



# STUDENT HANDBOOK

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## Introduction

*Ironbark Training is a Registered Training Organisation, RTO ID 45658. Our registration authorizes us to deliver nationally recognized training products listed on our scope of registration which can be found here: [www.training.gov.au/45658](http://www.training.gov.au/45658).*

*Ironbark Training was established as an Aboriginal business to provide culturally safe pathways to training and employment for Aboriginal and Torres Strait Islander people across regional and remote areas of New South Wales (NSW). Ironbark Training 's aim is to deliver Indigenous Job Ready Programs that provide training, equipment, VET resources and mentoring support to Indigenous people to access and complete training and to enter and maintain employment, particularly in the construction industry.*

*It is important that you read the information contained in this student booklet, before you enroll, to ensure you are fully informed of your course options and are aware of our policies, procedures and the services we provide.*

## Courses offered by Ironbark Training

All courses offered by Ironbark Training are listed on our website with relevant information on each course page including duration, costs and any regulatory information. For course information please visit [www.ironbarktraining.com.au](http://www.ironbarktraining.com.au)

Programs delivered as a skill set package comprise multiple units. While booked and paid for as a package, the units are delivered sequentially (one after another) and **are not** blended together, this allows a student to exit upon completion of any or all units in the package. Where a student withdraws before completion of all units, a Statement of Attainment will be issued for the completed units only. Please note, there are no refunds or discounts offered for students who do not complete the entire skill set package and we strongly encourage students to complete all units within the skillset to maximise their learning opportunity.

Learners may choose to undertake additional training if they wish to obtain more hours driving the vehicle prior to assessment or additional theory training. Additional training time does attract additional fees at a rate of \$120.00 per hour.

For other critical registration details please visit the National Register of VET here: [www.training.gov.au](http://www.training.gov.au)

## Enrolments

To enrol, simply book online through the relevant course page on the Ironbark Training website. We require a non-refundable administration fee to secure your place on the course unless you are eligible for government subsidy. This administration fee is;

Course	Administration Fee
Crane Licences	\$500.00
Dogging and Rigging Licences	\$500.00
(LF) Forklift	\$250.00
(WP) Boom Lift over 11 metres	\$250.00
(LO) Order Picking Forklift	\$250.00
All other HRWL	\$250.00
All other Nationally recognised courses	\$150.00
Verbal assessment fee (in addition to course fee)	\$60.00

The full cost of the course is listed on our website and will be quoted prior to enrolment over the phone or at checkout in the online booking system. There are no fees for materials used in the course. Full payment of the course must be completed prior to the first day of training.

Forms and payments can be made in the following ways:

Online	In Person	Bank Transfer
Credit card payment processed at checkout during online booking and enrolment.	Cash or Credit Card  Ironbark Training 2/22 Edward Street Wagga Wagga, 2650	Payment to bank account as listed on your invoice.

### Course cancellation:

Students will be entitled to a full refund in circumstances where a course is cancelled by Ironbark Training. Students may also elect to have their fees credited towards another course to begin within 3 months of the original course booking.

Courses cancelled after commencement will be refunded at a pro rata rate.

## Refunds and Cancellations:

### Student Removed from Course

Any student who is asked to leave the course by the trainer due to reasons such as but not limited to bullying, racism, sexual harassment, or any other serious disruption of the class will not be entitled to a refund

### Cancellation at Student Request

Cancellations at student request received more than 72 hours prior to course commencement will be entitled to a full refund.

Cancellations at student request received less than 72 hours but more than 24 hours prior to course commencement will be entitled to a refund minus the non-refundable administration fee.

Cancellations at student request received less than 24 hours prior to course commencement are not entitled to any refund.

Cancellations at student request after course commencement are not entitled to any refund.

### Medical or Hardship reschedule or withdrawal:

Cancellations or reschedules due to medical reasons or hardship are entitled to full refunds or full fee credit towards another course beginning within 3 months of original course booking. Supporting evidence such as a medical certificate may be requested by Ironbark Training.

Special circumstances may exist that warrant consideration of a full refund. You are entitled to request a consideration of special circumstances in writing to [complaint@ironbarktraining.com.au](mailto:complaint@ironbarktraining.com.au).

Examples of special circumstances may include death of a close relative or unforeseen care responsibilities. Ironbark Training reserves the right to request evidence in support of any request for special consideration.

### Payment of Refunds:

Payment of refunds will be made as soon as possible after an eligible cancellation is made, but no longer than 30 days.

### Late Attendance Policy:

Students more than **20 minutes late** to the first day of a course will be turned away and will not be entitled to a refund.

Students that are more than 20 minutes late to subsequent course days may be directed to repeat the day/s and further costs may apply for those days.

### Refund Appeal Process:

If a student is not satisfied with a refund decision made by an Ironbark Training representative, they may elect to appeal the decision using the Complaints and Appeals Procedure. If upon completion of the appeal procedure the student is still not satisfied, they may contact the CEO directly at [hello@ironbarktraining.com.au](mailto:hello@ironbarktraining.com.au) for escalated review. If the matter is still not resolved, the student may elect to exercise the mediation option contained in the complaints and appeals procedure.

## Study modes and assessment

All training will be completed face to face and some courses may require completion of some online activities or pre-course study.

Assessment methods used to determine competency for High Risk Work Licensing are issued by Safe Work Australia, regulated by the SafeWork NSW and will be followed by Ironbark Training at all times.

## National recognition and RPL

Students with existing skills and qualifications may apply for National Recognition or Recognition of Prior Learning. Students wishing to apply should contact [hello@ironbarktraining.com.au](mailto:hello@ironbarktraining.com.au) directly and request a copy of the RPL kit for the relevant course.

## Certification Documents

At completion of the assessment for each program students will receive a statement of attainment or full qualification as appropriate.

### Replacement Certification Documents

Should students require a replacement certification document they should contact the office on 02 6921 9184 or email [hello@ironbarktraining.com.au](mailto:hello@ironbarktraining.com.au). The student will be required to complete and return F043 Request copy of a qualification and will be required to pay a fee of \$50.00 + GST applies to this service.

## Relevant laws

*Ironbark Training is bound by a range of legislation including, but not limited to:*

- ☐ *Privacy laws*
- ☐ *Standards for Registered Training Organisations 2015*

- ☐ *Equal opportunity Act 2010:*
- ☐ *Disability Act 2006:*
- ☐ *WHS Act 2011*
- ☐ *WHS Regulations 2011*

*For more information on these laws, refer to the Austlii Website*

## Ironbark Training Code of Conduct

Students and staff associated with Ironbark Training have a right to work and study in an safe, healthy and positive environment.

All staff and students at Ironbark Training are expected to:

- respect difference and diversity
- respect people's rights to privacy and confidentiality

At Ironbark Training we value:

- difference and diversity
- care and respect
- academic debate and freedom of expression
- social responsibility and cultural awareness

### Consequences of unacceptable behaviour

Ironbark Training reserves the right to take disciplinary action where unacceptable behaviour is demonstrated by students or staff. Ironbark Training staff can ask a student to leave the classroom or refuse entry to a classroom if behaviour is disruptive or dangerous, threatening or interferes with the duties of staff or other students.

Violence, intimidation and harassment will not be tolerated in any form and will result in immediate removal from your course. The police may be contacted if necessary.

If a student is refused entry to a course, or removed from a course for anti-social, aggressive or abusive behaviour they will not be entitled to a refund. If the student refuses to leave the police will be called immediately. If the offending student poses a threat to the security or safety of Ironbark Training Staff or Students, Ironbark Training staff will cancel the courses on site and let students know they will be rescheduled. They will then secure the site until police arrive. Additional precautions may be taken to ensure staff security when securing the facility at the end of the day, such as police attendance or external security provision.

## **Complaint procedures**

Ironbark Training encourages students to discuss their concern directly with staff in the first instance. If the complaint cannot be resolved then a formal complaints process can begin.

### **Formal complaints process**

All formal complaints must be submitted in writing using the appropriate complaints form available from Ironbark Training Reception or by emailing [hello@ironbarktraining.com.au](mailto:hello@ironbarktraining.com.au). Evidence should be submitted to substantiate the complaint wherever possible.

Complaints must be submitted within 14 days of the incident giving rise to the complaint occurring. Formal complaints may be submitted in person to an Ironbark Training staff member, by email to [compliance@ironbarktraining.com.au](mailto:compliance@ironbarktraining.com.au) or by post to 2/22 Edward Street, Wagga Wagga, NSW, 2650. Ironbark Training will commence the formal complaint process within 7 working days of receiving a formal complaint.

Once received, Ironbark training will issue a confirmation of receipt in writing to the complainant.

All complaints are held in strict confidence and are resolved as soon as possible. Where a complaint will not be finalized within 60 days, Ironbark Training will notify the complainant and provide an anticipated timeframe for resolution. Ironbark Training will then continue to provide updates to the timeframe as required.

A thorough investigation of the complaint by the CEO or Compliance Manager will be undertaken. The investigation must give all involved parties fair opportunity to present their case and provide evidence supporting any claims. All involved parties are entitled to have a support person present when participating in any investigative process.

The outcome of the investigation and complaint determination will be communicated in writing to the complainant once the complaint has been finalised.

### **Refund Appeals Procedure**

If a student request for refund is denied by Ironbark Training, they may appeal in writing to Ironbark Training within 14 days of the course commencement date. If a student is not satisfied with the outcome they may contact the CEO, directly on 0456 219 347 or email [compliance@ironbarktraining.com.au](mailto:compliance@ironbarktraining.com.au).

If the appeal is still not resolved the student can elect to have the matter referred to an independent mediator on a shared cost basis between the RTO and the Student.

Mediators must be sourced through the NSW Bar Association (<https://nswbar.asn.au/using-barristers/alternative-dispute-resolution/baradr-approved-mediators>). The outcome of the independent mediation process is final.

Copies of all relevant documentation will be placed in the complaints file.

### **Academic Appeals**

From time to time a student may not be satisfied with the assessment determination made by their assessor. In these circumstances the student may elect to appeal the assessment decision (academic appeal). Academic Appeals must be submitted in writing within 3 days of the assessment decision.

Ironbark training will organise for an independent assessor to review the assessment evidence and make another assessment determination. The independent assessor will not communicate with the original assessor regarding the appeal.

Where a difference of assessment outcome exists between the original assessor and the independent review assessor, a second independent assessor will be asked to review the assessment evidence and the majority determination will stand. If a second independent assessor is not available, the original assessor and independent assessor will meet with the CEO to determine the final outcome.

The CEO will report the final decision to the student.

If the independent review assessment confirms the original assessment determination the upheld decision will be communicated in writing to the student by the CEO.

Results must be recorded in accordance with normal record keeping procedures.

A copy of the appeal form and final determination will be kept in the complaints file.

### **Complaint and Appeals Register**

All complaints and appeals are entered on the Complaints Register.

### **Unresolved Complaints**

In the event that this procedure does not achieve a resolution, students can contact ASQA using the following link: <http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html> or contact ASQA on 1300 701 801.

## **Reasonable Adjustment**

Ironbark training will offer reasonable adjustment to support learners' individual needs. Reasonable adjustment must be within the constraints of the Unit of Competency and any regulatory requirements such as those outlined for the conduct of High Risk Work assessments or Heavy Vehicle Competency Based Assessments.

Students may complete their assessments verbally where permitted by the regulator responsible for the relevant course.

## **Assessment**

Assessment methods vary from course to course, but usually comprise a knowledge assessment, calculation assessment and practical assessment.

The assessor will outline the assessment requirements at the commencement of each course..

Reassessment may be required for students who have not achieved competency in their unit. Reassessment may be required for part or all of an assessment depending on the assessment requirements of the course being undertaken.

Reassessment fees apply.

## **Work Experience and Employment Outcomes**

Ironbark Training does not provide work experience or employment outcomes as part of its courses.

## **Access and Equity**

Ironbark Training is committed to equitable access to vocational education by all groups in society. We recognise that communities and individuals within our society have been disadvantaged and we aim to support and assist those people to achieve their education goals. We offer a culturally safe learning environment and welcome all people including those with diverse backgrounds and disabilities.

If you would like to discuss how we can support your individual learning needs, please contact our office directly.

## **Health and Safety**

Ironbark Training prioritises the health and safety of its staff, students and the public. We aim to be a safety leader within the industry and proactively improve our workplace health and safety.

In order to ensure the health and safety of our workplace, you must:

- not intentionally or recklessly interfere with or misuse anything provided by Ironbark Training
- cooperate with any health and safety directives given by staff
- ensure that you are not under the influence of alcohol or drugs, or in such a state as to endanger your health and safety at work or the health and safety of others at work
- ensure responsible management of your personal health and medical conditions.
- Comply with all safety policies and procedures in effect at Ironbark Training
- Complete the safety induction for each Ironbark Training site you attend.

## **Student Support Services**

### Learning difficulties

Reasonable adjustment can be made to support learners with learning difficulties. Reasonable adjustment must not reduce or impact the standard required to be deemed competent as outlined in the relevant Unit of Competency. Individual with learning difficulties are encouraged to discuss their particular circumstance with Ironbark Training as soon as possible to identify suitable strategies to support them.

## Language Literacy and Numeracy:

Students are required to have a basic understanding and proficiency with English language in order to complete Ironbark Training courses. In particular, students will be required to complete a full LLN assessment prior to acceptance of enrolment using the online enrolment system. Students must be able to communicate verbally in English to an acceptable level in order to undertake any knowledge assessments. High Risk Work licence calculation assessments are not permitted to be assessed verbally.

A NAATI interpreter may be used to assist in training, however only NAATI AUSLAN interpreters are permitted for assessment where regulator approval is granted in advance.

[http://www.naati.com.au/home\\_page.html](http://www.naati.com.au/home_page.html)

Language interpreters may not be used for High Risk Work License assessments.

If you require assistance with English, please follow one of the links supplied below;

<https://www.tafensw.edu.au/international/study/courses/english>

## Feedback and Continuous Improvement

We welcome all constructive feedback, both positive and negative. Ironbark Training has robust continuous improvement procedures that consider all student feedback in shaping the future operations of the business.

Students are encouraged to provide feedback either directly to their trainer/assessor or in writing by email to [hello@ironbarktraining.com.au](mailto:hello@ironbarktraining.com.au). Students will also be given the opportunity to complete a survey upon completion of their course.

Employers are also entitled to submit feedback to [hello@ironbarktraining.com.au](mailto:hello@ironbarktraining.com.au) and are strongly encouraged to do so.

## Marketing of training and assessment services

Ironbark Training markets and advertises its products and services in an ethical manner.

Students and employers will be asked permission before use of any photos or media that may identify them are used for marketing purposes.

## Academic Dishonesty and Plagiarism

Students caught cheating, plagiarising or participating in any other academic dishonesty will be immediately removed from the course. Students removed for academic dishonesty are not entitled to a refund. Students are reminded that Ironbark Training is required to report Academic Dishonesty to various regulators under its conditions of authorization.

## Student – Unique Student Identifier (USI)

All students undertaking Nationally Recognised Training are required to hold a Unique Student Identifier prior to commencing training.

For students who don't currently have a USI, Ironbark Training is able to apply for one on your behalf.

For further information about the USI scheme, please visit:

[www.usi.gov.au](http://www.usi.gov.au)

or

<https://www.myskills.gov.au/media/1779/back-to-basics-unique-student-identifier.pdf>

## **More Information and Contacts**

If you have any questions or would like further information about Ironbark Training please contact our office on 02 6921 9184 or [hello@ironbarktraining.com.au](mailto:hello@ironbarktraining.com.au).