STUDENT HANDBOOK 2020

A guide and resource for prospective students

RTO Code 4742

NATIONALLY RECOGNISED
TRAINING

Welcome to the Tiwi Islands Training and Employment Board

Thank you for choosing the Tiwi Islands Training and Employment Board as your training provider, and allowing us to play a role in your learning journey.

We pride ourselves on professional, flexible learning and providing you with the best experience possible to attain your learning goals.

We hope you are looking forward to your learning and making a lot of new friends along the way. We are here to help you make the most of your learning. Good luck.

I look forward to hearing of your achievements and providing support where I can. I trust you will enjoy your time with us and wish you every success in your learning.

Maria Harvey

CEO

Tiwi Islands Training and Employment Board

TABLE OF CONTENTS

![Tiwi Islands Training and Employment Board logo]

Section 1   TITEB CONTACTS

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Section 2   INTRODUCTION

The purpose of this handbook is to provide you with a quick reference about training programs, policies, procedures, roles and responsibilities guiding you through your learning experience with Tiwi Islands Training and Employment Board (TITEB)

2.1   Tiwi Islands Training and Employment Board

The TITEB is a Registered Training Organisation (National Provider Code 4742) registered with the Australian Skills Quality Authority (ASQA) the VET Regulator. This means we have an obligation and responsibility to you to ensure the quality of training and assessment delivered is compliant with the Standards for RTOs 2015 and that your Qualifications and / or Statement of Attainment meet the requirements of the Australian Qualification Framework (AQF).

Participants entering these programs may obtain recognition of prior learning for previous relevant experience and study or Credit Transfer for previous training that has been undertaken. As part of our commitment to the delivery of quality training, this Handbook is designed to provide accurate information about the programs that we offer as well as the rights and responsibilities of TITEB and its participants

The TITEB seeks to maintain the highest standards of competency-based training. Our aim is to provide training that is effectively targeted at building individual and organisational capability and to deliver quality, innovative and engaging programs that are relevant to students, employers, and industry.

Our commitment to continuous improvement means we are constantly developing and improving our resources, processes and facilitation methods to remain ahead in technology and industry standards.

The Tiwi Islands Training and Employment Board(TITEB) has training locations in:

- Wurrumiyanga Bathurst Island
- Pirlangimpi Melville Island
- Milikapiti Melville Island

The beautiful Tiwi Islands are situated 80 km north of Darwin in the Arafura Sea. They comprise two adjacent islands, Bathurst Island and Melville Island, with a total land mass of 8320 sq. km. The islands are home to the Tiwi people, who have a distinctive culture and language.

Wurrumiyanga Training Centre (Bathurst Island)

The Wurrumiyanga Training Centre was opened on the 5th August 2005 by Senator Nigel Scullion.

Funding for the project was provided by the Australian Government and the Northern Territory Government.

This facility has three large classrooms adjoined to a large under cover common area used for meetings and extra classes.

Classrooms are equipped with computers which are connected online.

There is accommodation for 10 permanent or visiting lecturers.

Milikapiti Training Centre (Melville Island)

Pirlangimpi Training Centre (Melville Island)

2.1.1 Governing Bodies

TITEB as an RTO is governed by the Australian Skills Quality Authority (ASQA) and is required to comply with the *Standards for RTOs 2015* to ensure that we can continue operating as an RTO.

TITEB also communicates with the Northern Territory Government, Department of Trade, Business and Innovation (DTBI) to ensure that compliance strategies are met. The RTO reports data to DTBI quarterly to contribute towards statistical advice on training in the NT and Australia.

2.1.2 Current Funding

Some of the training being offered by TITEB may be funded by the Northern Territory Government through either of the funding programs below.

2.1.3 User Choice Funding

User choice funding is provided to registered training organisations to provide training and assessment to apprentices and trainees to achieve nationally recognised qualifications. Qualifications available for apprenticeship and traineeship delivery in the Northern Territory are approved under the Training and Skills Development Act 2016 and listed on the [NT Apprenticeships and Traineeships database](#).

2.1.4 Aboriginal Responsive Skills Grants

The Aboriginal Responsive Skills Grants Program provides funding for accredited or non-accredited training that aims to increase or improve work skills and provide better employment pathways and opportunities for Aboriginal Territorians living in regional or remote areas.

2.1.5 VET for Secondary Students'

The VET for Secondary Students Program provides funding to RTO's to deliver accredited training to secondary students to improve educational outcomes and the development of workplace skills and knowledge to enable students to move into work or further education and training.

2.1.6 Service Commitment

TITEB is committed to providing quality training and assessment services to its students.

We aim to:

- Provide training and assessment that meets industry expectations and Tiwi Community need.
- Improve the Tiwi life through training that leads to meaningful life skills and employment opportunities.
- Focus on the student.
- Develop relationships with our students and support them through their career.
- Provide flexible learning opportunities.
- Provide a supportive, and open learning environment.
- Ensure all training is delivered by qualified trainers and assessors with the necessary skills and experience.
- Ensure all training is continually monitored and improved.
- Maintain a healthy and effective learning environment for students.

2.1.7 Training Programs

TITEB delivers a range of training programs, both accredited and non-accredited to residents of the Tiwi Islands. For information regarding courses being provided and timing for delivery please contact admin@titeb.com or drop into the Training Centre at Wurrumiyanga.

Qualifications

- BSB10115 – Certificate I in Business
- BSB20115 – Certificate II in Business
- CHC22015 – Certificate II in Community Services
- FSK20113 – Certificate II in Skills for Work and Vocational Pathways
- ICT10115 – Certificate I in Information, Data Media and Technology

Units of Competency

- CPCCWHS1001 – Prepare to work safely in the construction industry
- HLTAID003 – Provide first aid

Where a participant does not complete a full qualification, they will be issued with a Statement of Attainment for those units of competency that they have been deemed competent.

Section 3   RIGHTS AND RESPONSIBILITIES

3.1   Student rights and responsibilities

TITEB conducts training courses at three venues across the Tiwi Islands.

When you undertake any TITEB program, you have both rights and responsibilities. As a student you have the right to:

- study a program that meets current industry standards.
- be given accurate information about program content and assessment.
- have your training assessed promptly and receive updates about your progress.
- be treated fairly and with respect by other participants and TITEB staff.
- learn in an environment free from discrimination and harassment.
- undertake your learning in a flexible manner to suit your circumstances, where it is practical to do so.
- have personal records kept private and available only to authorised users.
- learn in a safe environment.
- have access to support from TITEB trainers and assessors.
- access your personal records when needed.
- have your complaints or appeals dealt with fairly.
- have your language, literacy and numeracy assessed to ascertain whether you need additional support.

As a student, you have a responsibility to:

- treat other participants and TITEB staff with respect and fairness.
- complete all work and assessment tasks within designated timeframes.
- follow all normal safety procedures.
- abide by the appropriate TITEB policies and procedures as and when required.

The following student etiquette guidelines will help foster a healthy learning environment for all students.

3.2   Assessment

Assessments options will be discussed with you. As a learner you have a responsibility to manage your own learning and to complete learning and assessment tasks by the agreed dates. If you are having difficulty completing an assessment, you should discuss it with your trainer/assessor well in advance of the due date. This way the trainer/assessor may be able to offer support or grant additional time.

3.2.1   Assessment malpractice

Assessment malpractice includes: cheating, collusion and plagiarism.

TITEB regards the integrity of assessment as critical to its professional responsibilities. As an RTO, TITEB strives to ensure the assessment processes are not compromised. TITEB has policies and procedures in place for dealing with assessment malpractice.

- **Cheating**

  All work and evidence submitted must be 100% your own. Cheating or the use of another person's work and submitting it as your own is cheating and will not be accepted.

- **Collusion**

  Collusion is the presentation of work, which is the result in whole or in part of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other students do not have the opportunity to copy your work.

- **Plagiarism**

  Copying from a published work (including from the internet), without referencing, will not be accepted. This includes presentation of work which has been copied in whole or in part from another person's work or from any other source such as the Internet, published books, and periodicals. This includes systematic re-wording or changing key nouns and verbs.

  You must follow referencing guidelines if you take another person's idea, and put it into your own words.

3.3 Attendance

Attendance at training is recorded each day.

Attendance in class is important to help you complete and achieve successful learning and assessment outcomes. Students are expected to be in attendance for all training sessions.

As a student you will be expected to arrive on time and remain for the full duration of the class. Should it be necessary for you to leave a class early – you must advise the trainer/assessor before the class starts.

All classroom lessons are designed to provide you with the essential knowledge and skills required for the units of competency being studied. It is expected however that you will undertake additional reading and research in your own time to support your learning outcomes.

If you miss a class, it is your responsibility to catch up on any work you missed.

If you know you are going to be away and will miss a scheduled class or activity, please advise your trainer/assessor or the RTO Manager. Other arrangements can be made, including alternative training dates.

3.4 Behaviour

Students are expected to behave appropriately and in a mature manner at all times. All students are expected to take responsibility for their own learning and behaviour during training and assessment. Misconduct will not be tolerated.

3.4.1 Misconduct includes

- Any offensive conduct or unlawful activity (eg: Theft, fraud, violence, assault).
- Interfering with another person's property.
- Removing, damaging or mistreating TITEB property or equipment.
- Cheating/plagiarism.
- Interfering with another person's ability to learn through disruptions during training.
- Breaching confidentiality.
- Inappropriate language (racial abuse or swearing).
- Failing to follow rules like Work Health and Safety.
- Discrimination, harassment, intimidation or victimisation of other students or TITEB staff.
- Being affected by drugs or alcohol and being unfit to participate in learning activities.

3.4.2 Respect for others

It is expected that the behaviour of all persons in the learning environment ensures a positive learning experience. Respect for other students and the Trainer / Assessor is expected at all times.

TITEB retains the right at all times to remove disruptive students from the training.

- You will be expected to treat staff and other students with respect and observe any student rules which appear in this handbook or are requested during the course by the Trainer / Assessor.
- Inappropriate language and actions will not be tolerated.
- Harassment, bullying and intimidation of staff or fellow students will not be tolerated.
- Facilities and equipment must be treated with due care and respect.
- You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.

3.5 Disciplinary Processes

TITEB may implement disciplinary processes should a student be found to be acting inappropriately, due to misconduct or assessment malpractice.

Any breaches of discipline will result in the student being given a 'verbal warning'.

Further disciplinary action may include:

- The student being asked to explain why they should continue to participate in the training;
- Being removed from the training room for a period of time or,
- Being expelled from the training course

3.6 Change of personal details

You are required to ensure your personal details recorded with TITEB are up-to-date at all times. Should your circumstances or details change please update your record through your Trainer / Assessor or the RTO Manager.

3.7 Dress & Hygiene Requirements

Students are to be clean, tidy and appropriately dressed during all training. Dress requirements include:

- Neat, comfortable clothing in the classroom environment;
- Appropriate work attire, including personal protective clothing (PPE) for training in workplace or simulated environments;
- Appropriate footwear must be worn at all times;
- Since you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc) is requested.

3.8 Duty of Care

Under Workplace Health and Safety legislation, students have a duty of care to maintain a safe environment for both themselves and their fellow students.

- Should you be involved in an accident or incident which results in personal injury and / or damage to equipment or facilities, notify your Trainer / Assessor immediately.
- So TITEB can provide support or treatment should the need arise , please advise us if you have a personal health condition. All information will be treated in strict confidence.
- Emergency procedures and exit plans must be followed.

You have a duty to:

- Protect your own health and safety and to avoid affecting the health and safety of any other person;
- Not deliberately or carelessly interfering or misusing anything provided by TITEB in the interests of health, safety and welfare;
- Co-operate with all directives given by staff of TITEB;
- Ensure that you are not affected by the consumption of drugs or alcohol.

3.9 Evaluation and Feedback

TITEB values all feedback from students as it assists us to continuously improve the products and services we offer. Students are encouraged to provide us with positive and constructive feedback.

3.10 Fees

TITEB does not charge fees to students and as such has a no fees policy. TITEB may elect to charge fees to the employers of students or where the employer has requested a program to support their employees, in this case the fee required will be discussed and agreed with the TITEB RTO Manager and the employer prior to the training commencing.

3.11 Learner Support services

TITEB understands that there may be times when personal issues may affect your ability to undertake your training. TITEB has identified a number of support services for students who have special needs, or require additional support and assistance to undertake or complete their learning.

If you feel that you require extra support or are having difficulties with any of the following matters;

- Language, literacy or numeracy
- Personal or work-related issues

Please discuss any needs with your Trainer / Assessor or the RTO Manager.

3.12 Mentoring & Guidance

TITEB can provide students with mentoring, coaching and guidance on course content, as well as effective learning and study techniques if required.

3.13 Language, Literacy and Numeracy

Students may be assessed to ascertain if their literacy and numeracy skills are sufficient to successfully undertake the selected training program. This is may be via interview or completion of an exercise contained within the proposed training program.

Individuals who are already aware that they require help with their literacy and numeracy can access information about their nearest LLN provider by calling The Reading Writing Hotline on 1300 655 506 or refer to their website at http://readingwritinghotline.edu.au.

You may also discuss your options for further language literacy and numeracy development directly with your Trainer / Assessor or the TITEB RTO Manager.

3.14 Learning Materials

Your trainer or assessor will provide you with detailed information about:

- the program purpose and outcomes.
- information about the learning activities and key dates that may apply.
- the required evidence, assessment criteria and key dates that may apply.

3.15 Making the Most of your Training

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To get the most from your training and achieve a successful completion, you will need to do the following:

- Attend all training sessions and complete all the required reading and learning activities.
- Prepare well in advance of each training session.
- Be a willing participant.
- Work with other 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 on time, using clear and concise language.
- Be willing to contact your Trainer / Assessor if you do not understand the training activity or assessment task.

3.16 Mobile Phones

All phones must be turned off during training, as a courtesy to the Trainer / Assessor and other students. In an emergency where you need to be contacted, please advise your Trainer / Assessor so that arrangements can be made.

3.17 Security

Do not leave handbags or other valuables unattended. Although the building may be reasonably secure, you are ultimately responsible for your own belongings. TITEB accepts no responsibility for any belongings which may be stolen or go missing.

Section 4   COURSE INFORMATION

4.1   Accredited Training Programs

The training offered by TITEB is competency based, which means it focuses on the development and recognition of a person's ability to apply relevant knowledge and skills to complete workplace tasks to a specified standard.

As well as technical skills the training includes employability skills which describe the non-technical skills and competencies that are important for effective and successful participation in the workforce. For each qualification the employability skills come under the following headings:

- Communication
- Teamwork
- Problem solving
- Initiative and enterprise
- Planning and organizing
- Self-management
- Learning
- Technology.

These employability skills will be part of the assessment requirements of your training.

4.2   Competency

To be assessed as competent, you will need to complete all assessments tasks. Your Trainer / Assessor will explain what assessments you must complete for each unit. You must complete and submit your assessment tasks within the given time frame.

After you submit your assessment tasks, your Trainer / Assessor will your review your evidence, in some cases, you may need to resubmit work that is not correct.

Students are offered three attempts to submit evidence and gain competency. After the second attempt you will need to continue practicing the skills and knowledge in the workplace or simulated environment, before attempting the assessment item for the final time. Should you be deemed Not Yet Competent (NYC) after the third attempt, your Trainer / Assessor will discuss your future opportunities with you.

4.3   Assessment

Assessment is a process to determine if a student has achieved the expected learning outcomes of their training.

The assessment process and evidence requirements will be explained throughout your program. The Trainer / Assessor will also be available to you if you have any questions.

Throughout your training you will be assessed to see if you have gained the necessary skills and knowledge to achieve the qualification and perform the tasks to the expected workplace standard.

Your training will involve variety of assessments tasks /activities that may include, but aren't limited to:

- Observation of performance;
- Assignments;
- Written activities;
- Written / oral questioning;
- Oral presentations;
- Workplace performance
- Projects
- Case studies;
- Role plays/ simulations;
- Demonstration of skills;
- Putting together a portfolio of evidence.

Certification will only be given to those students who successfully complete all assessment requirements for a course.

TITEB is required to meet stringent quality requirements in the conduct of all assessments and has carefully developed our assessment resources to meet these quality requirements, as well as to be user friendly to students.

4.3.1 Evidence

Evidence is information that you have gathered and submitted that when matched against the performance criteria of the Unit you are doing, provides proof of competency. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Evidence can come from a number of sources, such as;

- Specific assessments tasks set by your Assessor.
- Observation reports.
- Examples of work or projects completed.
- Current licenses held that are relevant to your training.
- Third party reports.
- Question responses.
- Tests.

Assessors often categorise evidence in different ways, for example:

- Direct, indirect and supplementary sources of evidence.
- Evidence collected by the candidate or evidence collected by the Assessor.
- Historical and / or recent evidence collected by the candidate, and
- Current evidence collected by the Assessor.

All evidence must meet he rules of evidence in that it is valid, authentic, sufficient and current and enables the assessor to make the assessment judgement.

The evidence you submit must be able to demonstrate the following:

- That you can do the job or task to the required standard.
- That you understand why the job should be done in a particular way.
- How you handle unexpected issues or problems.
- How well you work with others 'in a team'.
- Your ability to do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements.
- That you know the workplace rules and procedures.

4.3.2 Course Assessment

There will be assessment tasks set for each course regardless of the learning mode. Assessment activities and expectations will be explained to students, and are outlined within the resources that will be provided to you.

Many courses require the assessment to be completed after the face to face delivery in a classroom is completed, as workplace performance is essential in competency-based learning.

4.3.3 Reasonable adjustments

Students with disabilities or that experience learning difficulties are encouraged to discuss any 'reasonable adjustments' to the learning and assessment processes with the Trainer / Assessor that may help them with their training.

TITEB will consider any requests for reasonable adjustment where practical and provided these adjustments won't impact on the outcome, adjustments will be made. There may be circumstances where it will not be possible to make adjustments or where other adjustment may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency-based training and assessment.

4.3.4 Presentation of Assessments/ Assignments

- All assessments should be submitted according to the instructions given by your Trainer / Assessor and outlined in the Learner Workbook.
- Handwritten assessments are accepted; however, handwriting must be clear and easy to read.
- If you are mailing an assignment, it must be received by the due date. **Please ensure you keep a copy of your written assessments prior to submission.**
- We endeavour to assess all submitted work within 10 working days of receipt.

Students are entitled to two resubmissions of assessments. If the re-submissions are still deemed Not Yet Competent (NYC), your assessor will work with you to ensure you have the necessary support to complete your assessments to the best of your ability. If after three submissions you are still assessed as NYC your Trainer / Assessor will discuss your options with you.

4.3.5 **Assessment results**

Results of assessment are provided to students as soon as practical. These results are available by request from your Trainer / Assessor, the RTO Administrator or RTO Manager. Assessment results are confidential and will not be given to any other party unless a written request signed by the student is received in advance.

4.3.6 **Extensions for Assessment**

It is expected that all assessment tasks are handed in by the due date. Should you require additional time to complete an assessment you may discuss this with your Trainer / Assessor before the due date.

4.4 **Certificates**

4.4.1 **Types of Certification**

In general, four types of certificates are issued by TITEB. Certificates can only be awarded by TITEB in accordance with our approved qualification scope.

- **Qualification** – issued under the Australian Qualifications Framework (AQF) for nationally recognised training. Full qualifications can only be issued once the student has been deemed competent across all the relevant units of competency making up the qualification.

- **Record of Results –** accompanies a qualification issued under the Australian Qualification Framework (AQF) for nationally recognised training. This document supplements the qualification listing all units of competency achieved for the qualification. Students may request their Record of Results at any time during their training to track their progress.

- **Statement of Attainment** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. A Statement of Attainment is issued when a student is deemed competent in a unit or a cluster of units of competency. Minimum achievement for a Statement of Attainment is one unit of competency.

- **Certificate of Attendance** – for training that is **not nationally recognised.** A Certificate of Attendance is issued when a student attends a short course which is not within the Australian Qualifications Framework. To receive a Certificate of Attendance, the student must have a satisfactory attendance rate and complete all required work.

TITEB are not permitted to issue Qualification Certificates or Statements of Attainment to students that **have not** provided a valid USI.

Certificates will not be sent to other parties, without the expressed prior written permission from the student.

4.5 **Course Delivery**

TITEB training is delivered to meet the specific requirements and outcomes of the unit of competency, while giving consideration to the learning style of our students.

A number of delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Delivery methods may include, but are not limited to:
- Practical demonstrations
- audio/visual presentations
- group participation/ discussions
- trainer/facilitator instruction
- practical activities
- self-paced activities
- individual projects
- workplace based training
- case studies

4.6 Language, Literacy and Numeracy

TITEB Trainers and Assessors are able to make appropriate concessions for any language, literacy and numeracy issues for students where these concessions do not compromise the requirements of the relevant unit of competency and the integrity, equity and fairness of the assessment.

Where there are entry requirements for courses e.g. literacy in English and numeracy, these are clearly identified in the course information.

Students are supported with information on appropriate actions if there is a need to update their literacy and numeracy skills. TITEB can assist in providing this additional development prior to or during your training.

4.7 Recognition

Recognition is a term used in training to include:

- Recognition of prior learning (RPL) also known as Recognition of Current Competence (RCC) and;
- Credit transfer (CT);

All students have the opportunity to apply for recognition.

TITEB believes that no student should be required to undertake training when they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in training package or nationally accredited course. Students that think they already have the skills and knowledge identified in all or part of any course or qualification offered by TITEB may seek recognition.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard you need to discuss this in the first instance with the Trainer / Assessor.

4.7.1 Recognition Process

Recognition is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that Recognition is an assessment process **not** an assumption of competence.

Recognition is the determination, on an individual basis, of a student's competencies they have developed over time through:

- previous formal training
- work experience, and/or
- life experience.

The main focus of Recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

Prior to applying for Recognition students need to be aware that it is their responsibility to document and present the evidence to justify their claim for recognition to the satisfaction of the Assessor.

4.7.2 Recognition Decision

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- Any Regulatory requirements are addressed.
- That the evidence is valid and demonstrates that you have the skills, knowledge and attributes required by the Unit of Competency(s);
- That the evidence is authentic, that it is your own evidence and can be proven;
- That your skills are current and that you can demonstrate the requirements of the competency(s) consistently and reliably to the standard expected by industry for the qualification level.;
- That the amount of evidence is sufficient. There is enough relevant evidence to make a judgment.

Your Assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- Competent (C) - you have been deemed competent against all the requirements of the Unit/s of Competency
- Not Yet Competent (NYC) - you have not yet demonstrated competency for all requirements.

Your assessor will advise you of the reason for a NYC result and what further action may be required, this could include presenting additional or different evidence or undertaking "gap" training for any short fall that may have been identified.

4.7.3 Credit Transfer

TITEB recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). This is commonly referred to as Credit Transfer. Any previously completed unit(s) can count towards your current course or qualification when a Statement of Attainment or qualification provided has the same national competency codes as those for the course that you are enrolled in or intend to enrol in. Students need to apply for Credit Transfer by advising their Trainer / Assessor or the RTO Manager in the first instance who will then explain what you need to do. Students that are granted Credit Transfer are not required to undertake learning in the unit/s again.

4.7.4 Special Needs

Students intending to enrol for training with TITEB are requested to advise us prior to enrolment, if they have any physical or other impairment (e.g. English language, literacy or numeracy difficulties, dyslexia, etc) which may adversely affect their ability to successfully undertake training and assessment.

Students are encouraged to discuss any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies with the RTO Manager.

Section 5   POLICIES

5.1   Access and Equity

TITEB abides by equal opportunity principles and is committed to providing an environment that allows access to all groups of people and ensures that all groups of people have the opportunity to participate and benefit to the same level.,

All students have equitable access to training resources and facilities, support services and information, to ensure we meet our commitment TITEB staff will:

- Encourage all students to participate in training;
- Provide flexible delivery and assessment methods where possible;
- Provide appropriate support services for students and clients including access to facilities and resources;
- Promote awareness of equity issues to students and clients;
- Promote and value diversity;
- Behave in a courteous, sensitive, non-discriminatory, and culturally aware manner when dealing with other staff and students, and;
- Seek progressive improvement in the position of disadvantaged groups.

For further information, the TITEB Access & Equity Policy is available on request from TITEB Office.

5.2   Equal Opportunity

TITEB is committed to providing a work and study environment free from harassment, vilification and bullying and supports the rights of all people to work and study in a safe and healthy environment free from such behaviour.

As a student of TITEB, you have the responsibility to:

- Behave in a way that prevents harassment, discrimination and victimization against others;
- Respect differences among other TITEB staff and other students;
- Treat people fairly;
- Refuse to join in with these behaviours;
- Act as a witness if someone is harassed and decides to lodge a complaint.

5.3   Privacy

TITEB abides by the Privacy Act and respects students, staff and Trainers' / Assessors' right to privacy.

TITEBTiwi Islands Training and Employment Board collects information from students for the purpose of providing training and assessment and to meet the national reporting requirements of the ***Standards for RTOs 2015.*** TITEB may use personal information to advise students of upcoming events and training courses or for marketing and research purposes.

Tiwi Islands Training and Employment Board will only disclose information to other parties, as required by law, or as otherwise allowed under the Privacy Act 1988.

For further information, the TITEB Privacy Policy is available on request from the TITEB Office.

5.4   Workplace Legislation

For students undertaking training with TITEB, it is important that you abide by Australian workplace legislation such as the Anti-Discrimination, Equal Opportunities and Workplace Health and Safety legislation, as well as the Copyright act.

For more information you can visit the following websites:

- NT WorkSafe: www.worksafe.nt.gov.au
- Anti-Discrimination Commission: www.adc.nt.gov.au
- Human Rights and Equal Opportunity Commission: www.hreoc.gov.au
- Copyright Act (Cth) 1968: https://www.legislation.gov.au/Details/C2016C00741

5.5   Complaints and Appeals

TITEB ensures that students have access to a fair and equitable process for Complaints against the organisation, its staff, third parties that deliver on our behalf or other students on matters that may be impacting them or their training. Students are also able to Appeals against their assessment decisions.

TITEB ensures that fairness applies to complaints and appeals management which includes:

a)   All parties have the right to be heard and all evidence will be considered;
b)   Matters that are not relevant to the complaint or appeal will not be considered;
c)   Allegations that are deemed by TITEB to be frivolous or vexatious will not be considered;
d)   The decision maker will not be biased and will be independent to the complaint received.

For further information the TITEB *Complaints and Appeals Policy*, *Complaints and Appeals Procedure* and the *Complaints and Appeals Lodgement Form* are available from the TITEB Office.

5.6   Student Enrolment

Students enrol on the first day of the course.

Before you enrol the following will be discussed with you:

- The course detail including how assessment will be carried out.
- What's involved in undertaking a training program.
- Discuss having to apply for and the requirements of a police / working with children check or other licences if they are relevant to your training.
- The date and time of the induction session if you are enrolling into a full qualification.

5.7   Student Records

TITEB maintains an individual student file for every student who undertakes any form of training and assessment with us. This file contains records regarding your personal details provided to us, any training and assessment undertaken and completed. This file is available to you on request to the RTO Manager.

In accordance with Privacy laws and confidentiality requirements, your file is kept in a secure electronic form. Only those TITEB staff who need access to your file for training and assessment purposes can access it.

No one else can access your personal file without your prior written permission.