collect</u> personal information that is solicited. It applies higher standards to the collection of <u>sensitive information</u> .
<u>APP 4</u>	Dealing with unsolicited personal information	Outlines how APP entities must deal with unsolicited personal information.
<u>APP 5</u>	Notification of the collection of personal information	Outlines when and in what circumstances an APP entity that collects personal information must tell an individual about certain matters.
<u>APP 6</u>	Use or disclosure of personal information	Outlines the circumstances in which an APP entity may use or disclose personal information that it holds.
<u>APP 7</u>	Direct marketing	An organisation may only use or disclose personal information for <u>direct marketing</u> purposes if certain conditions are met.
<u>APP 8</u>	Cross-border disclosure of	Outlines the steps an APP entity must take to protect personal information before it is disclosed overseas.

	personal information	
<u>APP 9</u>	Adoption, use or disclosure of government related identifiers	Outlines the limited circumstances when an organisation may adopt a government related identifier of an individual as its own identifier, or <u>use or disclose</u> a government related identifier of an individual.
<u>APP 10</u>	Quality of personal information	An APP entity must take reasonable steps to ensure the personal information it collects is accurate, up to date and complete. An entity must also take reasonable steps to ensure the personal information it uses or discloses is accurate, up to date, complete and relevant, having regard to the purpose of the use or disclosure.
<u>APP 11</u>	Security of personal information	An APP entity must take reasonable steps to protect personal information it holds from misuse, interference and loss, and from unauthorised access, modification or disclosure. An entity has obligations to destroy or de-identify personal information in certain circumstances.
<u>APP 12</u>	Access to personal information	Outlines an APP entity's obligations when an individual requests to be given <u>access to personal information</u> held about them by the entity. This includes a requirement to provide access unless a specific exception applies.
<u>APP 13</u>	Correction of personal information	Outlines an APP entity's obligations in relation to <u>correcting the personal information</u> it holds about individuals.

Personal information is defined under the Privacy Act as:

"Information or an opinion about an identified individual, or an individual who is reasonably identifiable"

(b) whether the information or opinion is true or not; and

(b) whether the information or opinion is recorded in a material form or not

The information within the Privacy policy is for Students, Staff and other individuals and made publicly available. This policy made available on the RTO's website and handbooks.

Collection of personal information

Personal and sensitive information is collected through the enrolment process and payment of fees in carrying out its functions as a Registered Training Organisation (RTO). This information is collected in accordance with the requirements of the Standards for Registered Training Organisations (RTOs) 2015,

the National VET Regulator Act 2019, Data Provision Requirements and the requirements for Total VET Reporting (AVETMISS).

The information that we collect may include:

- name (including title);
- date of birth;
- contact information, including email address;
- demographic information such as postcode;
- job titles;
- school you are attending or teaching;
- indigenous background;
- ability/disability;
- language, literacy and numeracy skills;
- other information relevant to the customisation of a document on the Site;
- information about your business or personal affairs;
- information about your vocational needs;
- any audio or video-recording of you while participating in our training programs for assessment purposes;
- next of kin or parent/guardian;
- other information relevant to client surveys and/or promotions; and
- any other information requested on this Site or otherwise required by us or provided by you.

Sensitive information that is collected includes:

- Ethnicity and origin
- Language, literacy and numeracy support needs
- Health, disability and support needs
- Financial details such as credit card number

Disclosure of personal information

Personal information about participants studying with Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) may be shared with Commonwealth and State Government agencies as required.

Information regarding participation and enrolment will be shared with the Australian Skills Quality Authority (ASQA) and the National Centre for Vocational Education Research (NCVER) and the

Department of Employment and Workplace Relationships (DEWR). For students studying and accessing government funding, it is important that you are aware that information is shared with the agency responsible for the funding.

Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) does not disclose an individual's personal information to another person or organisation unless:

- e) the individual concerned is aware that information is passed to that person or organisation;
- e) the individual concerned has given written consent to the disclosure;
- e) the Institute believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
- e) the disclosure is required or authorised by or under law; or
- e) the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Any person or organisation to whom personal information is disclosed as detailed in this policy is not to disclose or use the information for any other purpose than what it was supplied to them for.

Security and storage of information

Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) will take all steps possible to protect the security of the personal information that it holds, including taking appropriate measures to protect electronic materials and hard copy documents. We protect the personal information we hold against loss, unauthorised access, misuse, modification, copying, download or disclosure. All staff of the Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) are bound to act in accordance with the Australian Privacy Principles, this Privacy and Personal Information Policy and privacy and confidentiality.

Where information held by the Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) is no longer required, and retention not required by law, then all information of a personal nature will be destroyed safely.

Access to personal information

The RTO makes available to students their personal information and access to their records upon request. There is no charge for a student to access their student file although a charge may apply to make a copies of documents. For access to Student records students should contact their Trainer or the administration staff.

Staff commitment to privacy and confidentiality

All staff, upon commencement, are required to sign to confirm that they have received a copy of and understand the content of this policy. All staff are committed to and implement their responsibilities under the Australian Privacy Principles.

Updating personal information

It is the individual's responsibility to keep the RTO up to date of any changes to contact details. Students are required to notify the RTO of any changes to personal details as soon as possible.

Complaints and Compliance with this policy and Australian Privacy Principles

Any concerns regarding the privacy of personal information, may lodge a complaint to the Director in accordance with the Complaints and Appeals Policy and Procedure.

Evaluation

Your feedback is particularly important to our commitment to ongoing improvement. Throughout your training you will be asked to provide your thoughts and comments on the training received. All Students are encouraged to make contact should they wish to provide feedback or comments on any aspect of the service received.

Privacy Notice

Introduction

The Australian Government Department of Employment and Workplace Relations' VET Data Policy Part B, Clause 7.2: states:

Where personal information is collected from a student, RTOs must make students aware of the purposes for which their information may be collected, used or disclosed. RTOs must give the student a copy of the Privacy Notice at Schedule 1 of this Policy. This can be achieved by including the 'Privacy Notice' during the student's enrolment process.

The minimum mandatory content for inclusion in a Privacy Notice as at Schedule 1 of the VET Data Policy is provided below, and is to be used from 1 January 2021. This content is also available on the Department of Employment and Workplace Relations' website: - <https://www.dewr.gov.au/>.

Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector. We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How NCVER and other bodies handle your personal information

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, state and territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation

- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy. If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- if you have any question about this Privacy Notice - For more information contact Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) info@barclaythomastraining.com.au

Fees and Refund Policy and Procedure

Policy

1. Sufficient funds to refund all fees paid in advance are to be held in Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) s bank account. At no time will Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) hold more than \$1500 per Participant paid in advance.
2. Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) will obtain a full audit report of its accounts from a qualified independent accountant with membership of Certified Practising Accountants Australia or the Institute of Chartered Accountants of Australia when requested to do so by ASQA.

Procedures - Fees and charges

1. All fees and charges for the delivery training and assessment services must be approved by the CEO prior to their publication, quotation to Participants or tender submission.
2. All Participants are to be provided with a numbered tax invoice detailing all fees paid.
3. Where an employer is to be invoiced for the tuition fee of his/her employees undertaking training, the invoice must clearly indicate the names of those employees for whom the invoice applies.
4. The fee per Unit of Competence includes two (2) reassessment opportunities (Excluding assessments that require an approved assessor for licensing, eg TLILIC003 - Any additional assessment opportunities required will incur a \$195 fee)
5. Reassessments for the licensed outcome for TLILIC003 Licence to Operate a Forklift Truck will incur a \$195 reassessment fee.
6. Should Participants require a Qualification/Statement of Attainment to be reissued this will be done with no fee inclusive.
7. Verified financial projections and reports are to be made available to ASQA as requested.

Refunds

1. All requests for refunds need to be made in writing and be accompanied by supporting documentation where applicable.
2. No refund is available to Participants who remain enrolled and do not progress.
3. Sufficient funds to refund all fees paid in advance are to be held in Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) s bank account.
4. In the event that a Participant cancels or withdraws ten (10) days prior to commencement any fee will be refunded.

5. Partial or full refunds will be considered after ten (10) days from the commencement of the training under exceptional circumstance such as long-term illness.
6. Deferment of training can be negotiated.
7. Once training has commenced, no refund is available to Participants who leave before finishing the course unless the Participant can provide a medical certificate or show extreme personal hardship.
8. Should Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) cancel the training, Participants are entitled to a full refund (or pro-rata adjusted refund) or to transfer to future training. In this event Participants will be given their preferred option.
9. All refunds paid will be recorded in the refund register.

Supporting documents

- a. Refund Register

Relevant legislation to be complied with:

Work Health and Safety Act 2011 - Queensland Legislation

<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2011-018>

Industrial Relations Act 1988

The principal objective of the Industrial Relations Act 1988 is the provision of a framework for industrial relations that supports economic prosperity and social justice. For more information visit:

http://www.austlii.edu.au/au/legis/cth/num_act/ira1988242/

Privacy Act 1988

The [Privacy Act 1988](#) makes provisions to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in other states and territories, visit the <http://www.privacy.gov.au>.

Copyright Act 1968

The Copyright Act 1968 is an Act relating to Copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968, go to

www.aph.gov.au/library/pubs/rn/1998-99/99rn26.htm

National Vocational Education and Training Regulator Act 2011

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for Vocational Education and Training, by applying nationally agreed standards. For more information visit: <http://www.comlaw.gov.au/Details/C2014C00623>

Equal Opportunity

- New South Wales Anti-Discrimination Act 1977
- Queensland Anti-Discrimination Act 1991
- South Australia Equal Opportunity Act 1984
- Victoria Equal Opportunity Act 2010
- Western Australia Equal Opportunity Act 1984

The objectives of Equal Opportunity legislation are to encourage the identification and elimination of discrimination, sexual harassment and victimisation and their causes, and to promote and facilitate the progressive realisation of equality. For more information go to:

<http://www.equalitylaw.org.au/elrp/resources/>

Australian Consumer Law (ACL) 2011

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services. For more information visit:

<http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm>

Competition and Consumer Act (CCA) 2010

The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection. For more information visit:

<http://www.accc.gov.au/content/index.phtml/itemId/815209>