



Student Handbook



RTO 41447

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Message from the CEO

Welcome to TLC Learning and congratulations for taking a step towards your rewarding career.

TLC Learning is part of the TLC Healthcare organisation that also encompasses TLC Aged Care, a leader in the aged care industry for more than 20 years, and TLC Primary Care that owns and operates the state-of-the-art medical centres that are co-located with our aged care homes.

Our mission is to be leaders in innovative and integrated healthcare renowned for providing wellbeing to our communities. It is with this philosophy in mind that we created TLC Learning.

Based on our extensive operational knowledge of aged care, we can offer you a unique training opportunity. TLC Learning reflects our passion for training the kind of high-calibre of carers that we want to see in our homes. Carers who are knowledgeable, experienced, committed and proud of their career choice.

On completion of your qualification, the training and knowledge that you will have received will ensure your 'work readiness' with up-to-date expertise in the industry.

During your time at TLC Learning you will enjoy our state-of-the-art learning centres, located in our TLC Aged Care homes. Our learning centres have been designed to provide you with an interactive experience that is unique to our organisation.

I wish you the best of luck with your studies, and more importantly great success throughout your career.

Regards



Lou Pascuzzi

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The TLC Learning difference

You are about to embark on a journey toward a new rewarding career.

This handbook will provide you with a comprehensive range of information about our principles and practice in the delivery of your course.

The information contained in this handbook applies to all students of TLC Learning. Our objective is to provide you with a training environment that is constructive to both personal and professional growth.

Please take the time to read this student handbook as it contains important information.

We look forward to seeing you thrive on your journey toward your exciting and rewarding career.

Before we go further, we would like to tell you more about who we are.

TLC Learning Pty Ltd is a Registered Training Organisation (RTO), registered by the Australian Skills Quality Authority (ASQA) to deliver training and assessment services for nationally accredited qualifications under the provision of the *Standards for RTOs 2015*.

TLC Learning's scope of registration can be viewed at: <https://training.gov.au/Organisation/details/41447>.

TLC Learning emphasise on integrity and high quality learning solutions.

Our trainers and assessors are highly qualified and experienced in their respective areas in which they train and assess. They look forward to providing the best and bringing out the best in each learner, for the workplace and the industry sector.

To find out more about our services, our people, our approach, and our course offers, please visit our website at www.tlclearning.edu.au.

TLC Learning offers:

- **Premium training:** High quality training with up-to-date and evidence based material will be provided by knowledgeable and devoted professional educators.
- **Flexibility:** We understand that life is busy. You might be working while studying or have family commitments. For these reasons, we offer a combination of flexible delivery modes, including online, classroom based face-to-face training, self-directed learning, and practical 'hands-on' skills.
- **Relevance:** Practical and relevant experience and placements facilitated in our own TLC facilities in Victoria.

Learning Centres

TLC Head Office	Level 10, St Kilda Road, Melbourne VIC 3004 Ph: 1300 852 532 Email: mytraining@tlclearning.edu.au
TLC Marina	385 Blackshaws Road, Altona North VIC 3025
TLC Warralily Gardens	614-620 Torquay Rd, Armstrong Creek VIC 3217
TLC Sunlight	43 Laurel Street, Whittlesea VIC 3757

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TLC Learning and Legislations

There are some legislation that governs our obligations as a Registered Training Organisation (RTO), our obligations to you as our clients, and relates to the industry that we are conducting training for.

The legislation that particularly affects Vocational Education and Training includes:

- State & Commonwealth Legislation
- Education and Training Reform Act 2006
- Vocational Education and Training Act 1990
- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Disability Act 2006
- Aged Care Act 1997
- Work Health and Safety Act 2011
- Racial And Religious Tolerance Act 2001
- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)
- Human Rights and Equal Opportunity Commissions Act 1986 (Commonwealth)
- Disability Discrimination Act 1992 (Commonwealth)
- Age Discrimination Act 2004 (Commonwealth)
- Disability Standards for Education 2005 (Commonwealth)
- Privacy Act 2014
- Standards for RTO 2015

Student Enrolment

To enrol in a course of study at TLC Learning, you will need to contact our head office in Melbourne. Our representative will to contact you to arrange an interview session and:

- Conduct a Pre-training Review and Language, Literacy & Numeracy (LLN) assessment and provide you with a feedback
- Discuss entry requirements of the course you are applying to enrol in
- Discuss your learning requirements
- Provide you with information about course fees and any administration/resources fees (where applicable)
- Discuss information of work-placement (if applicable)



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TLC Learning is committed to the enrolment when the organisation has the capacity to deliver the course for which you are enrolling and where you:

- are 18 years or above at the time of course commencement
- have met the entry requirements for the relevant course
- have completed and signed a comprehensive Enrolment Form
- have provided all supporting information/documentation (where applicable)
- have understood and agreed to the TLC Learning's policies, procedures and code of conduct
- have paid the prescribed fees as per approved payment plan

If any applicant does not meet any requirements, TLC Learning may advise of any appropriate training you may need (at your own cost) that will develop your foundation skills before the vocational training begins.

At enrolment, TLC Learning will collect your personal information such as your contact number, email, address etc. Under Privacy Act 2014, TLC Learning cannot disclose the information to third parties without your written consent. However your personal information may be required to be made available by TLC Learning to Commonwealth and State Government and other related authorities. By signing the TLC Learning enrolment form, you agreed for TLC Learning to disclose your personal information to Commonwealth and State Government authorities upon request.

Detailed information about each course offered and all relevant Policies and Procedures are available on our website (www.tlclearning.edu.au).

Training and Assessment

Your training program is delivered through a variety of ways. The flexibility in training delivery incorporates options that best suit your needs. Learning may take place in (but not limited to):

- Classroom
- Online
- Workplace
- Simulated environment
- Self-paced
- Any combination of above

Regardless of where the training takes place, student is governed by TLC Learning's policies and procedures as well as:

- Codes of conduct for a specific workplace facility.
- Emergency and evacuation procedures for that location.
- Any lawful directive from any TLC Learning's authorised employee

Assessments have been developed for each unit of competency based on the essential knowledge and required skills outlined in the relevant training package.

Each assessment will specify the criteria to be met and you must seek clarity from your educator should there be any aspect you feel is unclear.

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For all paper-based assessments/exams, students are required to submit these in original and by the due date set by your trainer/assessor (unless a formal extension is approved). An Assessment may not be accepted if the following information is missing or incorrect:

- Student's Full name and the Group he/she belongs to (where applicable).
- Unit of Competency Code and Title
- Assessment type
- Trainer/Assessor name
- Student's signature and Date submitted

Examples of assessments could include (but not limited to):

- Online activities / questionnaire / knowledge tests
- Written assessments and exams
- Workbook activities / Quizzes
- Observation / Demonstration
- Assessment in a Skills Lab and/or other assessment in a simulated environment
- Examples of work completed or special projects
- Interviews and/or Group discussions
- Role plays
- Third party reports (e.g. workplace supervisor report)
- Verbal and/or Written presentations
- Case Studies / Problem based scenarios
- Projects / Research tasks
- Work-placement assessment
- Specific tasks set by your Assessor
- Any combination of above

Students must keep a copy of their written assessment before submitting an original.

All required assessment within a unit of competency are assessed as **Satisfactory** or **Not Satisfactory**.

And the final result for a unit of competency is marked as **Competent** or **Not Yet Competent**.

Students will be provided with a feedback on their assessment and the determination of them being Competent or Not Yet Competent.

A student is given maximum of 3 attempts for each assessment in a unit of competency.

Based on the level of understanding demonstrated, you may be asked to address the gaps in your evidence by re-submitting or re-demonstrating part or all of your assessment.

If an assessment is *Not Satisfactory* in a 3rd attempt, the student may repeat the entire unit of competency (additional unit fee may apply).

You may also be counselled by your educator and provided with options in regards to continuance in the course based on your ability to meet the academic progress. You may be offered some additional support, counselling and assistance (if required). At this stage, you may not be permitted to continue in the course until your outstanding assessments have been satisfactorily completed.

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Assessment Extension

If you are unable to meet the date set for submission of assessment tasks you must contact your educator and discuss the need for extension. A request for extension must be submitted in writing and be approved by your educator before the assessment is due. A maximum of 2 weeks extension may be granted for assessments considering the nature of the request.

Where a student fails to submit an assessment or does not attend a scheduled activity/examination without previously arranging an extension, it is deemed to be a first attempt. The student is then permitted to submit an assessment (or attend an examination) on/by a subsequent date and this is deemed to be their second attempt.

Attendance

Being present at all your training sessions is important to your success and to ensure you don't fall behind academically. Students who regularly attend classes have better outcomes, including employment outcomes. Attendance provides you with the opportunity to develop your skills, knowledge and values required to demonstrate competence.

All participants are required to maintain a high level of attendance. The trainer/assessor will record your attendance either on an Attendance Sheet or our online Student Management System for each training and assessment session. If any participant leaves a class early or arrives late, this will be recorded as well. The attendance record allows us to ensure that students are safe if there is any need for emergency evacuation from the building etc.

You are required to notify your educator prior to any training and/or assessment that you are unable to attend. You may be asked to provide a medical certificate.

If a student is more than 30 minutes late for a session the trainer has the right to refuse entry. This may result in the student failing to progress with their training. Entry to a session may be influenced by:

- A risk assessment of any activities being undertaken at that time.
- The potential of disruption to other students.
- Whether this is an ad-hoc or regular occurrence.

Students who are identified as being at risk of failing to maintain satisfactory course progress are invited to engage in a review of course progress. TLC Learning defines students who are at risk of failing to maintain satisfactory course progress as those who:

- do not maintain high level of attendance (especially without notification);
- do not participate actively and regularly;
- do not submit assessments by the due date without formally applying for an extension;
- fail two or more units within a study period or the same unit more than once.

If you believe that you may be disadvantaged in the learning environment as a result of disability, language, culture, gender, age or other perceived barriers, you should first discuss this with your trainer before applying for a formal complaint.

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Practical Sessions

Practical sessions often include exercises and activities that form part of the overall assessment for a unit of competency. They also often require individual student participation.

Attendance at all practical sessions are mandatory. If you are unable to attend a session for any reason, please notify your educator at least a day prior to the session.

If missing a session is not avoidable, it is your responsibility to obtain notes or handouts from the educator or a fellow student. You are also required to contact your educator to arrange a make-up session.

If you have missed too many practical sessions, you are likely to be not adequately prepared for your assessments and/or work-placements, which may lead to a result of 'Not Yet Competent' for that unit of competency and may create delays in your training pathway.

Only in exceptional circumstances will you be permitted to sit missed assessments. TLC Learning reserve the right in our discretion to permit sitting missed assessments.

Course progress

Course progress is monitored closely throughout the duration of each course. If you are considered to be at risk of not meeting course requirements you may be provided with additional support and where appropriate a support plan will be implemented to assist you.

You must achieve a Satisfactory result in all assessment tasks to be deemed as Competent in the unit overall. The result of Competent in each unit must be attained in order to progress through the course and receive the full qualification on completion.

If you have received Not Satisfactory result after your 3rd attempt for any assessments in a unit, you will receive a result of Not Yet Competent (NYC).

Note: If you have received NYC for more than 2 units, you may be required to defer to a later group.

You may also be liable to repay for these units depending on your circumstances.

A maximum of 1 deferral is allowed before you may be withdrawn from the course.

Work Placement

In order to put into practice what you learnt and gain experience, you may be required to complete a compulsory work-placement (depending on the course you are enrolling in).

Some of these may be undertaken in full time mode. It means that it requires your attendance for 5 days per week.

It is important to note that the placement shifts may include weekends and/or public holidays as determined by the placement host facility. If you have any concern of how it might impact your current job or commitments, please discuss this with your trainer.

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During your work placement, every learning opportunity must be utilised. You may increase your confidence and competence during this valuable time to help you access successful employment after completion of your course.

Depending on the course you are enrolling in, you may be required to provide (prior to commencing work-placement) a National Criminal Check, a current Immunisation record with evidence of up to date vaccinations, a Manual Handling certificate and a First Aid certificate.

You'll be provided with the Work-Placement Kit that includes detailed information to help you understand the placement requirements.

TLC can arrange your work-placement at one of the TLC Aged Care centres. All work-placements are unpaid and are bound by an agreement between RTO, Host Employer & Student.

Please read the course information (available at www.tlclearning.edu.au) to see if your chosen course requires a mandatory work-placement.

Recognition of Prior Learning (RPL)

RPL is an assessment that assesses the competencies you may have acquired through formal and informal learning (work / life experience). It helps us determine to what extent you meet the requirements specified in the training package or VET accredited course.

The main principle of RPL focuses on the outcomes rather than how, when or where the learning occurred. It gives you credit for skills and knowledge acquired at work and at home, or through hobbies and other activities.

We offer all students the opportunity to apply for RPL however, a reasonable amount of experience in the area of their chosen course/units is expected from an applicant.

It is important to note that a grant of RPL is not guaranteed and student will need to provide sufficient evidence to be assessed against the current competencies.

When an assessment is completed via RPL, the requirements of the assessment standards do not change. The variety of evidence gathered are considered in making an assessment decision however may be longer than when the assessment is completed through 'traditional' assessment activities.

Your assessor will ensure that the evidence is authentic, valid, reliable, current and sufficient.

Each unit of competency is addressed individually and there are several stages in the RPL process:

- Self-assessment
- Submission of relevant evidence
- Assessment of evidence
- Interview and/or Demonstration and/or Observation tasks
- Gap training (if required)

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RPL Fee

If the student is applying for RPL for a full qualification, the fee charged is the same as normal course fee.
If the student is **not** applying for RPL for a full qualification, the fee is charged per unit of competency. This may reduce the fee for the full qualification if the student decides to enrol at a later stage.
The overall course duration may be reduced if RPL is granted for units of competency.

Credit Transfer (CT)

TLC Learning will accept and mutually recognise the Qualifications and Statements of Attainment awarded by another RTO.

You may be eligible for a credit transfer if you have achieved a 'Competent' result in the same unit of competency at another Registered Training Organisation.

If the unit of competency you are applying CT for is superseded but equivalent to the new one, direct CT may be granted. Should the superseded unit of competency not be equivalent, you may seek RPL or enrol in the unit.

There's no fee charged for a Credit Transfer application. The overall course duration may be reduced if CT is granted for units of competency.

A USI transcript can be used as evidence for accredited training achieved since January 2015.

If you'd like to apply for RPL or CT, please refer to RPL & CT Policy and Procedure available at our website (<https://www.tlclearning.edu.au/student-information/policies-and-procedures/>).

Deferral, Withdrawal and Cancellations

If you wish to Defer or Withdraw from a course, you must do so in writing using the 'Change to Enrolment Form' (available at www.tlclearning.edu.au). Please note that a deferral is not automatically granted.

If required, schedule an appointment with your educator or TLC Learning coordinator to review your need to defer and to ascertain the group to defer into as part of course progression.

A maximum period of 6 months will apply for all deferrals. Decisions regarding deferral options are subject to superseded qualifications and teach out periods related to each course of study.

Complete the withdrawal and deferral form and return it either in person or via email to mytraining@tlclearning.edu.au.

Course abandonment

If you fail to attend 8 consecutive planned sessions or contacts without notification, you will be considered to have abandoned your course.

In the event of course abandonment, your enrolment will be terminated and you will be required to pay any outstanding fees for which you are liable. No evidence of your studies will be provided to you until outstanding fees are paid in full. A written notice will either be sent to your address or email on file.

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Rights and Obligations

TLC Learning guarantees to deliver the agreed training and assessment services to students upon commencement of their course. In the event that TLC Learning withdraws the qualification due to extenuating circumstances, we will ensure that students are either offered a place into another course or transferred to another RTO to enable them to complete the studies at no additional cost or alternatively TLC Learning will issue a refund of course fees that relate to training not yet delivered to the student.

TLC Learning will issue students with a Statement of Attainment for any units completed within their course of study provided any outstanding fees are paid.

TLC Learning incorporates adult learning principles throughout the delivery of its training programs. You are encouraged to take responsibility for your learning and to actively participate in the learning and assessment process. You are encouraged to:

- Prepare for training sessions by completing the subject reading prior to scheduled classes
- Participate appropriately in all training sessions
- Undertake all training and assessment requirements in line with designated deadlines
- Speak with your educator or workplace supervisor regarding any issues you may experience
- Participate in evaluation activities and offer constructive feedback regarding your course
- Expect that TLC Learning trainers will treat you with politeness and respect and reciprocally treat trainers in the same manner
- Use formal complaints procedures if you experience any difficulties with TLC Learning staff once all informal avenues have been exhausted.

NOTE: TLC Learning does NOT guarantee that a learner will successfully complete the training product on its scope of registration. And does NOT guarantee that a learner will obtain a particular employment where this is outside the control of the RTO.

Access and Equity

TLC Learning recognises different student's value and apply access and equity principles throughout all of our policies and procedures to promote open, fair, clear and equal participation of all students in our training products, to foster an environment free of discrimination and harassment, and to assist students to identify and achieve their desired outcomes.

No one is discriminated, harassed or treated unfairly.

Any employee, trainer/assessors, student or visitor found to be discriminating against; harassing or victimising others will be subject to serious disciplinary action.

All participants have equal access to our courses and assessments irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy or sexual orientation.

All participants who meet course and entry requirements will be accepted into our courses. Where our courses have a limited number of available places, these will be filled on the *first come first serve* basis. Any issues or questions regarding access and equity can be directed to our RTO Manager.

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All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Not be harassed, victimised or discriminated against on any basis.
- Learn in a supportive environment, which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised.
- Be given clear and accurate information about their course, training and assessment arrangements and their course progress.
- Receive training and assessment that is in accordance with the requirements of the accredited course and endorsed Training Package.
- Be issued with qualifications and/or statements of attainment when a program of study has been successfully completed.
- Access the information TLC Learning holds about them by providing reasonable time-frame.
- Have their complaints dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Provide feedback to TLC Learning on the student services, training, assessment and support services they receive.

Where there are any changes to agreed services, TLC Learning will advise students as soon as practicable, including relation to any third party arrangements or a change in ownership.

Student Support

Student support includes any educational and support services that you may need during your training. We provide you with access to the necessary support to meet the requirements of the training product as specified in training packages or VET accredited courses. In some cases this may include referring you to third party specialist providers of support. There are no costs associated with internal support and for referring students to external services.

We use a variety of methods to identify your support needs as part of the selection process. The aim is to identify any additional assistance you may require in areas such as literacy, numeracy or physical capabilities to complete each course.

Your trainer should be your first point of contact for an assistance you may require relevant to the course. If in the case where your trainer cannot assist, they will endeavour to guide you to the most appropriate service and/or resource that may be of assistance to you.

We take into account the relevant procedural requirements including but not limited to:

- Workplace Health and Safety;
- The review of payment schedules when requested;
- Learning/articulation pathways and RPL opportunities;
- Provision for special learning needs including of language, literacy and numeracy;
- Provision for special cultural and religious needs;
- Reviewing/inspection of all training sites prior to first use and at least once a year thereafter;

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We take no responsibility if you fail to achieve course outcomes due to a learning difficulty you might experience if you have not made us aware of such difficulty and if we do not have the capacity to meet the requirements of that learning difficulty.

We meet the fairness principles under the Competition and Consumer Act 2010 and the standards by offering a 'cooling off' period as appropriate. Please refer to Fee and Refund Policy for more information available at our website (<https://www.tlclearning.edu.au/student-information/policies-and-procedures/>).

Any additional external support services will be at student's own cost.

Student Code of Conduct

All students are responsible for treating our facilities, staff, and resources with care, respect and courtesy. We aim to provide a high quality education and training service in which all students are encouraged to strive for excellence and fulfil their potential. Unacceptable behaviour may hinder the academic progress or work performance of others.

We reserve the right to recover costs from you if you are identified as causing damage through wilful acts or negligence, to our (and any of our partner organisation's) property or resources.

All students, throughout their training and involvement with TLC Learning, have the responsibility and are expected to:

- Treat all staff and other students and their property with respect and value their cultural diversity
- Respect the opinions and backgrounds of others.
- Not harass, victimise, discriminate against or disrupt others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Respect facilities and resources and follow relevant policies and procedures
- Not to bring any articles or items that may threaten the safety of self or others.
- Notify RTO's staff as soon as possible in writing if any of their contact details change.
- Refrain from using mobile phones or other technology devices when advised by the trainer/assessor during class and/or during assessment/exam activities.
- Attend all training/placement on time and ensure that behaviour meets both the expectations of TLC Learning and the requirements of the particular workplace facility.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism and cheating.
- Make regular contact with their Trainer/Assessor and submit all assessment tasks, assignments and other evidence of their work in original and on time.
- Notify the trainer if they are unable to attend the training session for any reason at least a day prior to the commencement of the session.
- Refrain from smoking at training/placement venues and on the premises of TLC Learning.
- Provide up-to-date, accurate and timely information when requested.

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Consequences of Misconduct

The consequences of misconduct may vary and be dependent upon a range of circumstances. Examples of the consequences of misconduct can include, but are not limited to:

- Informal notice by a trainer/assessor or other staff member of the need to comply with the required standards of behaviour
- Re-assessment or re-submission of assessment activities
- Formal meeting with TLC Learning's Management staff to discuss the misconduct.
- Formal written warning.
- Request to provide a cause as to why they should be allowed to continue in the course.
- Suspension of an enrolment when no response received from student by the given time-frame
- Suspension of an enrolment until the misconduct is resolved.
- Full Cancellation of enrolment without a refund of fee.

Plagiarism

Plagiarism is the action or practice of taking and submitting or presenting the thoughts, writings or other work of someone else as though it is your own work. Plagiarism includes any of the following, without full and appropriate acknowledgment to the original source(s):

- the use, in essays or other assessable work, of the whole or part of written work from any source including but not limited to a book, journal, newspaper article, set of lecture notes, current or past student's work, any other person's work, a website or database;
- the paraphrasing of another's work;

Plagiarism, either intentional or unintentional is a practice which runs counter to TLC Learning's values of quality, excellence and integrity. There is an expectation that students will prepare and submit work which is their own and which acknowledges the work of others.

If a student is found to have deliberately plagiarised the work of another - including copying the work of other students, Consequences will apply. It is a key responsibility of an assessor to distinguish original from plagiarised work.

At RTO's discretion, consequences may include (but not limited to):

- Re-assessment / re-submission of an assessment/exam
- An unsuccessful result for the unit
- A counselling session (if appropriate)
- Suspension of enrolment unless the issue is resolved

Dress Code

Please be aware that you may be required to wear a uniform at a practical session and/or work-placement. If you fail to respect the dress code, TLC Learning and/or workplace has the right to restrict your attendance. Please read the course information to see the uniform requirements of your chosen course (available at www.tlclearning.edu.au).

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Student ID Card

Following enrolment, you'll be issued with a Student ID Card which must be worn at all times whilst at training sessions and placement.

Access to Files

Students have access to their personal and academic records. You may request information kept on your student file. A minimum of 48 hours' notice is required.

Students' information is not disclosed to any third party without the their written permission and that of their parent or guardian (except as required by law and/or as required under the Standards for RTOs). Where a student consents to disclosure of information, this consent is kept on the student's file.

If you have changed your name legally and wish your study records to reflect this change, you must inform us in writing as soon as possible. You will need to provide appropriate certified documents as evidence.

To maintain confidentiality student records may only be accessed by trainers, administrators and TLC Learning's management. Some records are required by Commonwealth/State government bodies for reporting and compliance purposes.

Certificates and Statements of Attainment

Upon successful completion of all the requirements of your training program you will receive a Nationally Recognised Certificate. In cases where you do not complete the full requirements of the course, a Statement of Attainment for the individual Units of Competency successfully completed will be issued.

NOTE: A Certificate or a Statement of Attainment cannot be issued without a verified Unique Student Identifier (USI). Please read the next (USI) section for more information.

TLC Learning will issue AQF Qualifications or Statements of Attainment within 30 days of course completion / withdrawal, provided there are NO outstanding fees.

TLC Learning will only issue AQF Qualifications and Statements of Attainment within its scope of registration that certify the achievement of qualifications from nationally endorsed Training Packages or qualifications, competency standards or modules from accredited VET courses in accordance with TLC Learning's policy for issuing certificates and statement of attainment.

Unique Student Identifier (USI)

From 1 January 2015 if you are undertaking nationally recognised training delivered by a Registered Training Organisation you will need to have a Unique Student Identifier (USI). This includes studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course.

A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards.

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It is free and easy to create your own USI online. Follow simple steps by visiting www.usi.gov.au or give your written consent to TLC Learning to create your USI on your behalf.

Once you create your USI you will need to give your USI to each training organisation you study with so your training outcomes can be linked and you will be able to:

- view and update your details in your USI account;
- give your training organisation permission to view and/or update your USI account;
- give your training organisation view access to your transcript;
- control access to your transcript; and
- view online and download your training records and results in the form of a transcript which will help you with job applications and enrolment in further training.

Fee and Refunds

Please visit www.tlclearning.edu.au to view current fees and charges for our courses.

TLC Learning may accept payment of no more than \$1,500 from each individual learner prior to the commencement of a course. Following course commencement, TLC Learning may require payment of additional fees in advance from the learner but only such that at any given time, the total amount required to be paid which is attributable to costs yet to be incurred on behalf of the learner for tuition or other services yet to be delivered to the learner does not exceed \$1,500.

Goods and Services Tax (GST) is not applicable for Tuition Fee (including any Administration/Enrolment fee).

The testamur documentation (e.g. Certificate / Statement of Attainment) may not be issued to student unless all course fee is paid in full.

The fee for re-issuing testamur documentation is \$30 incl. GST per course per re-issue request, payable on receipt of a written request.

Students can pay the course fee by an approved Payment Plan (only when student is enrolling in a full qualification). This may incur additional fees charged by an external payment-plan provider (such as DebitSuccess). DebitSuccess is one of the leading payment solution provider with flexible weekly / fortnightly / monthly payment options via direct debit:

- \$12 initial setup fee (student account)
- 4% plus GST service fee for each successful direct debit transaction (5.25% if Amex)
- \$14.95 for rejection or reversal of the payment

NOTE: The above fees & charges are charged directly to the student by DebitSuccess and may change as this is not in control of TLC Learning. Student will be advised of any changes in the fees and charges of DebitSuccess as soon as possible after TLC Learning is made aware of these.

Refund applications must be completed and submitted to TLC Learning Manager (either by post or via email) for approval.

Approved refunds will be made to applicant's nominated bank account within 28 days of receipt of application and may include a statement explain how the refund was calculated.

Other fees such as Administration and/or Enrolment fee are Non-Refundable.

Materials/Resources fee is only refundable where these are returned in un-opened and un-damaged condition.

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Where a student withdraws from a course, TLC Learning's Withdrawal/Cancellation Form must be completed by the learner along with TLC Learning's Refund Application Form.

In case of no notification of withdrawal received from the student, the date of last engagement or last correspondence sent to student is considered as a Withdrawal date.

You must read TLC Learning's Fee & Refund Policy and Procedure prior to enrolling in a course of study (available at <https://www.tlclearning.edu.au/student-information/policies-and-procedures/>).

Complaints and Appeals

TLC Learning is committed to providing students, staff and other stakeholders the best possible environment to study or work. The organisation understands that on occasion, there may be instances of dissatisfaction and acknowledges that the cause(s) must be addressed and rectified promptly.

As a Registered Training Organisation we are committed to developing and maintaining an effective, timely, fair and equitable complaints and appeals handling system based on the principles of natural justice and procedural fairness.

TLC Learning endeavour to address any and all complaints in a fair, constructive and timely manner. The complainant has the right for their complaint to be heard and for an impartial decision to be made at no cost to themselves. Complainants have the right to appeal a decision.

As part of continuous improvement we identify potential causes of complaints and appeals and take appropriate corrective action to resolve the complaint as well as eliminate or mitigate the likelihood of reoccurrence.

For detailed information, refer to our Complaints and Appeals Policy & Procedure (available at <https://www.tlclearning.edu.au/student-information/policies-and-procedures/>).

Student Feedback

We aim to continually improve our services to students and are committed to listening, and responding to your feedback. Your feedback will be treated with confidentiality.

Here are several ways you can provide communicate with us:

- Direct email to your educator or TLC Learning coordinator
- Survey after your enrolment is finalised
- Survey prior to course completion

Emergencies

All medical emergencies and accidents involving injury must be reported immediately to our staff in order for the necessary care and medical assistance to be arranged without delay.

If the injury cannot be treated on-site, dial 000 to call an ambulance.

You should stay with the injured person until first aid or medical assistance arrives.

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Medicare does not cover ambulance costs. In the unlikely event you need an ambulance to take you to hospital, you will be responsible for the ambulance charges.

Students and staff are all responsible for reporting any hazards that may cause injury or damage. Please report hazards or near misses to staff as soon as possible.

Should you have a health condition that may be critical under certain conditions or at certain times, please advise either your educator and/or the workplace coordinator before you commence your course and/or placement as soon as you become aware of your condition. All information is required to enable us to provide support in an emergency situation and will be treated as confidential. This information may also be important for your safe participation in work placements.

General Information

IT Requirements

You will be required to use computers / tablets and/or other devices. A basic understanding of how to use the following is essential:

- Windows and/or Mac computer
- File management system (opening, editing and saving files, uploading and downloading from internet)
- Microsoft Office
- Internet browsing / searches
- Send / receive emails

You may also be required to bring your own suitable device and be responsible for all antivirus and other digital security protection for your device.

Wi-Fi is available for all students at training locations at no additional costs.

Children on site

Children are not permitted in training rooms, practical sessions and on work-placements.

Counselling

Counselling is available for a range of issues and practical difficulties you might experience including career decisions, personal issues, course and study difficulties and grievance / mediation issues.

All counselling is private and confidential. Any concerns can be discussed without fear of judgment or criticism. Your educator and course coordinator are available to assist you.

Lost property

To assist in the identification and return of lost property, please mark all your personal belongings with your name. You are encouraged not to leave valuables unattended and we accept no liability for loss or damage to your personal property.

Student facilities

Tea and coffee making facilities are provided at no cost. You may choose to bring lunch or buy lunch off site. Food is not to be consumed in training rooms.

Please keep these facilities tidy and free from rubbish at all times.

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TLC Learning Privacy Statement

TLC Learning is committed to protecting the privacy of your personal information. This statement explains how we handle your personal information.

Where we use the words 'we' and 'us' in this document, it means TLC Learning.

Your Personal Information

In order to provide you with training and associated services we may need to collect personal information such as your name, address, employment history, job seeker identification number, qualifications, driver's license, police check, etc.

If you decline to provide your personal information, TLC Learning may not be able to:

- Provide the product of service you requested, or
- Enter into a business partnership/relationship with you.

Collection of personal information

Where practicable, we will endeavour to collect personal information directly from you.

Where services are provided on behalf of a Commonwealth and/or State Government, we may collect personal information from such Government departments and agencies, this includes collecting information to enable us to create a Unique Student Identifier on your behalf, and TLC Learning will obtain your written consent before undertaking this process.

For Victorian students under the age of 25 we will collect information from you which will allow us to obtain your Victorian Student Number (VSN) a requirement by the Victorian State Government.

We may also need to collect personal information from other third parties with or without your direct involvement or consent, such as an employer. However, this will not include sensitive information.

Use and disclosure

Every effort will be taken by us to ensure that the information you provide remains private and is used only for the purposes you agree to.

We will only disclose personal information to a third party where one or more of the following apply:

- You have given consent (verbal or written)
- It is authorized or required by law, or necessary for enforcement of law
- It will protect the rights, property or personal safety of another person
- The assets and operations of the RTO business are transferred

Access to personal information

You can access the personal information we hold on you, except when Government legislation requires or authorizes the refusal of access.

To access your personal information you will need to complete a Request to Access Records Form and describe the information you wish to view and submit it to the Manager – TLC Learning. You will also be required to provide proof of identification.

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Storage & Security

We will take reasonable steps to maintain the privacy and security of personal information. We ensure this by having security measures such as:

- Storing electronic information on a secure server with restricted access
- Storing paper-based documents securely on our premises

We will take reasonable steps to destroy or permanently de-identify personal information when it is no longer required for any purpose.

Resolving privacy concerns

If you wish to raise a concern about a privacy matter, please refer to Complaints and Appeals Policy and complete a Complaint/Appeals form and send it to the Manager – TLC Learning to investigate.

To access TLC Learning's Privacy and Confidentiality Policy and Procedure, please visit www.tlclearning.edu.au.

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