

# Student Guide and Terms and Conditions

Thank you for considering Compass Assurance Training for your training needs to achieve nationally endorsed training packages, or qualifications, competency standards or modules specified in accredited courses.

## About Compass Assurance Training:

Compass Assurance Training is a registered training organisation (RTO 88194), nationally recognised through the Australian Skills Quality Authority (ASQA).

Compass Assurance training is committed to delivering a high quality of training and assessment, working within the requirements of the Standards for Registered Training Organisations (<http://www.asqa.gov.au/about/australias-vet-sector/standards-registered-training-organisations-rtos-2015>).

Our focus as an RTO is to provide courses in the areas we know best!

- BSB51615 Diploma of Quality Auditing
- BSB51315 Certificate IV and Diploma Work Health and Safety
- BSB41415 Certificate IV in Work Health and Safety
- BSB42315 Certificate IV in Environmental Management and Sustainability

Our trainers are all qualified VET Trainer Assessors as well as third party ISO assessors with a range of industry experience. We offer online courses, as well as face to face courses contextualised to your work environment.

One of our points of difference as and RTO is that we offer a very personalised training experience, all students are allocated a dedicated trainer. To get the most out of your training we encourage all of our students to stay in regular and direct contact with their trainers so we can help to keep you on track and on the way to finishing your study.

This webpage sets out the Student Guide, policies and procedures relating to our training delivery. This also includes our terms and conditions of the training contract between you and Compass Assurance training (CAT). Any changes in terms and conditions will be communicated to you, this includes changes in ownership and changes to third party arrangements put in place for service delivery.

All students are required to be familiar with the contents of this page before enrolling in a course. Course descriptions are available on each web page.

## Definitions:

The following definitions apply in this handbook

Assessment	A process to determine a student's level of acquired skill and knowledge against a set criteria
Compass Assurance Training	A Registered Training Organisation (RTO) trading as COMPASS ASSURANCE Training. (CAT)
Certificate	The award recognising the qualification you have successfully completed
Commencement	The course start date
Competent	Satisfactory achievement in a unit of competency
Course materials	Training and assessment materials provided by CAT
Credit transfer	Application of previously completed unit of competency from another course
Deferral	Postponement of study to a later date
Not yet satisfactory	Unsatisfactory assessment result
Not yet competent	Unsatisfactory unit of competency result
Reasonable adjustment	Adjustments made to training and assessing that does not compromise the quality or integrity of the training.
Record of Results	A transcript of the units of competency undertaken in completion of a qualification
Registered Training Organisation (RTO)	A training organisation who is registered with a state or national regular, whose details appear on <a href="http://www.training.gov">www.training.gov</a>
Statement of Attainment	An official document listing successfully completed units
Unit of Competency	A component of a training package which identifies a specific workplace requirement and includes the knowledge and skills that underpin competency

## Privacy Notice:

Compass Assurance training is required to collect personal information related to your enrolment, and may be required to disclose this information to third parties such as the National Centre for Vocational Education and Research (NCVER).

Information collected by Compass Assurance is done so in accordance with the Commonwealth Privacy Act 1998. This data is collected in order to enable us to provide you with our products.

It is a condition of enrolment that you provide us permission to respond to other RTOS seeking authenticity of qualifications.

CAT is subject to audits which are carried out by the Australian Skills Quality Authority (ASQA). For the purpose of these audits your training file may be given to ASQA officers.

## Training Programs:

Training services provided to clients follow the policies and procedures developed to meet the VET Quality Framework and the Australian Qualifications Framework (AQF).

Compass Assurance Training runs a range of programs that are both accredited and non-accredited. Accredited programs have been endorsed by the State and /or Commonwealth Government.

## Accredited Programs:

Accredited programs are usually competency based which means that training and assessment or recognition of current skills and knowledge focuses on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a particular workplace application are set out in Units of Competency and these can be grouped together to make up a nationally recognised qualification. Nationally recognised qualifications are set out in Training Packages and these can be viewed at [www.training.gov.au](http://www.training.gov.au).

These employability skills will be part of the assessment requirements of a nationally accredited course. A summary of the employability skills to be developed through a qualification can be downloaded from [www.training.gov.au](http://www.training.gov.au).

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to any client regardless of where they are, or the mode of training delivery provided. You could be a full-time client in a classroom or the workplace or you could be applying for recognition of the skills and knowledge currently held.

Each Unit of Competency is made up of the following:

- Elements
- Performance criteria
- Required knowledge and skills
- A range of variables
- Critical aspects of evidence
- Any pre or co-requisites (if applicable)

To be deemed Competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks in a range of situations and environments, including simulated applications in the classroom, over a period of time.

The evidence is the material proof that you have performed the specified competency or task to the required standard over a period of time. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Examples of evidence could include one or more of the following:

- Specific assessments tasks set by your Assessor
- Observation reports
- Certificates and awards
- Examples of work completed or special projects
- Current licenses
- Position descriptions and performance reviews
- Third party reports
- Question responses
- Tests

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others 'in a team'
- Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- Know the workplace rules and procedures

## **Enrolling in A Training Program:**

To enrol in a training program at Compass Assurance Training, you can apply online or contact the Administration Office on [admin@cas.com.au](mailto:admin@cas.com.au). When Compass Assurance Training receives your application, an interview will be scheduled.

At this interview you will do the following:

- Discuss the course in detail
- Discuss undertaking a training program
- Confirm the fees you will have to pay
- Complete a competency-based training test to determine your learning needs

## **Client Enrolment:**

Compass Assurance Training is committed to the enrolment of clients when the organisation has the capacity to deliver the course for which the client is enrolling and where the client has:

- Applied in the prescribed manner
- Meets the selection requirements for the relevant course
- Meets the selection criteria for the course, or have satisfied the CEO/Director of their equivalent qualification or experience to undertake the course
- Supplied accurate personal and previous qualification information
- Agreed to abide by the organisation's policies, procedures and code of conduct
- Paid the prescribed fees

## **Enrolment Cancellation, Termination or Refusal**

Compass Assurance Training has the right to:

- Decline enrolments at its discretion,
- Cancel an enrolment for any other reason not covered in these terms and conditions, full refund will be issued in these cases.

## **Assessment Process:**

The assessment process will be explained by your trainer/assessor and will be available upon request should you need to see the actual process.

- Assessments will cover the range of skills and knowledge required to demonstrate competency
- Assessments are made against performance criteria and/ or learning outcomes
- Unless otherwise arranged, course fees cover two assessment attempts, after which a fee may apply.

## **Authenticity**

Compass Assurance Training is required to ensure authenticity of student work (under the requirements of the Standards for RTOs). Students must agree to the following:

- Presentation of photo identification (such as a driver's licence)

- Obtaining a Unique Student identifier (USI)
- Signing the self-declaration on the enrolment form to ensure all work submitted is your own
- Agree to verification of authenticity of qualifications obtained at other RTOs

## Student Criteria:

Compass Assurance Training is committed to ensuring that all client selection processes are fair, equitable and consistent with workplace performance, competency level and the training package requirements. Therefore, selection into a training program is based upon the applicant:

- Satisfying appropriate funding body entry criteria
- Meeting any prerequisite qualifications or work experience
- Meeting any age requirements that may be in place for a course

Compass Assurance Training shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre-entry training they may take to meet eligibility criteria.

## LLN:

Compass Assurance Training conduct LLN assessments prior to enrolment. Where an issue is identified, you will be provided with an assessment report. Compass Assurance Training will endeavour to assist with your needs, however where we are unable to do this, you will be referred to an external agency to develop the necessary skills for course completion, this will be at your own cost.

## Applying for Extensions:

All **Cert IV and Diploma courses have a 12month completion time frame** - meaning students have twelve (12) months to complete the course by self-paced learning. Your period of enrolment commences from the date stated on your enrolment form.

Students are able to apply for an extension; however extra fees are incurred for this. Approval of extensions are at the discretion of the trainer. Extensions are not to exceed 6 months. If you require an extension of more than 6 months, full course fees will be payable.

You can request an extension by submitting the request for extension form and submitting it to [training@cas.com.au](mailto:training@cas.com.au). One of our trainers will be in touch to confirm arrangements.

## Deferral

You are able to apply for deferral in the first 3 months of enrolment in a course. This is done via the request for deferral form available on the website. This form should be emailed to [training@cas.com.au](mailto:training@cas.com.au). Fees apply for processing applications.

## Course Cancellation:

If you need to cancel a course, please send your request by email to [training@cas.com.au](mailto:training@cas.com.au). Cancellation does not deem the student eligible for a refund (see our terms and conditions below)

## Access and Equity

Compass Assurance training provides services to all people regardless of background. If you have learning difficulties or issues that will affect your ability to participate in the course, we encourage that you make us aware of these so that we can provide reasonable adjustment.

## Recognition of Prior Learning (RPL):

You have the opportunity to apply for recognition of prior learning (RPL). This means that you can submit evidence for a Unit(s) of Competency, and have it assessed by a qualified Assessor without completing the training.

Compass Assurance Training believes that no learner should be required to undertake a competency or element of competency in a qualification for which they are already able to demonstrate satisfactory achievement of the performance outcomes stated in the endorsed training package or nationally recognised course.

Compass Assurance Training aims to maximise the recognition of a learner's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or qualification at the required standard contact us at [info@cas.com.au](mailto:info@cas.com.au) who will provide the information you need to complete an RPL.

Regardless of the type of evidence submitted, assessors must be confident that the evidence meets the following criteria:

- Meets the requirements of the Unit of Competency(s)
- Meets any regulatory requirements
- Is your own evidence and can be authenticated
- That you can perform the competency consistently and reliably
- Is at the standard expected in the industry and set out in the Australian Qualification Framework (AQF)
- Is sufficient to make a judgment about the above

Compass Assurance Training is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your assessor will examine the evidence presented and make a judgment on that evidence which will be either:

- "C" means that you have been deemed Competent against that Unit of Competency(s)
- "NYC" means you are Not Yet Competent and may require further training

Your assessor will advise you what you can do if you receive an NYC for your assessment task. If you are deemed not competent in your initial assessment, you are allowed a second attempt. However, if you are deemed not competent in the second attempt, you will be required to re-enrol. Please talk to your assessor if you have any concerns.

RPL is to be submitted no later than **6 months** from the date of enrolment

## Credit transfer:

CAT recognises statements of attainment from other RTOs, and applications for credit transfer is part of our RPL process. Please let us know if you feel you are eligible for credit transfer. In this case you will be required to provide authenticated transcripts from your previous RTO.

## Making the Most Of The Training Program:

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimize your own learning and successful completion, undertake to do the following:

- Attend the workshops and complete all required reading and learning activities
- Prepare well in advance of each workshop
- Be a willing participant,
- Work with fellow students
- Respect other people's opinions
- Ensure you have a clear understanding of the assessment requirements
- Take responsibility for the quality of evidence that you submit to the assessor
- Keep track of your progress
- Complete and submit all assessment tasks using clear and concise language
- Be willing to contact your trainer if you do not understand the training activity or assessment task

## Student conduct

We ask that all students behave in a respectful way towards our trainers at all times, whether on line or in a classroom setting. Harassment and bullying of trainers will not be tolerated, and students engaging in this behaviour will be asked to leave. Examples of harassment include:

- Being derogatory about the course or the content
- Inappropriate jokes
- Comments about appearance, age, sexuality
- Insults and abuse



## Cheating and Plagiarism

Cheating refers to any activity that dishonestly represents your assessment. This includes plagiarism and collusion, submitting another person's work without providing proper recognition of the source. If this is suspected, you will be contacted and asked to provide an explanation of the situation, so that you have an opportunity to respond to any allegations. This may result in a formal warning and re-submission of the assessment piece. If there is a sufficient breach, your enrolment will be terminated, and fees will not be refunded.

## Getting Help:

At Compass Assurance Training your trainers and assessors are your best support, and we do provide all students with direct access to a dedicated trainer. If you are in need of some support, please speak to them. During the enrolment process, Compass Assurance training will make an assessment and determine whether any reasonable adjustments are to be made, or whether additional assistance and support is required. This includes significant LLN difficulties, disability and medical conditions, or other restrictions such as working hours.

## Rules and Regulations While Completing A Program:

Compass Assurance Training is committed to providing a learning environment that encourages clients of all abilities to participate and to successfully complete their training program. Compass Assurance Training ensures that all training programs are delivered in accordance with the rules and regulations set out by the relevant regulatory body. If you require any special assistance, please inform our staff at the interview or on enrolment. Compass Assurance Training respects the client's right to privacy and confidentiality.

## Appeals:

If you have a complaint, grievance or wish to appeal any decision while completing your training program Compass Assurance Training has a documented process for you to access and follow. This will be explained to you in your orientation program when you enrol. If you would like to find out more, please contact us at [info@cas.com.au](mailto:info@cas.com.au).

## Complaints

The director of Compass Assurance Training is responsible for investigating all complaints. All complaints (formal and informal) are to be submitted in writing to [admin@cas.com.au](mailto:admin@cas.com.au).

The Director of Compass Assurance training will be in contact with the student within 48 hours to discuss the nature or the complaint and commence an investigation into the complaint. Records of the investigation will be retained on the student file and in the CAT corrective action register.

If no resolution is reached at the conclusion of the investigation, the student is free to contact ASQA.

## **Fees and Charges:**

Compass Assurance Training aims to keep fees and charges to a minimum and have payment plans for clients. Your eligibility for any government funding and fees will be determined at your interview before you enrol.

Compass Assurance Training also has a refund policy that can be accessed on the payment terms page on our website. If you would like to find out more about fees, charges and refund options please contact us at [info@cas.com.au](mailto:info@cas.com.au).

Compass Assurance Training will send out certificates or statement of attainment to the address stated on the student's records. If for some reason the qualification record is lost or damaged by the student, then a replacement copy of the certificate or statement of attainment are available at a cost to the student.

## **The following reflects Compass Assurance Training fees and refund process**

### **Nationally accredited courses and qualifications:**

- Where a course fee is below \$1500.00 (GST excl.) the full course fee is payable on acceptance of registration.
- For courses in excess of \$1500.00 (GST excl.) and up to \$3000.00 (GST excl.), an initial deposit of \$1500.00 (GST excl.) is payable on acceptance of registration, with the balance becoming due on completion of 50% of the required course requirements.
- For courses in excess of \$3000.00 an initial deposit of \$1500.00 (GST exempt) is payable on acceptance of registration with the balance charged in a divisible increment of \$1500.00 and equal time frames.

### **Online training:**

- Course fees include either workbooks and access to online assessments or access to the online training resource library and online assessments. If students wish to access workbooks, online training resource library and online assessments, an additional fee of \$245 (GST exempt) shall be required.
- Distance education gives participants the flexibility to complete the course at their own pace within the stipulated course timeframes without the need to attend face to face workshops. Assessments and practical requirements are to be completed no later than 12 months (1 years) from commencement

### **Training at Premises:**

- Additional to the cost of the training invoiced, travel to some areas may incur travel costs such as flights, accommodation, hire car and meals for trainers. These costs will be passed onto you at cost.

Travel time will be charged to you at a rate of \$100 per hour (ex. GST). The first hour of travel is not charged from Melbourne, Sydney, Brisbane, and Perth.

### **Non-accredited courses and certifications:**

- The full course fee for all non-accredited courses and examinations is payable in full on acceptance of registration.

### **All courses and qualifications**

- Course fees will be invoiced at registration and as described throughout the course. Payment must be received in full prior to the commencement of the course or prior to continuation of the next section of the course.
- If full payment is not received prior to course commencement, or the commencement of the next section, then the client shall not commence the course, or the next section, until such time as payment has been received in full.
- If a client commences a course but does not complete the course, the full course fee is still payable. Non-attendance at booked training, or non-completion of any course through e-learning, mixed mode etc. will incur full course cost.
- Enrolments in any courses or qualifications are considered as final. Cancellation and refund of fees in any enrolment will only be considered within 14 days of registration. Cancellations are available only by negotiation and may incur additional fees. Cancellations are subject to a minimum of \$300 (excluding GST) administration fee for all qualification refunds.
- Refund will not be made for any unit of competency for which a student has received textbooks, printed manuals, handbooks or assessments or RPL materials or access to e-learning units or e-assessment units.
- If clients wish to transfer to another course, then greater than 14 working days' notice of enrolment acceptance is to be given. Transfers are available only by negotiation and may incur additional fees. Transfers are not applicable once a course has been commenced.
- Fees for single units of competency and or skill sets are not refundable, however, attendance may be transferred to another student or course date, with greater than 7 days' notice prior to course commencement.

### **Certification:**

When you have been assessed as competent, you will be emailed a pdf of your certificate with a record of results and/or statement of attainment. Qualifications are issued in accordance with the requirements of the Australian Qualifications Framework and all records of results are retained for 30 years. Replacement qualifications will incur a fee.

### **Liability**

To the maximum extent permitted by law our liability, in aggregate, to you will be limited to the fees payable within the proposal/agreement.

We will not be liable for consequential losses.

If we are not able to limit our liability to the fees payable within the proposal/agreement our liability to you will be limited to re-supply of services.

You will release us, our employees, agents, sub-consultants and servants, from all liability to you one year after the cessation of any training by Compass Assurance Training.

You will indemnify us from any claim by or liability to a third party associated with the delivery of this work including the costs of defending or settling such a claim

## Changes to terms and Conditions

Compass Assurance Training reserves the right to modify these terms and conditions, all enrolled students will be informed of any changes.

## Additional Fees and Charges:

Fee type	Amount	Applied
Certificate and record of results re-issue fee	\$60	Upon request of re-issue of Certificate and Record of Results
Statement attainment fee	\$50	Requested statement of attainment (Upon request for a Statement of Attainment to be issued mid-course)  Re-issue of statement of attainment
Deferral Fee	\$100	Upon request for deferral
Course extension Fee	\$150	Upon request for course extension
Unit re-enrolment fee	\$250	For re-enrolment in any unit as a result of unsuccessful completion

## Jurisdiction

This Agreement shall be assessed and interpreted under the laws of Queensland, Australia. Both parties submit entirely to the jurisdiction of the Queensland courts of law and non-exclusive jurisdiction.

