



# TRADIE TRAINING

RTO CODE: 45555

Tradie Training

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## Table of Contents

<b>Welcome</b> .....	4
<b>Overseas Learners</b> .....	5
<b>Access and Equity</b> .....	6
<b>Harassment and Bullying</b> .....	7
<b>Legislation</b> .....	7
<b>Educational and Learner Support Services</b> .....	8
<b>Language, Literacy and Numeracy (LLN)</b> .....	10
<b>LLN Record Keeping</b> .....	11
<b>Interpreters</b> .....	12
<b>Disability Support</b> .....	12
<b>Feedback</b> .....	12
<b>Complaints and Appeals Policy</b> .....	12
<b>Complaints</b> .....	12
<b>Appeals</b> .....	14
<b>Marketing</b> .....	16
<b>Training and Assessment</b> .....	16
<b>Recognition of Prior Learning (RPL)</b> .....	17
<b>Fees</b> .....	18
<b>Refunds</b> .....	19
<b>Replacement White Card Policy</b> .....	20
<b>Issuing of Statements of Attainment</b> .....	21
<b>Verification and Authentication</b> .....	22
<b>Privacy Policy</b> .....	24
<b>Personal and Sensitive Information</b> .....	24
<b>Data Protection</b> .....	25
<b>Staff Commitment to Privacy</b> .....	25
<b>Privacy and Third Parties</b> .....	25
<b>Email Communication</b> .....	27
<b>Updates to this Policy</b> .....	27
<b>User Consent</b> .....	27
<b>VET Data Use</b> .....	28
<b>Access to Records and Record Keeping</b> .....	28
<b>Trade Training and the Learner Experience</b> .....	29
<b>Marketing</b> .....	29
<b>Prior to enrolment</b> .....	30
<b>Enrolment</b> .....	30
<b>Support and Progression</b> .....	31
<b>Training and Assessment</b> .....	32
<b>Completion</b> .....	33
<b>Notification of Changes</b> .....	34
<b>Health and Safety</b> .....	34
<b>Unique Student Identifier (USI) Policy</b> .....	35
<b>Learner Misconduct</b> .....	36

<b>Training and Assessment Strategy.....</b>	<b>38</b>
<b>CPCCWHS1001 - Prepare to work safely in the construction industry .....</b>	<b>39</b>
<b>RTO Closure .....</b>	<b>42</b>
<b>Records Retained for Audit.....</b>	<b>42</b>

## Welcome

Thank you for deciding to complete your learning experience with Tradie Training. Tradie Training is a nationally recognised registered training organisation (RTO) delivering nationally recognised qualifications. Any information relating to the policies and procedures Tradie Training has developed to make your learning experience as beneficial as possible can be found in this Learner Handbook.

We require you to take the time to read the Learner Handbook in full to gain a thorough understanding of your rights and responsibilities as a learner.

In particular, all learners completing Tradie Training courses will:

- Be given the support required to successfully complete their course
- Not be discriminated against on the basis of gender, religion, ethnicity, sexual orientation, cultural beliefs, disability or other factors
- Be able to provide feedback
- Be treated with respect
- Be given the chance to follow a complaints process
- Be able to access their personal records upon request

If at any point you are unsure of your rights or responsibilities as a learner, or you would like clarification regarding an item contained within this Learner Handbook, please contact us directly for assistance. We hope your learning experience with us is enjoyable, and thank you once again for choosing Tradie Training.

## Overseas Learners

While Tradie Training is able to deliver nationally recognised courses to learners from Australia or any other country, Tradie Training cannot deliver courses to a learner who is considered to be an “Overseas Student”.

The [Education Services for Overseas Students Act 2000](#) defines an Overseas Student as a person, whether inside or outside Australia, who holds a student visa. Information relating to student visas can be found in regulation 1.03 of the [Migration Regulations 1994](#).

This includes the following types of student visa:

- A Subclass 500 (Student) visa
- A Subclass 570 (Independent ELICOS Sector) visa
- A Subclass 571 (Schools Sector) visa
- A Subclass 572 (Vocational Education and Training Sector) visa
- A Subclass 573 (Higher Education Sector) visa
- A Subclass 574 (Postgraduate Research Sector) visa
- A Subclass 575 (Non-Award Sector) visa
- A Subclass 576 (Foreign Affairs or Defence Sector) visa

To undertake nationally recognised training, Overseas Students must enrol with training organisations that are [Commonwealth Register of Institutions and Courses for Overseas Students \(CRICOS\)](#) registered. Tradie Training is not currently CRICOS registered.

Tradie Training is committed to ensuring our courses are not delivered to Overseas Students as defined above in order to ensure compliance with the Education Services for Overseas Students Act. Learners must verify their status is not that of an Overseas Student before they are able to enrol in an Tradie Training course. To ensure this verification process is

completed effectively, the learner is required to submit their passport number or ImmiCard number and country of issuance, which will be checked using the [Department of Home Affairs VEVO](#) system.

## Access and Equity

Tradie Training is a strong believer in inclusivity and equal opportunity. The learner experience is designed to abide by Australian anti discrimination laws. Every learner has the right to be treated with fairness. Tradie Training strictly forbids bullying, harassment, discrimination or vilification of any kind. It is a right of learners to be provided with an environment free from harassment or discrimination. Any unacceptable behaviour will result in disciplinary action being taken by the Directors of Tradie Training. Disciplinary action may include exclusion from the course or a report being made to relevant authorities such as the [Australian Human Rights Commission](#).

We guarantee learners will not be discriminated against on the basis of aspects including, but not limited to:

- Gender
- Religion
- Socio-economic status
- Sexual orientation
- Background
- Age
- Disability or impairment
- Employment status

Tradie Training must stress that if an allegation of discrimination is received, the allegation will be taken extremely seriously. The Directors of Tradie Training take pride in ensuring learners are treated with fairness and dignity, regardless of their circumstances.

## Harassment and Bullying

At no point will Tradie Training allow learners, staff or anyone else involved in the learning process to be bullied or harassed. Any allegations of bullying or harassment should be reported to Tradie Training for examination. Our process for dealing with these allegations is based on principles of fairness, equity and natural justice. Please review our complaints and appeals process for information regarding how to lodge a complaint relating to harassment or bullying.

## Legislation

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training (VET) sector. Tradie Training abides by ASQA requirements to ensure nationally approved quality standards are met.

As an RTO, Tradie Training is required to abide by legislation and regulations designed to uphold the quality of the national vocational education and training system.

These include, but are not limited to:

- The Standards for Registered Training Organisations (RTOs) (2015)
- *National Vocational Education and Training Regulator Act 2011*
- Australian Qualifications Framework (AQF)

More information about the VET Quality Framework can be found at:

- The Federal Register of Legislation (<https://www.legislation.gov.au/>)
- Australian Skills Quality Authority (<https://www.asqa.gov.au/>)

Tradie Training also abides by a range of legal requirements at a State and Commonwealth level including, but not limited to:

- *Age Discrimination Act 2004*
- *Skilling Australia's Workforce Act 2005*
- *Legislative Instruments Act 2003*
- *Work Health and Safety Act 2011*
- *Human Rights and Equal Opportunity Act 1986*
- *Fair Trading Act 1989*
- *Disability Discrimination Act 1992*
- *Disability Standards for Education 2005*
- *Racial Discrimination Act 1975*
- *Racial Hatred Act 1995*
- *Workers' Compensation and Rehabilitation Act 2003*
- *Sex Discrimination Act 1984*
- *Privacy Act 1988* and National Privacy Principles (2001) (as amended)
- *Work Health and Safety Act 2011*
- *Workplace Relations Act 1996*
- *Child Protection Act 1999*
- *Copyright Act 1968*
- *Competition and Consumer Act 2010*
- *Vocational Education, Training and Employment Act 2000*
- *Vocational Education, Training and Employment Regulation 2000*
- *Child Employment Act 2006*
- *Child Protection Act 1999*

## **Educational and Learner Support Services**

As well as requiring the learner to complete a LLN Assessment Tool before commencement of their training, Tradie Training sends emails to learners whose accounts are inactive for more than seven days to remind learners to contact Tradie Training if they require assistance. Tradie Training works with learners to identify learner needs and accommodate for these needs where necessary. Accommodations may include reasonable adjustments to the delivery of training and assessment to give the learner a chance to complete the course. However, Tradie Training ensures the validity of the



assessment at all times, meaning there are certain circumstances where we may be unable to assist. Where Tradie Training is unable to assist with a particular issue faced by a learner, we will direct the learner to support services that may be able to assist. In this way Tradie Training is always seeking the best possible outcome for learners, regardless of their circumstances.

Tradie Training is committed to giving learners the information they require to seek relevant support services. If you are experiencing difficulties in your personal life, we strongly encourage you to seek assistance from one of the support services below:

- Centrelink: 131 021
- Kids Helpline: 1800 55 1800
- Mission Australia Helpline: 1300 886 999
- Alcohol and Drug Information Service: 3236 2414
- Lifeline: 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)
- Youth Emergency Service (Accommodation): 3357 7655
- Alcoholics Anonymous: 3255 9162
- Beyond Blue: 1300 224 636 or [www.beyondblue.org.au](http://www.beyondblue.org.au)
- Drug-Arm 1300 656 800
- Translating and Interpreting Service: 131 450
- Mates in Construction: 1300 642 111
- Men's Line Australia: 1300 789 978
- Pregnancy Helpline: 1300 139 313
- Salvation Army: 13 SALVOS (13 72 58) or [www.salvos.org.au](http://www.salvos.org.au)
- State-wide Sexual Assault Helpline: 1800 010 120

Please note that if you require support from a service that is not listed here, you are able to contact Tradie Training and we may be able to assist in finding a relevant service for you to contact. It should be noted any costs associated with external support services will be borne by the learner.

We are also able to provide increased access through supplying learning resources in alternate formats, allowing open communication with learner support staff, providing alternate methods of assessment, giving clear instructions and making learning materials as relevant as possible. If you are a learner that is in need of support, please get in touch by visiting the Contact Us page of Tradie Training's website. A qualified trainer and assessor will be able to provide guidance and accommodate your needs where possible.

Other examples of student support include, but are not limited to:

- Enrolment support
- Arranging contact between a trainer and assessor and learner

IT and administration support is available via email and phone during business hours. A trained professional is on hand to assist learners with IT and system administration issues. Again, learners are encouraged to contact Tradie Training at any point where they feel support may be beneficial.

### **Language, Literacy and Numeracy (LLN)**

Tradie Training is committed to ensuring the support needs of each learner are met, which is why Tradie Training uses an enrolment diagnostic assessment to assess the language, literacy and numeracy skills of each learner before they begin their course. Learners are provided with information relating to the LLN requirements of their course before enrolment. They are then required to conduct an assessment to confirm they possess the required skills before beginning their course.

It is the learner's responsibility to complete the assessment accurately and report any potential issues to Tradie Training staff prior to enrolment. A qualified Tradie Training trainer

and assessor will assess the results of the LLN assessment and contact learners if additional support is deemed beneficial. Learners are encouraged to contact Tradie Training for a confidential discussion if they believe their LLN level may not meet the standards required to complete the course. Tradie Training staff will endeavor to provide assistance where possible, which may include directing the learner to a language support service. An Tradie Training trainer will also be available during business hours to provide phone support to learners who identify as having LLN issues. Tradie Training's courses have also been developed in such a way that the learner is required to possess an adequate level of LLN to progress through the course. It is important to note that while Tradie Training trainers will discuss the LLN needs of the learner where necessary; it is ultimately the learner's decision to continue with their enrolment. While our qualified trainers and assessors and administration/IT support staff will be able to provide assistance in most cases, it should be noted that in circumstances where learners are referred to external support services, any costs will be borne by the learner.

Support services that we recommend include:

- The Reading Writing Hotline – 1300 655 506 (a free national referral service for adults relating to reading, writing and basic numeracy)
- Queensland Government Computer Courses - <https://www.qld.gov.au/education/further-ed/short-courses/computer> (an online directory for computer courses)

## LLN Record Keeping

Trainers and assessors record all conversations had with learners regarding LLN issues. These records remain confidential and are not shared with external parties or staff members who are not involved in providing support, unless agreed to by the learner. Further information relating to the

privacy of learners who require support services can be found in the Tradie Training privacy policy.

## Interpreters

If a learner requires the services of an interpreter, Tradie Training staff will direct learners to interpreter services – including low-cost online solutions. If government funding does not support interpreter services, the cost of these services will be borne by the learner.

## Disability Support

Tradie Training is committed to supporting learners with disability. If learners with disability encounter issues during their course completion, they are encouraged to contact Tradie Training to receive support from a qualified, skilled trainer and assessor. Where Tradie Training is unable to assist a learner, we will endeavor to find a training provider who can, or direct the learner to relevant support services.

## Feedback

Tradie Training provides learners with several opportunities to provide survey feedback during their course. Learners are also encouraged to provide feedback via a follow-up email upon completion of their course. Learners are able to provide feedback by contacting Tradie Training at any point.

## Complaints and Appeals Policy

### Complaints

Tradie Training's complaints and appeals process is designed to provide learners with an adequate opportunity to engage with Tradie Training's management team and staff to make a complaint regarding any concerns they might have.

Information regarding the process of making a complaint can be found on Tradie Training's website.

All complaints received by Tradie Training are taken seriously and are used as part of Tradie Training's continuous improvement process. The goal of Tradie Training's complaints process is to resolve all matters as effectively as possible, using careful consideration and due process to reach a resolution, which will ensure the issue does not occur again.

Principles of natural justice, fairness and equity will be applied to ensure any complaints are resolved. Complaints may include, but are not limited to:

- Tradie Training trainers, assessors or other personnel
- An Tradie Training learner
- Academic matters from learners
- Non-academic matters from learners
- Non-academic matters from persons seeking to enrol with Tradie Training in a course or unit of study
- Members of the public on any matter related to the services provided by Tradie Training

Where possible, Tradie Training encourages learners to resolve an issue by speaking with responsible Tradie Training personnel in the first instance. If a resolution cannot be reached, the learner is encouraged to enter into Tradie Training's formal complaints process.

The first step in the formal complaints process is to submit a complaint in writing to [complaints@sot.edu.au](mailto:complaints@sot.edu.au)

The written complaint should include the following:

- Submission date of complaint
- Name of complainant
- Nature of complaint
- Date of the event which led to the complaint, and
- Any other relevant information or attachments (if applicable)

Tradie Training will acknowledge the complaint in writing within five working days. The complaint will immediately be passed to one of the Directors for consideration. A decision relating to the complaint will be made within 20 working days of receiving the complaint in writing. If Tradie Training requires more than the stipulated 20 days to make a decision, the complainant will be notified in writing, including an explanation of why more than 20 working days will be required to reach an adequate decision. The complainant will also receive regular updates relating to the process. At any meeting between Tradie Training and the complainant, third parties are able to accompany and assist Tradie Training and the complainant.

The complainant will be informed of any decisions, and the reasons for these decisions, in writing. At this point the complainant will also be given information on how to appeal the decision.

### Appeals

The appeals process follows a similar structure to the complaints process. Please note an appeal must be made within six months of a decision relating to the initial complaint being made. The first step in the formal appeals process is to submit an appeal in writing to [complaints@sot.edu.au](mailto:complaints@sot.edu.au)

The written appeal should include the following:

- Submission date of appeal
- Name of appellant
- Nature of appeal
- Date of the event which led to the appeal, and
- Any other relevant information or attachments (if applicable)

Tradie Training will acknowledge the appeal in writing within five working days. The appeal will immediately be passed to

one of the Directors for consideration. A decision relating to the appeal will be made within 20 working days of receiving the appeal in writing. If Tradie Training requires more than the stipulated 20 days to make a decision, the appellant will be notified in writing, including an explanation of why more than 20 working days will be required to reach an adequate decision. The appellant will also receive regular updates relating to the process. At any meeting between Tradie Training and the appellant, third parties are able to accompany and assist Tradie Training and the appellant.

The appellant will be informed of any decisions, and the reasons for these decisions, in writing.

If the appellant is not satisfied with the outcome of Tradie Training's internal complaints process, they will be directed to lodge a complaint with the following organisations:

- The relevant State Training Authority (STA)
- Australian Skills Quality Authority (ASQA) through the ASQA complaints handling service [www.asqa.gov.au](http://www.asqa.gov.au)
- The Office of the Australian Information Commissioner (OAIC) for investigation [www.oaic.gov.au](http://www.oaic.gov.au) or phone number 1300 363 992 – for complaints relating to the handling, use or disclosure of personal information

It is important to note that all complaints and appeals will be recorded in a complaints register, including details of the complaint or appeal and any decisions reached by Tradie Training Directors. Tradie Training will maintain records of these complaints and appeals for five years, allowing complainants and appellants access to complaint and decision details. The complaint register will also detail continuous improvements made as a result of the complaints process highlighting areas for improvement. These improvements will also be detailed in Tradie Training's continuous improvement register.

## Marketing

Tradie Training ensures all marketing materials comply with Australian Qualification Framework (AQF) certification guidelines by providing prospective students with information that is accurate and consistent with Tradie Training's scope of registration. Tradie Training is committed to ensuring all marketing is ethical and any use of the Nationally Recognised Training (NRT) logo is compliant in accordance with Schedule 4 of the Standards for Registered Training Organisations (RTOs) 2015. All marketing material includes the code and the full title of the unit of competency or accredited course, as well as Tradie Training's RTO provider code.

It is important to note that Tradie Training will never guarantee:

- A learner will successfully complete the course
- A learner will obtain a particular employment outcome
- A course can be completed in a manner that does not meet the Standards for Registered Training Organisations (RTOs) 2015

## Training and Assessment

All training and assessment is delivered in accordance with the Principles of Assessment, as specified in the Standards for Registered Training Organisations (RTOs) 2015. This includes ensuring assessment is fair, valid, reliable and flexible. Tradie Training ensures the collection of evidence for assessment is sufficient, current and authentic in order to adhere to the Rules of Evidence. The learning experience has been tailored to meet the assessment guidelines specified within the Training Packages for the courses being delivered by Tradie Training. Training and assessment strategies have been developed for each course to ensure Training Package requirements are closely adhered to. The learning experience created by Tradie Training also ensures the learner is given feedback in a timely and consistent manner.



## Recognition of Prior Learning (RPL)

Tradie Training provides learners with the opportunity to have prior experience and learning recognised in accordance with the Standards for Registered Training Organisations. Tradie Training is committed to recognising pre-existing learner experience, knowledge and education, no matter the circumstances in which it was gained.

The learner can begin the Tradie Training Recognition of Prior Learning process by completing an RPL application form, available on Tradie Training's website. Once this application has been received, one of our trainers and assessors will contact the learner to provide additional information. The RPL process is based on gathering evidence to ensure the learner is in a position to be recognised as having gained prior education, experience or knowledge.

The evidence gathering process may involve interviews, written presentations, portfolio review, and demonstration or a skills test. Written testimonials from relevant third parties, Statements of Attainment, certificates or academic transcripts may also be required. Due to the flexible nature of the RPL process, each application will be assessed based on its own merits. All evidence gathered must be sufficient, authentic, valid and current. While Tradie Training's RPL process is rigorous, it is also conducted using principles of fairness and equity. It is also important to note that it is a requirement of certain Training Packages for the learner to undertake formal training in order to achieve competency and complete the qualification. This is to ensure the learner possesses the required skills and knowledge to operate in the context of their desired workplace or industry. We will notify you of the formal assessment requirements of the course you are enrolled in. It is important to note that these formal assessment requirements must be completed, regardless of the learner's level of prior knowledge, skill or education.

An application for RPL can be made at any time prior to commencement of the course; however, the learner is required to make payment before an RPL application can be processed. Once a trainer and assessor processes the RPL application, the learner will be advised in writing of the outcome. Successful applicants will be advised of the next step required to complete their qualification. Unsuccessful applicants will be advised of the reason their application was unsuccessful. These applicants will be given instructions on how to progress with their course. They will also be given information relating to how to appeal the decision using the Tradie Training formal complaints process.

Please note RPL applications can only be considered if they relate to a unit of competency that is included in Tradie Training's scope of registration and RPL may only be awarded in relation to whole units of competency.

## Fees

All course fees are clearly stated on the Tradie Training website for learners to consider. We are committed to being transparent in relation to costs. All possible additional fees are displayed before payment is required.

Payment can be made by credit/debit card only.

Once the course is complete, you will receive your Statement of Attainment and receipt of payment via email. As an RTO we will not collect fees of more than \$1500 in advance. We are able to guarantee this by not offering courses in excess of this amount.

Course fees are listed below:

- CPCWHS1001 Prepare to work safely in the construction industry  
**\$79**

- Replacement White Card  
\$39

Tradie Training staff can assist if you are having problems while making payment. Please contact us for assistance.

## Refunds

Tradie Training is committed to complying with Australian Consumer Law pursuant to providing refunds where necessary. Learners must consider all information provided by Tradie Training before formally enrolling. This includes information contained in this Learner Handbook and on Tradie Training's website. Tradie Training will provide refunds given the following circumstances:

- Tradie Training is unable to deliver the course paid for by the learner
- The fee paid by the learner was greater than the fee advertised at the time of enrolment. In cases where it is proven the learner paid a greater amount than the fee advertised at the time of enrolment, the excess amount paid by the learner will be refunded
- A circumstance occurs that requires a refund to be given according to Australian Consumer Law
- An extenuating circumstance beyond the control of the Learner (assessed on a case-by-case basis)

The following circumstances will not result in a refund being given to the learner:

- The learner changes their mind
- The learner makes the incorrect choice
- The learner is unable or unwilling to fulfill the requirements of the course
- The learner's employer or organisation does not accept Tradie Training's nationally recognised course

- The learner is found guilty of academic misconduct

If a learner is eligible for a refund, they must contact Tradie Training within 90 days of making payment. The Learner must email [admin@sot.edu.au](mailto:admin@sot.edu.au). The written refund request should include the following:

- Submission date of refund request
- Name of the person requesting refund
- Nature of the reason for the refund request
- Nominated bank account details (account name, BSB and account number)

The learner is required to provide details of the reason they are eligible for a refund. If a refund is approved, the refund will be paid to the learner within 14 days from the date the refund was requested. Refunds will only be provided via electronic transfer of funds to the bank account nominated by the learner. If a refund is not granted, Tradie Training will provide written details to the learner advising them of the reason for this decision. If the learner is unhappy with this decision, they will be directed to follow the formal complaints process outlined in this Learner Handbook.

Tradie Training allows a cooling-off period of ten business days providing the learner purchases a course and does not begin this course. During this time the learner can change their mind about training and receive a refund. If the learner begins the course the cooling off period will be waived.

It should be noted that if a learner receives a refund, any Statement of Attainment or printed documentation must be returned to Tradie Training and will be deemed invalid. New documentation will be issued if required.

### **Replacement White Card Policy**

Tradie Training is committed to replacing damaged, stolen or lost White Cards for learners who have completed the

qualification either with Tradie Training or another registered training organisation. We will also replace White Cards that have been issued with incorrect details. Tradie Training's replacement White Cards are nationally recognised and accepted across Australia. The cost of an Tradie Training replacement White Card is \$39.

To receive a replacement White Card, learners are encouraged to complete the Replacement White Card form available on our website and submit payment. This form will include a Statutory Declaration section. Once the form has been submitted, Tradie Training staff will review it. If the application to receive a replacement White Card is approved, the learner will receive written confirmation, as well as their White Card number, via email. Your White Card will be shipped to you on the next business day. You will not be issued a replacement Statement of Attainment as part of this process. If you wish to receive a replacement Statement of Attainment, please contact the provider you first completed your White Card course with.

**Important:** You cannot receive a replacement White Card if you have not completed the White Card course with Tradie Training or another registered training organisation.

## **Issuing of Statements of Attainment**

Once a learner has successfully completed all requirements, they will be issued a Statement of Attainment via email. Tradie Training takes great care to ensure our Statements of Attainment are authentic and original. Authenticity measures include a watermark and uniquely generated code that can be verified using Tradie Training's system.

All Statements of Attainment issued by Tradie Training are in accordance with the Standards for Registered Training Organisations (RTOs) 2015. Statements of Attainments are only issued for courses listed on Tradie Training's scope of

registration. All Statements of Attainment issued by Tradie Training contain the following information:

- The name of the unit of competency achieved
- The code of the unit of competency achieved
- The Nationally Recognised Training logo
- Learner details
- The name and signature of the person authorised to issue the Statement of Attainment

Once all requirements have been completed, a Statement of Attainment will be issued. A learner is able to request a physical Statement of Attainment. Tradie Training provides this service at a cost to the learner. Learners are advised to review the fees section of this Learner Handbook for more information.

If a learner wishes to access their Statement of Attainment online, they are able to do so using Tradie Training's learner management system. Tradie Training securely stores all evidence of learner outcomes in our database for a period of 30 years. During this time EOT staff are able to access learner records.

If a learner has been issued a hard copy of their Statement of Attainment and has misplaced this copy, they are able to purchase the hard copy Statement of Attainment again. Learners can do this by contacting Tradie Training via email. After identity verification has been completed, Tradie Training will advise learners of how to proceed in order to be issued their hard copy Statement of Attainment.

## **Verification and Authentication**

Tradie Training places high importance on ensuring the learner has completed the assessment themselves to properly prepare learners for the industry they choose to work in. We must be sure the learner possesses the required skills and knowledge before issuing a qualification. Tradie

Training does this by verifying a learner's identity in the following ways:

- Asking details such as full name, date of birth and phone number during phone and video calls
- Conducting identification audits during which learners will be asked basic questions pertaining to the course
- Unique Student Identifier's are verified automatically using Tradie Training's online system
- Requiring learners to complete a declaration declaring they were the person who completed the course without assistance from anyone other than Tradie Training staff
- Requiring the learner to show their photo identification via the online classroom

Completing the White Card also includes the need for the learner to present 100 points of identification. Accepted identification may include any of the following:

- A valid, current driver's licence
- An 18 plus card
- A valid, current passport
- A student or school identification card

Learners are able to provide certified copies of identification accepted under the *Financial Transactions Reports Act 1988 (Cth)* if they are unable to provide photo identification.

Learners may provide alternate forms of identification. This can include the following:

- Medicare card
- Birth Certificate
- Credit card
- Land title record

However, it is important to note that one of the forms of identification must show the current address of the learner.

This can include a:

- Rates notice

- Public utility account
- Land line telephone account

A White Card will not be issued without proper verification of identification under any circumstances.

## Privacy Policy

Tradie Training takes the privacy of its learners very seriously, and seeks to uphold principles of confidentiality in all its processes. Tradie Training's storage and use of learner information complies with the legislative requirements contained in the [Privacy Act 1988](#) and [Australian Privacy Principles \(APPs\)](#). In particular, Tradie Training treats any Personal Information lawfully, and will immediately notify the regulator of any potential breach of the *Information Privacy Act 2009*.

### Personal and Sensitive Information

The steps Tradie Training uses to protect your personal information and privacy are contained within this Privacy Policy. In relation to 'Personal Information', this is any information that may be used to identify you, including, but not limited to, your contact details, name, financial information, credit card details, demographic information and address. Further information relating to 'Personal Information' can be found in the *Privacy Act 1988*. Tradie Training may be lawfully required to acquire this information in order to provide our courses to you. We may also require 'Personal Information' when collecting feedback, or to verify your identity when responding to communication by Tradie Training staff. When collecting 'Personal Information' we will advise you of where to locate this Privacy Policy so you may be ensured of the confidentiality of your 'Personal Information'. 'Sensitive Information' (as defined in the *Privacy Act 1988*) can include, but is not limited to, information or an opinion about an individual's race, ethnicity, health information or beliefs. We may be required to acquire



‘Sensitive Information’, but we will ask for your consent before doing so.

### Data Protection

After collecting your information, whether it is personal or sensitive, Tradie Training will ensure confidentiality and privacy. Tradie Training’s website and learner management system are consistently updated to ensure online security measures are of the highest standard. Security and encryption measures ensure learners can feel comfortable with the privacy of the data they provide. All credit card and payment information is processed securely. You are able to visit our payment merchant’s privacy policy for more information.

Any information you provide to Tradie Training will only be kept if required or express permission is granted. Reasonable steps to securely destroy or de-identify pieces of personal information once they are no longer needed will be taken. If data is de-identified, we will not use re-identification methods without the express consent of the relevant learner or individual.

### Staff Commitment to Privacy

This Privacy Policy is disseminated among Tradie Training’s employees, with each employee being required to read and agree to the policy before beginning work for Tradie Training. In this way, employees are aware of their responsibility to protect the privacy of Tradie Training learners, clients and individuals interacting with Tradie Training at all times. Information will only be shared with employees on a need-to-know basis, to enhance the service provided to learners.

### Privacy and Third Parties

Tradie Training is committed to only sharing information with organisations when legally required. For example, certain information may be shared with the Australian Skills Quality

Authority (ASQA) to meet compliance requirements. In cases where we are not legally required to share your information, you will be contacted in writing and we will seek permission to disclose your information. We will seek permission using an information release form in these circumstances. Tradie Training will never sell, share or deal in your information. Any third party we deal with, regardless of their authority, must meet our privacy standards. Tradie Training management will raise concerns about the privacy standards of other organisations with relevant authorities if required.

As with other training providers, Tradie Training serves ads to learners using Google. Google may collect anonymous information regarding your visit to our website. You are able to view the Google Privacy Policy if you wish. Any anonymous information gathered as a result of individuals interacting with our websites may be used as part of Google Analytics or other services. Google uses information gathered by its users to inform data-driven marketing practices. Tradie Training reserves the right to create statistics based on anonymous data, but will not create statistics based on data that personally identifies a learner. Any non-personal information or communication provided by the learner, or that Tradie Training acquires from third parties that do not require conditions of confidentiality may be used, disclosed and kept by Tradie Training. Information may relate to ideas or techniques regarding our training products and marketing. We require learners to agree that all communication provided to us is truthful and legal for Tradie Training to possess.

Learners and individuals visiting Tradie Training's website should be aware that Tradie Training does not take responsibility for the privacy practices of websites we provide hyperlinks to. Any hyperlinks provided on Tradie Training's website are intended to improve the individual's visit, and do not necessarily constitute endorsement. Where

reasonably practicable we will endeavor to hyperlink exclusively to secure websites.

### Email Communication

In relation to email communication, Tradie Training may be required to provide you with course updates, updates related to our internal policies or changes to external regulations. Tradie Training may also send promotional emails to you. You are able to unsubscribe from these communications at any time by selecting the unsubscribe option or advising Tradie Training of your desire to unsubscribe via written communication (email). We will ensure you are unsubscribed as quickly as is reasonably practicable.

### Updates to this Policy

Tradie Training may be required to periodically update our Privacy Policy to account for changes to internal policies and procedures, as well as external changes to legislation and licensing requirements. When a change to our Privacy Policy occurs, we will upload the updated policy to our website and update the policy within this Learner Handbook (which can also be found on the Tradie Training website). Learners are advised to return periodically to revisit this Privacy Policy and check for any changes. In instances where major changes occur that impact the learning experience, learners will be contacted directly where applicable.

### User Consent

By using our website and learner management system you are consenting to the collection and use of your personal information as set out in our Privacy Policy. As a result, we require you to read this information and report any queries or concerns to Tradie Training.

## VET Data Use

The [National VET Data Policy](#) and Data Provision Requirements 2012 require Tradie Training to collect and submit data that is compliant with the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS). AVETMISS data submitted to state and federal bodies may be used to meet reporting requirements or accreditation conditions.

## Access to Records and Record Keeping

Tradie Training understands the importance of allowing learners to access records when required. Learners are able to access financial records and Statements of Attainment at any time by logging into Tradie Training's website. We ensure access by maintaining our online reporting systems and storing accurate, relevant data securely. Tradie Training is committed to storing records of learner results data electronically for a period of 30 years. Training Records are kept for a period of at least 10 years. Tradie Training follows ASQA's guideline requiring RTOs to securely retain all completed assessment items for each student for a period of six months from the date on which the assessment of competence was made. Tradie Training is able to produce this information for audit if required. Training records may include, but are not limited to, enrolment details, fees, invoices, date and time of learning, trainer and assessor details, applications and declarations, records of audits and outcomes, certification or other documents, Statements of Attainment, instances of learner misconduct and proof of identity.

Information gathered during the learning process is stored by Tradie Training electronically and securely, and reported to the National Centre for Vocational Education Research (NCVER) when required.

## Tradie Training and the Learner Experience

Tradie Training achieves ideal outcomes for learners by focusing on the core elements of the learner experience. These elements have been developed by ASQA in accordance with the Standards for Registered Training Organisations (RTOs) 2015 to ensure positive training experiences for Australian learners. Tradie Training's commitment to these elements is detailed below.

### Marketing

Tradie Training ensures all marketing materials comply with Australian Qualification Framework (AQF) certification guidelines by providing prospective students with information that is accurate and consistent with Tradie Training's scope of registration. Tradie Training is committed to ensuring all marketing is ethical and any use of the Nationally Recognised Training (NRT) logo is compliant in accordance with [Clause 4.1](#) of the Standards for Registered Training Organisations (RTOs) 2015. It is important to note that Tradie Training will never guarantee:

- A learner will successfully complete the course
- A learner will obtain a particular employment outcome
- A course can be completed in a manner that does not meet the Standards for Registered Training Organisations (RTOs) 2015

To ensure marketing remains transparent, accurate and consistent with Tradie Training's scope of registration, internal, monthly marketing audits are conducted – detailing all elements of Tradie Training's marketing strategy. This audit is conducted in accordance with the details provided in ASQA's [Marketing Factsheet](#). Elements to be considered during this audit include use of Tradie Training's RTO code, proper identification of the RTO delivering the training, and adherence to standards relating to the code and title of training products.

### Prior to enrolment

Tradie Training uses a system in the early stages of the learner experience to establish a base of common knowledge among all learners. Tradie Training ensures all learners are aware of all aspects of the course they plan to enrol in, and the training provider they plan to enrol with, by asking them to review our Learner Handbook and agree to a set of specified terms and conditions. By giving learners detailed information regarding their course and training provider, the learner is in a better position to choose the course that suits them best.

The learner is also able to form questions relating to the course based on this information. If a learner has a question, they are encouraged to contact the staff at Tradie Training for assistance. Learner responses to questions asked by Tradie Training trainers and assessors will help to determine the level of support they require.

In terms of Language, Literacy and Numeracy (LLN) requirements, Tradie Training directs learners to complete an assessment tool before formally enrolling in any course provided by Tradie Training. After completion of this assessment the learner and Tradie Training trainers and assessors will have a more accurate understanding of the LLN support required by the learner.

### Enrolment

Once the learner has completed all other tasks associated with the 'Prior to Enrolment' stage of the learner experience, the learner is able to formally enrol in the course. A learner will have six months to complete the course. If the learner has not completed final assessment requirements during this time period, their enrolment will expire and they will forfeit course fees. The learner will be required to re-enrol and pay applicable re-enrolment fees if this occurs. The reason Tradie Training requires learners to complete their training within a

set time period is to ensure continuous improvements can be made to the course in accordance with changes to legislation, regulatory/licensing requirements and internal processes.

Tradie Training collects information required for mandatory Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) reporting. This also satisfies Tradie Training's requirement to:

- Confirm a learner's eligibility to study
- Confirm a learner's address and identity
- Collect Unique Student Identifier (USI) information
- Confirm whether the learner has any special needs
- Give the learner the opportunity to identify potential LLN issues
- Confirm the learner has read the Terms and Conditions, the Learner Handbook and other policies relating to the course

Learners may also be required to provide photo identification showing their date of birth upon request. If photo identification cannot be produced, learners may be required to produce other acceptable forms of identification to verify their identity. These forms of identification are explained in the Verification and Authentication section of the Learner Handbook.

### Support and Progression

Support is available to learners from the point they begin researching their course, all the way through to completion. Learners are advised to visit the Contact Us section of Tradie Training's website for access to frequently asked questions and contact details. Tradie Training's qualified trainers and assessors are committed to ensuring learner queries are answered in a reasonable timeframe, as we understand the importance of the learner being able to progress through the course at a pace that suits them. If a learner feels at any



point in their course that they are not receiving adequate support, they are encouraged to contact us and detail their concerns.

Tradie Training strives to provide additional support to learners with special needs. Our trainers and assessors, who are given the authority to make adjustments for learners living with disability or other special needs, evaluate this on a case-by-case basis. Staff may also take into account LLN needs, cultural circumstances and other needs of the individual learner when making a decision regarding accommodations.

### Training and Assessment

Tradie Training has developed a Training and Assessment Strategy (TAS) for each training product on its scope of registration. The TAS for each training product developed by Tradie Training was informed by industry engagement. Tradie Training conducts effective assessment by complying with requirements of relevant training packages and conducting assessment in accordance with ASQA's [Principles of Assessment](#). Taking into account individual needs as identified by the learner and trainers and assessors achieves fairness, while conducting a fair RPL process and using a range of relevant assessment methodologies ensures flexibility.

Tradie Training achieves validity in its assessment through ensuring its assessment covers the broad range of skills and knowledge that are essential to competent performance. Assessment of knowledge and skills is integrated with practical application and ensuring assessment is aligned to the Unit of Competency. Finally, Tradie Training achieves reliability in its assessment by ensuring trainers and assessors conduct their work according to stringent internal policies, therefore developing consistency in assessment.



The TAS for each training product complies with the requirements of the relevant Training Package, with a focus placed on achieving learner competency to the standard expected in the workplace. Learners are able to provide feedback on the assessment process during and after completion of their course. It should be noted that each learner receives feedback on their assessment in a timely and efficient manner – using the latest assessment technologies. All assessment will be conducted in accordance with principles of fairness and equity.

### Completion

Assessment completed by learners is marked Satisfactory or Not Yet Satisfactory, depending on the judgment of the trainer and assessor. In instances where assessment is judged Not Yet Satisfactory, learners are able to resubmit their assessment after reconsidering Tradie Training's learning materials. Once all assessments have been marked satisfactory, the learner is able to complete all other requirements of the course and be issued a Statement of Attainment.

Statements of Attainment are only issued to learners who have been assessed as meeting the requirements of the course as specified in the relevant Training Package. A Statement of Attainment is issued to a learner via email within one business day of the learner being assessed as meeting the requirements of the course. We store records of learner AQF certification documentation securely for 30 years, giving learners access to their personal records during this time.

Tradie Training's completion process also complies with the requirements of the Student Identifier scheme. The scheme allows students to access a single online record of their VET outcomes. Tradie Training can only issue a Statement of Attainment if the learner has provided Tradie Training with a

verified Unique Student Identifier (USI) or Tradie Training has applied for a USI on behalf of the learner. Tradie Training takes security very seriously, and ensures all USIs and other information provided by the learner is stored securely in our learner management system. Our security measures extend to any documentation or Statements of Attainment issued to learners. Learners wishing to access their records may do so by logging in to their account using their unique user login details. They are also able to request access to their records by submitting a written request to Tradie Training. At this time, Tradie Training will verify the learner's identity before issuing records.

## Notification of Changes

Any changes that learners should reasonably be made aware of will be relayed to learners in a timely and efficient manner. These changes could include, but are not limited to:

- Changes to legislation
- Changes to Tradie Training's internal processes
- Changes to licensing agreements
- Changes to Training and Assessment Strategies
- Changes of ownership

Changes will be relayed through Tradie Training's website and learner management system. If a learner has any questions related to changes, they are encouraged to contact Tradie Training for assistance by visiting the Contact Us section of Tradie Training's website.

## Health and Safety

The health and safety of Tradie Training's learners, staff and anyone else associated with training is of paramount concern. Chair positioning is also useful to consider, as this will affect posture. The learner's chair should be adjusted to allow normal upright posture of the spine. Feet should be planted on the floor, approximately shoulder-width apart. It is important to take breaks and get out of your chair

regularly, to maintain optimal blood flow to muscle groups that may be neglected while sitting. Generally it is suggested to stand or change posture every 15-30 minutes. This also helps to reduce strain on the eyes, which can become fatigued after prolonged exposure to a screen. In terms of your eyes, remember to avoid screen glare and work in an environment that is not too bright. At Tradie Training we strongly encourage staff to leave their chair every 30 minutes, and to participate in some form of physical exercise daily. We find this not only helps with health, but also with mental focus.

### **Unique Student Identifier (USI) Policy**

As stated by ASQA, the Student Identifier scheme, enabled by the *Student Identifiers Act 2014*, allows students to access a single online record of their vocational education and training outcomes. The scheme also helps employers and other registered training organisations to confirm these outcomes.

Tradie Training can only issue a Statement of Attainment if the learner has provided Tradie Training with a verified Unique Student Identifier (USI). Tradie Training takes security very seriously, and ensures all USIs and other information provided by the learner is stored securely in our learner management system, behind valid security measures and procedures.

Learners are prompted to create their USI and or supply it to Tradie Training. Learners are given information relating to what a USI is, how to apply for a USI, circumstances where learners may be exempt from needing to supply a USI, and where to find additional information pertaining to USIs. It should be noted that if a learner is able to be exempt from providing a USI, their records might not appear on their transcript.

When providing us with your USI, it is immediately checked against the USI database using online, secure software. If the USI you provided is invalid you will be notified immediately. At this point you are able to resubmit your USI for verification.

While Tradie Training is required to provide USI details during regular AVETMISS reporting, the privacy of each learner's USI is protected at all times.

If a learner feels their USI transcript is incomplete, they are advised to contact Tradie Training in writing explaining their issue. We may need to contact you regarding this issue, so please have your USI details ready. Only the training organisation that issued the Statement of Attainment is able to update your USI transcript. Please note that as with many training providers, Tradie Training updates USI records yearly, meaning learners should keep Statements of Attainments and other documents issued by Tradie Training for evidence of completed training.

Please note this policy applies to all learners enrolled with Tradie Training. If you have additional questions, please get in touch by visiting the Contact Us page of Tradie Training's website.

## **Learner Misconduct**

While learners have rights as part of the learning experience, they also have responsibilities. It is important that learners act with honesty and integrity when completing any aspect of their training, to ensure fair outcomes for all parties involved. Any instance of cheating, plagiarising or dishonesty when completing any element of training will lead to disciplinary action being taken by the staff of Tradie Training. Please note dishonesty may apply to any aspect of the course, and includes, but is not limited to, subverting processes and impersonation or conspiracy to perform in a manner that may be considered academic misconduct.

Where academic misconduct has occurred, the learner who committed the misconduct will be made to forfeit any training completed and payment made and restart the course. If the misconduct is identified after the learner has completed their course, any Statements of Attainment and other documentation issued will be cancelled. In either case, the learner will be given a written notice of their infringement and disciplinary action to be taken by Tradie Training. They will be given the chance to appeal this decision using the Tradie Training complaints and appeals process located in this Learner Handbook.

Please be aware of possible actions that may be described as misconduct. They include, but are not limited to:

- Theft
- Harassment
- Discrimination
- Breach of confidence
- Misuse of property, both physical and intellectual
- Plagiarism
- Improper conduct
- Obstruction
- Alteration
- Disregard of terms and conditions of training
- Willfully disobeying lawful orders or directions
- Refusal to provide identification when lawfully asked to do so
- Breach of copyright
- Damaging property
- Defacing property
- Interfering with learning
- Defamation
- Working in collaboration with other learners

Please note that Tradie Training does not permit collaboration with other learners in preparation of

assessment. If a learner is experiencing difficulties, they are encouraged to contact Tradie Training directly.

Tradie Training will report any criminal actions or civil breaches to the relevant authorities.

Possible disciplinary action includes, but is not limited to:

- A formal caution
- A requirement for the learner to resubmit assessment
- A requirement for the learner to resubmit payment
- Exclusion from Tradie Training
- A report being made to relevant regulatory authorities

The type of disciplinary action taken will depend on the nature of the offence. Tradie Training staff will decide on the necessary disciplinary action. Learners are able to formally appeal this action. Please note that the learner must make an appeal within 30 days of receiving written confirmation of the action taken by Tradie Training. Tradie Training's standard process for responding to appeals will then take place. Please note that as part of the appeals process the learner may be required to provide a written statement, sign a statutory declaration or provide evidence disputing the decision made by Tradie Training.

## **Training and Assessment Strategy**

Tradie Training takes great care to ensure its assessment methodologies comply with the Principles of Assessment and Rules of Evidence as required by ASQA. All assessment conducted as part of a course delivered by Tradie Training also adheres to the requirements of the relevant Training Package, and any licensing requirements related to the course.

To ensure the validity of Tradie Training's assessment, learners are not permitted to receive assistance from third parties, except with the written consent of Tradie Training

staff. If a learner requires assistance, they are to contact Tradie Training directly and we will work with the learner to reach an outcome. All assessment completed by learners must be completed in English, as there is no provision for learners to complete assessment in any other language. All assessment submitted by a learner must be their own. Tradie Training ensures authenticity by lawfully requiring learners to present identification as part of the assessment process. If at any point during the assessment process, the learner feels that assessment methods are unfair or their submitted assessment has been marked unfairly, they are able to appeal the assessment decision. In this case the learner should follow the complaints and appeals process outlined in this Learner Handbook.

All courses delivered by Tradie Training include knowledge assessments, whereby learners demonstrate their knowledge by answering a series of self-paced questions. All questions included in these sections can be mapped to the knowledge evidence required within the Training Package relevant to each course. To ensure validity when assessing competency, Tradie Training uses a system that does not allow the learner to progress in their course unless they truly possess the knowledge to be assessed. If a learner answers a knowledge question incorrectly, they are advised to review the learning resources. If they answer incorrectly again, they are moved back one question and required to resubmit an answer. The question the learner is moved back to will be a different variation of the question they initially answered. In this way, the learner must consider their answers carefully before submitting them to be assessed. It will be extremely difficult for the learner to progress through Tradie Training's courses using a system of trial and error.

### **CPCCWHS1001 - Prepare to work safely in the construction industry**

Learners are supplied with learning resources, which they are directed to review before completing each item of



assessment. Learners are able to review the learning resources pertaining to each section of the knowledge assessment at any time.

The knowledge assessment process gives the learner an understanding of their course progress at all times. The learner is encouraged to review the learning resources pertaining to each question before attempting assessment. However, Tradie Training understands learners may have pre-existing knowledge and skills, so learners are able to attempt assessment submission without reviewing the resources if they wish. In this instance learners still have the potential to be moved back one question, presented with a different question variation, and required to resubmit assessment.

The final stage of the assessment process involves a verbal skills assessment and practical skills assessment.

The verbal skills assessment involves the learner being asked a series of questions and being required to answer these questions orally in real time. The questions relate to course content, and there are refresher sections before each question to enable learners to review relevant content. The questions contained in the verbal skills assessment are based on the performance criteria required within the Training Package pertaining to the unit of competency, as well as licensing requirements. At this stage of the assessment, assessors are given criteria that are used to assess learner's responses to scenario-based questions, and ensure consistency and fairness in assessment. All assessment submitted by learners is recorded.

After assessing the learner's skill and knowledge the assessor will determine if the learner has satisfied the assessment criteria. If they are deemed not to have satisfied assessment criteria, they will be asked to review relevant learning resources and resubmit required assessment. If after



resubmission the assessor is still not satisfied that the learner possesses the skills and knowledge to be deemed competent, the assessor will discuss extra support that may be required.

After completing the verbal skills assessment, the learner is required to complete a practical skills assessment. The practical skills assessment involves the learner demonstrating their ability to fit four specific items of personal protective equipment (PPE) to themselves in real time. Learners will demonstrate their skills and knowledge in real time, using their ability to plan and organise in order to perform the tasks. Learners are made aware of the requirement to possess the relevant items of PPE prior to, during and after enrolment. At this stage of the assessment, assessors are given criteria that are used to assess learner's practical demonstration of tasks, and ensure consistency and fairness in assessment.

After assessing the learner's skill and knowledge the assessor will determine if the learner has satisfied the assessment criteria. The learner will be informed of this outcome once a decision has been made. If they are deemed not to have satisfied assessment criteria, they will be asked to review relevant learning resources, as well as the assessment instructional video, and resubmit required assessment. If after resubmission the assessor is still not satisfied that the learner possesses the skills and knowledge to be deemed competent, the assessor will discuss extra support that may be required.

Before commencing the assessment of practical skills, the learner is advised to review the requirements of the assessment and prepare for the demonstration of fitting PPE. PPE is supplied by Tradie Training. The PPE required for the practical skills assessment include:

- A hard hat
- Eye protection (safety glasses or goggles)

- Hearing protection (ear plugs or muffs)
- A high visibility retro reflective vest

Upon completion of all assessment, payment of fees, identity and authenticity verification, and USI verification, the learner will be issued their White Card and emailed their Statement of Attainment for the unit of competency CPCCWHS1001 - Prepare to work safely in the construction industry. White Cards will be posted the same day as completion.

While each learner completes the course at a different pace, depending on prior skills and knowledge gained, the course generally takes six hours to complete.

### **RTO Closure**

Tradie Training guarantees that in the event of RTO closure, all necessary learner records will be forwarded to relevant Government authorities within 14 days of cease of operation. The documentation will be a complete and accurate summary of all learner records gathered since the initial registration and start of operations of Tradie Training. The documentation will list the Statements of Attainment issued to all learners, as well as competencies achieved for each learner.

### **Records Retained for Audit**

Tradie Training retains learner information for the purpose of audits conducted by regulators such as ASQA. All RPL records, policies, procedures, training and assessment strategies, assessment documents, complaints and appeals (and outcomes), evidence of continuous improvement, evidence of internal professional development and maintenance of industry currency, and evidence of learner enrolment as per requirements are kept for the purpose of audit.

Training records are also kept for the purpose of audit. Training records include learner enrolment details, fees, invoices, forms, applications, declarations, proof of identity, all assessment completed, learner misconduct, records of certification presented, transcripts of learner outcomes and Statements of Attainment, if applicable.