



SUMMIT TRAINING

Elevate Your Potential

Summit Training Student Handbook

Welcome to Summit Training. This comprehensive handbook contains essential information about our training services, policies, and procedures to support your learning journey with us.

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Welcome to Summit Training

Summit Training is proudly an Australian owned and operated company with operations in Western Australia and Queensland. Our team has over 30 years experience facilitating our courses and all of our trainers and assessors have a wealth of experience in their area of expertise to assist with your training needs. Our aim is ensure you receive high quality training at a reasonable cost, to ensure that your employees have the required skills and knowledge to work safely. Being in the heart of Western Australia makes us readily available to deploy our trainers to where you need them and also enables provide a range of public courses to one of the West largest mining communities.



Overview of our company

Summit Training is committed to ensuring the provision of high-quality training outcomes, upholding fairness and non-discrimination for all learners. Our focus is on equipping learners with industry-relevant skills through effective training and assessment processes. In our ongoing commitment to excellence, we aim to cultivate equitable, long-term relationships with our clients. We actively involve them in identifying continuous improvement opportunities that can be mutually beneficial. We value and encourage our clients' requests and suggestions, recognizing the importance of their input in enhancing the overall learning experience.

What we offer

Summit Training's staff has extensive experience in all facets of accredited and non-accredited training in business, individual support and security industry. Please go to the website for a full list of the training provided by Summit Training or call the office to discuss your options.

<https://allminetraining.com.au/>



Pre-enrolment

Clear Information

Summit Training will ensure that students are provided clear, accurate and current information about the services offered by Summit Training. This commitment aims to empower students to make well-informed decisions during their course of study.

Skills Assessment

Additionally, Summit Training guarantees that students are only offered positions in courses after a thorough assessment confirming their possession of the requisite skills and experience.

Course information

Comprehensive details for all courses, encompassing course components, eligibility requirements, enrolment procedures, delivery and assessment arrangements, fees, and other pertinent information, are readily accessible.

Eligibility for enrolment

To be deemed eligible for admission to certain training programs, you may be required to meet specific entry criteria. This could include prerequisites or conditions specific to subsidized programs. Details regarding eligibility criteria are provided in the course information before enrollment or can be obtained from the administration.

Access to funding training places

If you qualify for and receive a government subsidy for a training program, it's important to note that accessing additional training within the same program or becoming eligible for other funded programs may be restricted. Consequently, it is advisable to thoughtfully assess your training options before committing to a subsidized training opportunity.

Before you enrol

Before enrolling in any training program with Summit Training, it is crucial to dedicate time to thoroughly read and comprehend this handbook. Pay specific attention to details regarding fees, payments, refunds, cancellations, the code of conduct, as well as procedures for complaints and appeals. Towards the end of this handbook, you will find a condensed summary of services and corresponding fees. It's important to note that certain service charges may vary based on the time and resources needed to address specific requirements. For precise quotes on these services, please reach out to Summit Training directly.

Student Code of Conduct

When participating in a course conducted by Summit Training at any training venue, we request that all students maintain courtesy towards each other, our staff, and anyone encountered in and around the venue. Please adhere to these fundamental rules:

Student Code of Conduct Rules

Compliance with Staff Requests

All students are expected to comply with reasonable requests and requirements made by staff.

Substance-Free Attendance

No student should attend any class while under the influence of alcohol or any drugs (prescribed or otherwise).

Zero Tolerance for Discrimination

Any form of discrimination (sexual, racial, etc.), bullying, harassment, or the use of obscene, offensive, or insulting language or behavior will not be tolerated. Violations may result in temporary or permanent removal from the class.

No Disruptive Behavior

Disruptive behavior is unacceptable and will not be tolerated. Individuals engaging in such behavior may be asked to leave the class temporarily or permanently.

Legal Compliance

Any violation of state or federal laws, such as stealing, damaging property, assault, etc., will be reported to the relevant authorities.

Sanctions and Your Privacy

Sanctions including cancellation of enrolment without refund, being asked to leave the training venue, attending an interview or mediation may be imposed and are purely at the discretion of the CEO or the trainer in charge if the CEO is absent from the building or training venue.

Your Privacy

Summit Training recognizes the significance individuals attribute to their privacy and personal information. Consequently, we approach your privacy with utmost seriousness and adhere to the stipulations outlined in the National Privacy Principles of the Commonwealth Privacy Act (1998) whenever they are applicable in our interactions with you as a student.

Under certain circumstances, legal obligations may necessitate the disclosure of student information to entities such as Registering Bodies affiliated with State or Federal Government Departments. However, it is imperative to note that, aside from these instances, we are committed to obtaining written consent from the student before sharing any of their details. This ensures that your privacy remains a top priority throughout our engagement.

Privacy Principles

The relevant Privacy Principles are summarized as:



Collection

We will collect only the information necessary for our primary function and you will be told the purposes for which the information is collected.



Use and disclosure

Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.



Data quality

We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.



Security

We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.



Openness

We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.



Access

The individual will be given access to the information held about them, at their request. This includes anything held on the students file including assessment results and participation records.



Anonymity

Wherever possible, we will provide the opportunity for the individual to interact with us without having to identify themselves.

Sensitive Information and Confidentiality

Sensitive Information

We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

Confidentiality and access to records

Confidential information acquired by Summit Training and individuals or entities representing Summit Training must be treated with the utmost confidentiality. Unless mandated by the Standards for RTOs or other legal or contractual obligations, details pertaining to students and staff will not be shared with external parties unless explicit written consent is obtained from the respective student or staff member.

- Important:** Both students and staff members have the right to request access to their personal records. These records will be maintained and archived for a period of 30 years in a format suitable for retrieval and transfer. Students seeking access to their records are required to submit a written request to the Training Manager.

Students records

Summit Training ensures the following regarding to all Academic Records:

- Application forms are completed and filed for all students. Relevant data is entered on to the electronic record keeping system;
- Competency records are maintained by trainers and forwarded to the Administration on completion of each unit;
- The date of achievement of units of competency is recorded on the Student Records file as each competency is completed and signed off by the trainer;
- When it is believed that a student has completed all competencies required for the issuing of an award a transcript is printed and sent to the Compliance Coordinator;
- Students completing one or more units but not a complete qualification will be issued a Statement of Attainment on completion of their studies or upon withdrawing from a course;
- A trainer in the program and the Compliance Coordinator must verify eligibility for an Award or a Statement of Attainment;
- Verification requires checking student module / unit completions against the qualification requirements or packaging rules in the curriculum / training package. Applicable rules will be those that applied at or after the time of enrolment up until the time of completion;
- After verification of eligibility, an Award or Statement of Attainment will be prepared and issued to the student;
- The date of issue, title of the Award or Statement of Attainment, and sequence number of the document is recorded in the Student Records file;
- The student records file is backed up at the time changes are made to it and stored off-site or in a fireproof container.

Issuing Qualification(s) or Statement of Attainment

Students who successfully fulfill the requirements of an accredited program of study or specific units within it will receive the appropriate qualification or statement of attainment, provided their financial obligations to the organization have been settled in full. In such cases, issuance will take place within 30 days of receiving the relevant course documentation. If there is an outstanding financial debt, the conferment of the award may be delayed until the debt is resolved. Summit Training reserves the right to revoke an award if it was issued in error or based on false or misleading information. In the event of award cancellation, written notification will be provided, and the recipient is required to return the revoked award to Summit Training within 21 days of receiving the written notice. If you disagree with this decision, you have the option to appeal through the CEO.

Collection of student feedback

All students will be asked to complete a confidential course feedback form at the completion of their course of study. We take feedback seriously and use comments and suggestions to enhance our business and training practices. You don't have to wait to complete the form if you have any suggestions for improvement of our courses, administration or any process, please see a staff member.

Student identifier Information

Summit Training is required under the Student Identifiers Act 2014 to ensure new or continuing student are issued with a Unique Student Identification (USI). The USI enables student to track the education for life. The USI is a requirement under Commonwealth legislation and conditions of registration for training organisations. A Student must have a Valid USI before Summit Training can issue a student with a qualification or statement of attainment. The USI does not cost students anything, you are able to go online and register for a USI at <http://www.usi.gov.au/> and provide this number on enrolment.

- Summit Training will only issue a VET qualification if the student has a Unique Student Identifier.
- Summit Training will not publish the USI on any Testamurs.
- Summit Training will only collect USI from students once consent has been approved by the individual student and all information will be treated in –confidence.

Student Identifiers will be stored in securely in the student's files and in the student management system.

Harassment and Discrimination Policy

Harassment and Discrimination Policy

In accordance with Australian law, it is mandatory for us to establish a workplace that is devoid of any manifestations of harassment and discrimination, including victimization and bullying. This commitment is aimed at fostering an environment where both staff and students feel genuinely valued, respected, and receive equitable treatment.

To uphold this standard, we are dedicated to ensuring that all our staff comprehend their roles and responsibilities in shaping such a workplace. This will be achieved through effective communication, mentorship, and by setting a clear example of expected behavior. All staff members are well-informed about the processes and procedures in place for addressing any instances of alleged harassment or discrimination.



Definitions of Harassment and Discrimination

Staff are aware and students should be aware of the following definitions:

Bullying

is unwelcome and offensive behavior that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behavior over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumors about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

Confidentiality

refers to information kept in trust and divulged only to those who need to know.

Discrimination

is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender, history, impairment, age or sexual orientation. Victimisation is also treated as another form of discrimination.

Harassment

is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed.

Personnel

refers to all employees of Summit Training and any sub-contractors representing Summit Training

Racial Harassment

occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

Sexual Harassment

is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

Victimisation

is punishing or treating an individual unfairly because they have made a complaint, or are believed to have made a complaint, or to have supported someone who has made a complaint

Specific principles

Right to a Safe Environment

All staff and students have a right to work in an environment free of any form of harassment and discrimination,

Serious Treatment of Reports

All reports of harassment and discrimination are to be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behavior that will not be tolerated,

Immediate Action Required

When a staff member is informed of any harassment or discrimination, they have the responsibility to take immediate and appropriate action to address it,

Respect and Confidentiality

In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained,

Resolution Through Discussion

Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation.

Support for All Parties

Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue,

No Victimation

Victimation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,

Good Faith Participation

Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good faith.

Complaints & Appeals

Summit Training is dedicated to fostering fair and impartial outcomes for all its students. To facilitate this commitment, Summit Training pledges to offer an effective avenue for resolving concerns or complaints that may arise during participation in any of its courses, including appeals related to assessment decisions. While the mechanisms for resolution may vary based on the nature of the complaint or appeal, Summit Training strives to ensure that each case is handled with sensitivity, promptness, and in accordance with relevant policies, procedures, laws, and regulations.

Throughout the resolution process, every reasonable effort will be made to uphold the confidentiality of those involved, ensuring a fair and impartial approach. A summarized overview of Summit Training's Complaints and Appeals process is provided below, and the comprehensive Complaints and Appeals policy and procedure can be obtained from Summit Training Administration and its official website.



General concerns/issues



Initial Discussion

In the event of a problem or issue, students are encouraged to initially discuss the matter with the relevant person or local administration staff, who may be able to offer a quick and informal resolution.

Training Manager

If this proves unsuccessful or is deemed inappropriate, students are advised to consult with the Training Manager for guidance on the next steps.

Formal Complaint

If a satisfactory resolution is still elusive, students may proceed to file a formal complaint. This involves submitting a written complaint or appeal using the provided student complaint/appeal form, accessible from the administration.

Once lodged, the complaint or appeal will be escalated to our CEO, who will oversee the investigation process and keep the student informed throughout. Mediation may be arranged as part of the resolution process. Following the conclusion of investigations and decision-making, all involved parties will be notified, and the student will receive a written account of the outcomes, detailing the decisions made. If the investigation substantiates the complaint, the CEO will instruct relevant staff members to promptly implement corrective actions. Students have the option to appeal any decision resulting from this process or involve external agencies, such as the Training Accreditation Council (TAC) [<https://www.wa.gov.au/organisation/training-accreditation-council>] or the Western Australia Ombudsman. Additionally, a National Training Complaints Hotline is available at 13 38 73.

Decisions and complaint handling

An organization's decision can be challenged through an appeal process within 20 working days, provided reasonable grounds exist for such action. This encompasses decisions related to previously filed complaints or those concerning deferred or canceled enrollments. To initiate an appeal, it must be submitted in writing using the student complaint/appeal form available from the administration. Upon receipt, the CEO will oversee the evaluation of the appeal's validity. In cases where it deems fit, a meeting may be convened to discuss aspects of the appeal and facilitate reaching a conclusion. Once the appeal's outcome is determined, all involved parties will be informed, and the student will receive a written summary detailing the decision and its rationale. If the appeal is upheld, the CEO will instruct relevant staff members to promptly implement corrective actions.

Students not content with the appeal's outcome have the option to request a review by an independent party.

Appeals against an assessment decision

Summit Training has established a comprehensive process for reassessing outcomes when students express dissatisfaction with their assessments. All reassessments involve an assessor independent of the initial assessment under appeal. Should you find yourself dissatisfied with an assessment outcome, it is recommended that you first engage with your initial assessor to ensure a clear understanding of the reasons for your unsuccessful result. If uncertainties persist or the matter remains unresolved, you are encouraged to reach out to any other staff member to discuss the procedure for initiating the appeal process. Summit Training is committed to addressing appeals promptly and effectively, with the goal of resolving all appeals within 10 working days from the date the student lodges the appeal in writing. Key aspects of our assessment appeal process include:

- The requirement for written submission of each assessment appeal, with the outcome communicated in writing.
- The assurance that individuals lodging an assessment appeal will have the opportunity to present their case in an unbiased and independent environment, with the independence of the party or panel mutually agreed upon.
- A commitment to act upon any substantiated assessment complaint or appeal, considering it as an improvement opportunity for the organization.

The CEO assumes responsibility for managing the resolution of any appeal or complaint and is available to provide the relevant appeal or complaint form as needed. All appeals and complaints, along with their resolutions, undergo review at our management meetings and may lead to continuous improvement activities if deemed appropriate.

Legal Requirements

Legal Requirements

We adhere to various legislation governing training, assessment, and general business practices, encompassing crucial aspects such as safety, privacy, and your rights, among others.

Throughout your course, you will be made aware of specific legislative requirements relevant to your training. It's worth noting that these regulations are subject to regular updates, and our internal improvement processes ensure that all staff members are promptly informed of any changes.

If you wish to stay informed about the current legislation, you can access the links by clicking on the heading below.

The legislation directly impacting your participation in Vocational Education and Training includes:

Commonwealth Legislation

- Age Discrimination Act 2004
- Copyright Act 1968
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Human Rights and Equal Opportunity Commission Act 1986
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act (1998) including the National Privacy Principles
- Skilling Australia's Workforce Act 2005
- The National Vocational Education and Training Regulator Act 2011

State Based Legislation (Western Australia)

State Legislation and Fees

State Based Legislation (Western Australia)

- Fair Trading Act 1987 (advertising and marketing)
- Mines Safety and Inspection Act 1994
- Work Health and Safety Act 2020 and Regulations
- Vocational Education and Training Act 1996 (Apprentices and trainees)

State Based Legislation (Queensland)

- Work Health and Safety Act 2011
- Vocational Education, Training and Employment Act 2000
- Other relevant Queensland training legislation

Fees, Charges & Terms

Information regarding course fees can be obtained by reaching out to Summit Training directly or can be found in the pre-enrolment information sent to prospective students. Upon confirmation of enrolment, course fees (or a portion thereof) are payable. These fees cover the following:

- Participation in the course for the agreed duration of the program
- All course learning materials, necessary resources and equipment unless otherwise stated in the course information supplied
- Processing of RPL applications corresponding to advertised course components
- Processing of direct credit applications for relevant units (full qualifications only)
- Access to advertised support programs
- Marking of assessments

Payment of course fees does not entitle the student to:

- Select or vary elective units or defined course components (although employers and individuals are welcome to negotiate specific training needs prior to delivery taking place)
- Course extensions
- Supplementary training or support not previously advertised or negotiated
- Resubmission of assessment items following three unsatisfactory attempts
- Reassessment or re-enrolment in a subsequent course following failure to complete a course to the required standard or timeframe

Subsidised training

The majority of Summit Training courses operate on a fee-for-service basis, where participants fund their enrollment through course fees. However, certain courses may have approved funding options. In subsidized programs, eligible participants typically benefit from a reduced fee. Non-eligible students are still welcome to participate in these programs but are required to cover the full fee.

Enrolment & payment

Prospective students must complete an enrolment application form, found in the enrolment section below. This entails providing relevant personal details and essential information, and their eligibility is confirmed for the application to be accepted. Additionally, all new students are required to demonstrate that their Language, Literacy, and Numeracy (LLN) levels align with the course level and content, and the LLN Assessment can be conveniently conducted online (refer to the LLN section). Following this, applicants are prompted to settle any applicable course fees, or a partial amount as specified in the fee payments and payment plans section, unless they secure a purchase order from their employer or employment consultant where applicable. Enrollment is considered confirmed only upon receipt of payment.

Payment Options

Standard payment options include:

- In person – by cash, debit/credit card (Visa/Mastercard)
- Over the phone – using debit/credit card (Visa/Mastercard)
- Online – by electronic payment (through Paypal)
- Payment plan – instalments via Zippay or as per prior approval
- Payments involving purchase orders
- Employer or jobs services provider purchase orders may be lodged in person, by post or by email. Confirmations must include the name and contact details of the person to be invoiced.

Fee Payments

For all enrolments, the full course fee must be paid in advance unless:

- A payment plan is agreed prior to enrolment (see below)
- The student is eligible for concession
- The student is eligible for a reduced fee as a condition of approved funding

• The total fee exceeds \$1,500.00, in which case no more than \$1,500.00 will be collected prior to commencement, with the balance payable in instalments of no more than \$1,500.00 each over the duration of the course

• Payment is to be made by an employer or job service provider, in which case enrolment will proceed upon receipt of an approved purchase order

Payment Plans

A payment plan must be arranged where the full cost of a course is greater than \$1,500.00, Summit Training is unable to take payments in advance greater than this amount. For courses costing less than \$1,500.00 you may be able to arrange a payment plan if you are unable to pay the full course fee in one payment. This option must be negotiated with Summit Training administration.

Outstanding/Overdue Payments

If your repayments become overdue or you have a financial debt to the organisation, you may not be eligible to undertake further assessment, continue in the course or enrol in further study. Also, certificates and Statements of Attainment will not be issued until all outstanding fees are paid. If non-payment of invoice is greater than 90 days then the matter will be referred to a debt collection agency if prior agreement or agreement has not been discussed and approved by Summit Training.

Re-enrolment

You must re-enrol and pay the required fee if you require additional training or assessment as a result of failure to complete a course or meet submission deadlines for assessment items.

Changes to services

Summit Training aims, at all times, to minimise disruption to students undertaking training. Where unforeseen and unavoidable circumstances may disrupt or affect training activities, Summit Training will advise students of any changes or new arrangements at the earliest opportunity. This may include changes to timetables, personnel, or revisions to course materials, third party arrangements, or any other change that affects participants. Please ensure that your contact details are up to date to facilitate communication.

Cancellations & refunds

Individual or Company bookings will attract a 50% cancellation fee if a course is cancelled or postponed within 48 hours of commencement and 100% fee if less than 24 hours is given (see refund policy). For company and workplace bookings where Summit Training is required to organise travel and accommodation for trainers, Summit Training reserves the right to on-cost to the client these expenses when the course is cancelled or postponed by the client. Should Summit Training need to cancel/reschedule any course, attendees are entitled to any fees paid to be fully refunded or transferred to a future course. Ideally, 48 hours' notice will be given to attendees however in cases where this is not achievable as much notice as possible will be given. A 100% cancellation fee will be charged if any required documentation/materials the student is required to bring to facilitate training and assessment is not available when required.

Refund Policy

Where a student wishes to cancel or transfer an enrolment, and written advice to this effect is received at least 48 hours prior to course commencement, fees paid will be refunded less a \$50 charge for administration. Students wishing to cancel an enrolment less than 48 hours prior to their course commencing, or at any time after commencement, are not entitled to a refund. Clients are strongly advised to consider their work and/or personal commitments before enrolling to avoid this situation occurring. Clients will receive a full refund, with no associated administration charges in the following circumstances:

- The course or training activity is cancelled
- The course is rescheduled to a time when the client is unavailable
- A client is not allocated a training position due to maximum participant numbers having already been met.

Refunds and Reissue of Certificates

A 50% refund (less administrative fee) applies if clients withdraw for personal reasons beyond their control, after pre-reading materials have been forwarded and administrative tasks undertaken. Pre-reading material indicates the commencement of training, prior to attendance at face to face training. Acceptable reasons may include:

- Illness (verified by a medical certificate)
- Change of employment hours or location (verified by employer)
- Other reasons deemed valid at Summit Training's Management's discretion

Reissue of Statement of Attainment

Should you require a statement of attainment to be reprinted, you must provide Summit Training evidence of this request in the form of a signed letter stating the competencies in which you require a statement of attainment. Please be advised the reprint process will be completed in a minimum of a 5-day duration. Costs to reissue a Statement of Attainment/ Certificate is \$ 40.00 which includes emailing and printing of the SOA, and registered post. Please allow 7 working days minimum for arrival. If you require a digital copy, the cost for re-issuance is \$25.

Lost and replacement certificates and results

Lost or damaged transcripts and certificates can be replaced on request. A Fee applies for replacements, which may also require the extract of student records from archived records. You should allow a minimum of 7 working days to receive these. The current fee for this service is \$40.00 which includes certified postage and handling. Reissuance of a digital copy is \$25.00.

Work Health and Safety Policy

Work Health and Safety Policy

The Work, Health and Safety Act 2020 (or in certain cases the Mines Safety and Inspection Act 1994) describes the duty of care we have to provide a safe and healthy working environment for our employees and our duty of care to take reasonable care for the health and safety of others within the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training in topics such as safe work procedures,
- properly maintained facilities and equipment,
- a clean and suitably designed workplace.

The following procedures and standards must be observed to help achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situations, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety standards,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure student safety at all times,
- All unsafe situations are recognised and reported,
- Display first aid and safety procedures for all staff and students to see,
- Report any identified Health and Safety hazard to the appropriate staff member as required.



Working with Children and Access & Equity

Working with Children

Whilst we do not exclude people under the age of 18 in our training and assessment programs, it is unlikely that a person who has not attained the age of 18 would enroll in the courses we offer.

Access and Equity

We are committed to ensuring that we offer training and assessment opportunities to all people on an equal and fair basis including:

- women where under-represented,
- people with disabilities,
- people from non-English speaking backgrounds,
- Indigenous Australians, and
- rural and remote learners.

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

Any issues or questions regarding access and equity can be directed to the CEO of Summit Training

Enrolment

The application for enrolment form can be accessed by calling our office or by heading online to our website:

<https://allminetraining.com.au/>

Please note that all new enrolling students must also complete the mandatory Literacy and Numeracy indicator prior to completing an enrolment form, this can be done online (see further down about LLN).

Induction

Prior to enrolment, administrative staff provide intending students with relevant course information including information in relation to course content, pre-requisite and other requirements, delivery arrangements, schedule and support services. Pre-enrolment information is supplemented by a course induction conducted by the trainer at the commencement of the course. Course induction may cover training site rules, the location of facilities, health and safety information, emergency procedures and other information aimed at ensuring the learning experience is both safe and enjoyable. Course induction also provides an overview of the course content, and training and assessment procedures, including method, format and purpose of assessment.

Attendance and Participation

Students are asked to be punctual and attend each class/training session on time. If unable to attend, students are encouraged to notify their trainer or administration. If a student is experiencing any ongoing difficulties affecting their participation or otherwise impacting on their ability to complete a course, they should discuss the situation with their trainer or with Summit Training administration as soon as possible. Students undertaking nationally recognised training must satisfy participation and assessment requirements to be eligible for the award of a qualification or statement of attainment. Students are expected to participate fully in all aspects of the training through regular attendance and engagement with learning activities and through completion of requisite tasks and coursework. Student attendance and participation is monitored as a matter of course to ensure these expectations are met and to support students to complete their training successfully. Students must engage in all requisite assessment activities and submit all work for assessment by the due date in order to ensure progress and meet course requirements. Extensions to submission deadlines will only be granted in exceptional circumstances where adequate proof is provided. For further information on the assessment process refer to the What is Assessment section.

Language, Literacy and Numeracy (LLN) Assistance

Our course standard material contains written documentation you must be able to read, written assessment you may be required to submit and limited numerical calculations. We recognise that not all people are able to easily, write and perform calculations to the required standards.

All our staff have received basic training in assisting people with learning needs we will endeavor to help where we can to accommodate anyone with difficulties with language, literacy or numeracy.

In the event that a student's needs exceed our skill we will refer the student to an external support provider such as their local TAFE campus. Any fees associated with this external assistance will be at the expense of the student.

Recognition of Prior Learning

Recognition of prior learning (RPL) is the process in which a person's existing skills and knowledge are assessed to determine competency. As such, RPL is an assessment-only pathway and is offered to all learners who believe they can satisfy course requirements solely on the basis of their previous industry experience, prior training or familiarity with the material. If you intend to apply for RPL, you will need to provide supporting evidence showing how your skills and experience match the requirements of the qualification or units for which you are seeking recognition. Recognition of Prior Learning (RPL) will be structured to minimise the cost and time to applicants whilst retaining the integrity of the national VET Quality Framework to recognise competencies in accordance with the requirements of Training Packages or Accredited courses. Summit Training will ensure that any applicant for Recognition of Prior Learning is provided with:

- Information about the units of competency relevant to their Recognition of Prior Learning application.
- Adequate information and support to enable the student to gather reliable evidence of competency.
- Opportunities to obtain feedback on the evidence proposed prior to finalisation of the application
- Competencies for which RPL is being requested may have been developed through formal education and training, through work experience or training or through life experiences.
- A written statement from an appropriate supervisory person is required to confirm authorship of any work submitted.

It is accepted that RPL is an assessment of an individual's current knowledge, skills and attitudes even though the evidence produced in support of the claim for recognition may be drawn from the past. It is up to the RPL assessor to judge whether the evidence produced demonstrates current knowledge, skills and attitudes.

Application forms and the policy are available through administration. Again, please call if you cannot access these or if you have any questions.

Credit Transfer

Summit Training will recognise any Qualification or Statement of Attainment issued by other RTOs in accordance with the regulatory standards for RTOs. Credit Transfer information will be included in information given to students prior to enrolment via the Student Handbook. All staff must be provided with information about the Credit Transfer application process and assist students in completing applications.

Definitions:

Credit Transfer – exempting a student from enrolling in and being assessed in a unit or units because they have been granted recognition for completing the identical unit or units at another Registered Training Organisation. Variations in the version number of units reflect minor changes not related to outcomes.

Recognition means that students will be granted exemptions or Advance standing in a course as a consequence of having completed the same unit(s) with another Registered Training Organisation.

To receive credit for previous study, you will need to be enrolled in a full qualification and be able to provide certified copies of your qualifications and transcripts or statements of attainment. Please note that you cannot receive credit for your whole programme of study. At least twenty per cent must be achieved through assessment, either following formal training or via recognition of prior learning.

Procedure:

Applicants for Course Credit Transfer must complete the student credit transfer application form, attach a copy of a verified Award or Statement of Attainment and submit the application to the Administration team. The Administration team will verify the validity and authenticity of the Award or Statement of Attainment and grant credit transfers for identical units that have been identified as being completed at another Registered Training Organisation. The Administration will verify the copies of Qualifications and Statements of Attainment used as the basis for granting Credit Transfer and the verified copies will be placed in the student files. The completed Course Credit Transfer record will be signed by the student and the Administration. Granting of Course Credit Transfer will be recorded as a unit outcome in the student's file. After Course Credit Transfer is granted a student's course schedule will be reviewed and any reductions in the scheduled attendance and the reasons for the reduction recorded and placed in the student's file.

National Recognition

Students who undertake nationally recognised training in one state will have their qualification valued equally throughout Australia. This is because all RTOs in Australia agree to nationally recognise all awards issued by any other RTO in the country.

National Recognition and Student Support

However, in some jurisdictions there may be differences with certain high-risk licenses. Students are advised to check their local regulator's requirements.

Student Support, Welfare and Guidance

We will assist all students in their genuine efforts to complete our training programs. From information provided prior to enrolment, qualified staff are able to identify language needs, literacy and numeracy levels, this helps to determine support requirements once enrolled. During each course, students participate in activities that assist trainers in further evaluating core skills. Performance in activities is used to plan additional assistance for students requiring additional study skills or supplementary skills. Individual support plans may be implemented with the principal trainer who assists in their implementation, such as by facilitating individual and small group work for support, by timetabling tutorials and by ensuring reasonable adjustment to assessments where appropriate. For full qualifications, regular review provides the opportunity to evaluate participation and progress towards completing assessments, obtain feedback from students and determine any additional support requirements, such as further study skills opportunities, workshops or access to mentoring. All prospective and enrolled students have access to an Administration/Co-Ordinator team member who can assist with support and assistance requirements. In the event that you are experiencing any difficulties with your studies we would recommend that you see your trainer, or another staff member of Summit Training We will ensure that the full resources of our organisation are made available to assist you accessing the required level of completion required.

Should you be experiencing any personal difficulties you should make contact directly with the Training Manager who will assist you to the full extent their capacity.

If your needs exceed our support capacity, we will refer you onto an appropriate external agency. You can seek support immediately by contacting:

Police/Fire/Ambulance 000	Lifeline 131 114
Interpreting Services: 13 14 50	Men's Line Australia 1300 789 978
Poisons Information Centre 13 1126	Pregnancy Counselling Australia 1300 737 732
Abortion Grief Counselling 1300 363 550	Pregnancy Help Line 1300 139 313
Alcohol and Drug Information Serv. 1800 177 833 (24-hour counselling and information)	Quit line 13 18 48
Domestic Violence helpline 1800 811 811	Salvation Army 1300 363 622
Family Drug Support 1300 368 186	Statewide Sexual Assault Helpline 1800 010 120

Flexible Delivery and Assessment Procedures

Summit Training recognises that not all students learn in the same manner, and that with an amount of "reasonable adjustment" students who may not learn best with traditional learning and assessment methods will still achieve good results.

Summit Training will make any necessary adjustment to meet the needs of a variety of students. For example, the ability to complete a written assessment is not seen as an inability to meet competency when the student can verbally demonstrate competency. These adjustments may include having someone read assessment materials to students or they may include having someone record the student's spoken responses to assessment questions.

Summit Training undertakes to assist students achieve their required competency level where the adjustment is reasonable and is within the training packaging rules. Where we cannot assist a student, we will refer them, where possible, to an agency that can assist.

Discipline

Summit Training provides training and assessment services in a spirit of cooperation and mutual respect. If a trainer or staff member is unhappy or dissatisfied with the behavior or performance of a student the trainer has the authority to:

- Warn the student that their behavior is unsuitable, or
- Ask a student to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

If a student wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure. We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and students. Any breach of disciplinary standards will be discussed with the trainer and Summit Training and the appropriate action will be taken.

Plagiarism

Copyright infringement is not the same as plagiarism. Copyright infringement can occur wherever any substantial amount of copyright-protected work is used without permission, even if the source is acknowledged. However, plagiarism involves passing off another person's ideas or expression as your own. Plagiarism includes unintentional copying without acknowledgment, as well as the more deliberate and deceitful copying of the work of others. Students should note that the following actions are acts of plagiarism:

- copying paragraphs, sentences, a single sentence or significant parts of a sentence directly, without quotation marks and appropriate citation;
- paraphrasing or summarising direct quotations, without acknowledging the source within the text;
- developing an idea that appears elsewhere, without making reference to the source of that idea.

Plagiarism can be avoided by adequately referencing your material.

Our trainers

Our trainers and assessors have extensive experience in training and assessment. They have the knowledge and skills and are willing to transfer this information to all employers, employees and trainees/students.

What is assessment?

General Information on Competency Based Training and Assessment

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what you, the trainee, can do in the workplace as a result of completing a program of training. Assessment is the process of collecting evidence and making judgements on the extent and nature of performance and other requirements, as described in a set of standards, or learning outcomes, resulting in a judgement of whether or not competency has been demonstrated. Effective and objective assessment is the key to the successful implementation of competency standards in the workplace and in education. This is the judgement of performance and knowledge against the relevant industry competency standards. Assessment is carried out by the comparison of a candidate's evidence of skills and knowledge, against the requirements of the Standards. For you to be assessed competent you will need to demonstrate the ability to perform tasks and duties to the standard expected in employment. CBT focuses on the development of the skills, knowledge and attitudes required to achieve those competency standards.

What is competent performance?

Being competent encompasses all aspects of workplace performance including:

- carrying out tasks at an acceptable level
- organising and managing a range of different tasks
- responding appropriately to routine changes
- applying existing skills and knowledge to new situations
- using communication and interpersonal skills which suit that work environment

The focus of accredited vocational courses is on what you can actually do – and the standard at which you are able to perform. Performance is measured in terms of whether you meet the prescribed levels of competency, not how well you carry out tasks relative to each other or the length of time taken to attain the skill/s.

What is competency-based assessment?

Assessment is the process of obtaining evidence about your performance and making judgements on that evidence against prescribed standards of performance. Competency-based assessment is designed to measure your performance, skills and knowledge against the standards for skills and knowledge needed in the workplace and as defined in the specific Training Package. Competency-based assessment is:

- **Criterion based.** You are not in competition with your peers but are assessed against standard criteria or benchmarks.
- **Evidence based.** Whether you are competent is based upon evidence provided by you, the trainee. The evidence may be demonstrated or produced by you or gathered by the assessor.
- **Participatory.** You are encouraged to be involved in the process of assessment. You and your assessor have the scope to negotiate the form and range of assessment activities.

The assessment process involves:

1. **Collecting evidence about performance** Assessment is linked to the requirements of the workplace. Direct evidence about your knowledge and skills will be obtained in your workplace or an environment that simulates your workplace. The evidence will then be measured against the unit requirements.
2. **Making a judgement** The national units of competency will be used as a benchmark to judge whether you are performing to the required industry standard.
3. **Recording results** We have strict government enforced rules around evidence and record keeping.

Roles and Responsibilities

Fees & Charges Overview



Course fees

Full fees are payable unless concessional rates are applicable. Fees for funded courses will be levied as per government guidelines. Refer to the Summit Training Student Handbook for information on what is covered/not covered by course fees.

Prospective students are advised of course fees prior to enrolment via course information provided by Summit Training administration. Fee information is also available by contacting Summit Training Administration via phone, email or website enquiry.



Credit transfer Applications

Credit transfer is available to students enrolled in full qualifications only, for up to 80% of the target qualification, provided units meet packaging rules. Credit transfer is relevant where existing qualifications held include competencies formally recognised as equivalent/identical to qualification components sought.

No charge is levied as no formal assessment takes place.



Recognition of prior learning (RPL)

RPL is available as an assessment-only alternative where students hold sufficient independent evidence of their existing skills and knowledge to demonstrate competence. RPL process is relevant to knowledge, skills and experience gained at work and through learning accomplished in other industry and academic contexts.

Price on application as costs will vary depending on the units involved and time required to complete the process. Where RPL is applied for as part of an advertised qualification, the combined fee (RPL and training) will not exceed the maximum course fee.



Cancellation of enrolment

- More than 48 hours before course commencement: Full refund minus \$50 administration fee
- Between 24 to 48 hours before course commencement: 50% refund, or option to reschedule to future course at no additional cost
- Less than 24 hours before course commencement: Not eligible for refund
- If student has accessed any course materials (including theory content or online modules): 100% cancellation fee applies, no refund provided



Re-issuance of Statement of attainment / Certificate

\$25 fee per digital copy or \$40 includes emailing and printing of the SOA/Certificate, and registered post.



Course Extensions

Extensions may be granted to students who have not completed their course within the original timeframe, subject to eligibility and manager approval. Approval is based on factors such as progress to date, reason for delay, and likelihood of completion. Extensions are not automatic and must be requested in writing prior to course expiry.

A pro-rata fee per remaining unit will be charged unless otherwise approved by Summit Training Management.