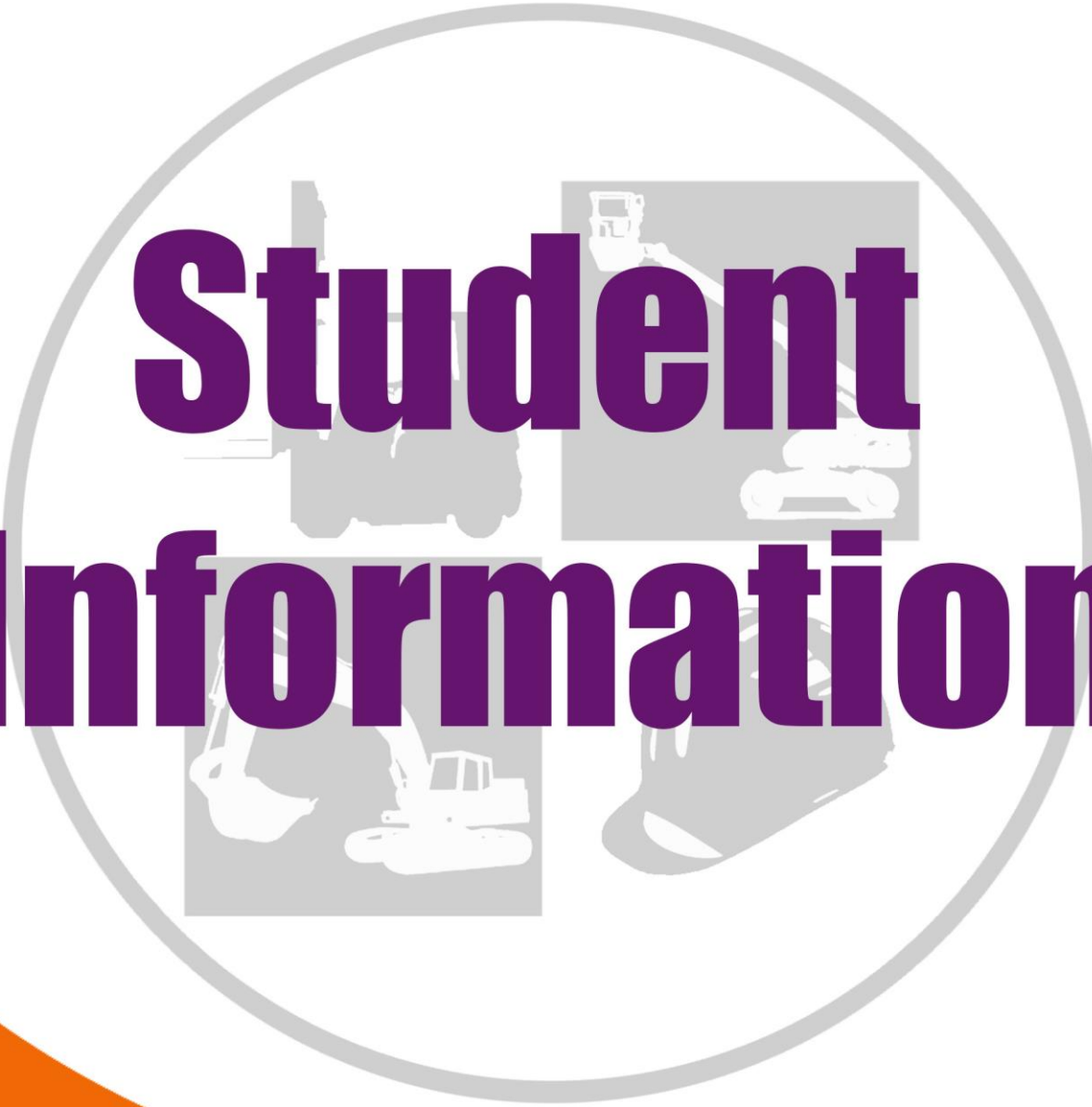




**START**  
**Training**  
GROUP

***We Care About Your Success***

***Training for the Warehousing & Construction Industries***



# **Student Information**

**Start Training Group**

**Head Office: 3/1825 Ferntree Gully Road, Ferntree Gully**

**Phone: (03) 9756 0244**

**Web: [www.starttraining.com.au](http://www.starttraining.com.au)**

**Email: [bookings@starttraining.com.au](mailto:bookings@starttraining.com.au)**

**Registered Training Organisation No: 22381**

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## Welcome to the Start Training Group

The management and staff of Start Training would like to welcome you. As a student undertaking training with us, you have chosen to acquire new or updated skills that will enhance your opportunities for employment or increase safety in the workplace.

### Who are we?

Start Training Group is a Registered Training Organisation (RTO). This means that the training we offer can lead to nationally recognised and accredited Statements of Attainment and Qualifications.

We work to deliver ethical and high-quality training to students enrolled in Victoria.

With the safety and success of our students as paramount, we aim to be the industry standard within all sectors we teach. The success of our students is our top priority at Start Training and we are here to help guide you toward your career goals. Our courses are designed to teach you not only the skills you need to pass a test and obtain a licence, but to give you skills that will help you succeed. Whether you are looking for a career change, or upskilling to increase your opportunities in your current job, our mission is to help you achieve your personal goals.

Students can view our training organisation profile at:

<https://training.gov.au/Organisation/Details/22381>

The units we are accredited to deliver under the VRQA can be found on Training.gov.au, along with our registration details.

Please click the link to view our full scope of registration – [scope](#)

### Student Welfare Support Services

At Start Training we have dedicated Student Support Officers who can assist you, if necessary, with any language, literacy, or numeracy requirements. This service is provided free of charge to all our students. If you think this service would benefit you during your time with Start Training, please contact student support on: **03 9756 0244 Option: 3 (student support)**

## **We care about your success**

At Start Training Group, our motto “We care about your success” underpins all that we do, and our students’ success is the driving force behind our business.

Please remember that we are here to support you and you can contact our office direct at any time during the business hours of 8.00 am – 5.00 pm Monday to Friday and 8am – 4pm on Saturdays. You may call at any time to leave a message with our live voicemail reception, where one of our sales consultants will return your call during normal operating hours.

Start Training’s head office and central training facility is located in Ferntree Gully. Alternative training facilities are located at the addresses below.

Registration: Start Training Group gained its RTO registration in 2010 and is registered under the Victorian Registration Qualifications Authority (VRQA)

Start Training Group is authorised to deliver High Risk Work Licences under WorkSafe Victoria.

### **Head Office contact details**

3/1825 Ferntree Gully Road, Ferntree Gully  
Phone: (03) 9756 0244  
Web: [www.starttraining.com.au](http://www.starttraining.com.au)  
Email: [bookings@starttraining.com.au](mailto:bookings@starttraining.com.au)  
Registered Training Organisation No: 22381

### **Sunshine West facility**

16 Enterprise Way, Sunshine West  
Phone: (03) 9756 0244  
Web: [www.starttraining.com.au](http://www.starttraining.com.au)  
Email: [bookings@starttraining.com.au](mailto:bookings@starttraining.com.au)

### **Campbellfield Facility**

2 The Crossway, Campbellfield VIC 3061  
Phone: (03) 9756 0244  
Web: [www.starttraining.com.au](http://www.starttraining.com.au)  
Email: [bookings@starttraining.com.au](mailto:bookings@starttraining.com.au)

### **Carrum Downs Facility**

8 Sonia St, Carrum Downs VIC 3201  
Phone: (03) 9756 0244  
Web: [www.starttraining.com.au](http://www.starttraining.com.au)  
Email: [bookings@starttraining.com.au](mailto:bookings@starttraining.com.au)

## Course selection and attendance

You have chosen to attend a course conducted by Start Training Group. There are no pre-requisites for attending beginner courses, however students must meet the minimum entry requirements specified in the qualifications and units of competency. Generally, this includes the language and literacy skills to the level required in the workplace and specific age requirements.

If you are enrolling into a course that requires pre study such as a workbook or theory based online assessment, you will be supplied with access to these in a booking confirmation. Course materials are supplied free of charge. If you find this workbook or assessment difficult, please let us know so that we can assist you with determining your learning needs. If required, additional theory training is available to all students at no extra cost or alternative arrangements may need to be made through the assistance of our Student Welfare Officers who can be reached on 03 9756 0244.

If at any point throughout the course, it is founded that you as the student, are unable to successfully complete your course due to literacy, numeracy, or language difficulties. We will take this opportunity to refer you to the appropriate organisation for assistance (e.g., Ames for English).

Students are expected to attend all classes. If for some reason you cannot attend a class, please let your trainer know.

## WorkSafe Licensing Units and White Card Requirements

WorkSafe Victoria requires us to verify that the person enrolled to do training in a Licensing Unit or White Card is the person who attends the course. Students therefore need to provide photo identification prior to commencing training in any course at Start Training. Approved forms of identification include:

- **Passport** (Australian Passport current or expired with the last two years, but not cancelled, International Passport must be current).
- **Driver's Licence** – Australian with photo, must be current.
- **Boat Operator's Licence** – Australian with photo, must be current.
- **Firearm Licence** – Victorian with photo, must be current. (Can accept interstate Firearms Licence as long as it contains a photo and is current).
- **Licence to Perform High Risk Work** or equivalent photo certificate of competency that is current, not expired.
- **State, Territory or Federal Government Employee ID card** with photo.
- **Other Australian Government issued ID card** with photo.
- **Photo identity card** issued by a Tertiary Education Institution, must be current.
- **Keypass ID Card** with photo, must be current.
- **Consumer Affairs Victoria Proof of Age Card** with photo.

**All students are required to supply valid photo ID on the day of their course**

## Unique Student Identifier

As at the 1st January, 2015 it is a requirement of the Australian Government that each Student will be required to obtain a USI (Unique Student Identifier Number) when enrolling into any accredited course in Australia.

You must have a USI in order to receive a Statement of Attainment. It gives you the ability to access a complete record of your Vocational Education and Training (VET) enrolments and achievements from a single online source; so, your records are not lost.

If you do not already have a USI you will need to create one at the [USI website](#) using an acceptable form of identification, such as a driver licence, passport, Medicare Card, VISA (non-Australian passport) or birth certificate.

## Fees, refund and reassessment policy

Start Training Group is committed to having a fair, reasonable and transparent policy for the payment of fees. Students are advised via the website and by the training consultant at the time of enquiry, of all fees payable. This is also confirmed via a booking confirmation email and invoice. A deposit or payment in full is payable at the time of booking. We do not accept payments of more than \$1000.00 at the time of booking from individual students. In the unlikely event of cancellation of a course by Start Training, this deposit or payment in full would be refunded. We will not accept any more than \$1000.00 at any point in time once training has begun, remaining fees are payable on the completion of the course. Fees may be paid by Visa, Mastercard, cash, Pay Pal, cheque, or directly into our bank account. If booking directly through the website, students can utilise Afterpay, Zip Pay, Open Pay & Pay Pal.

Most students pass our courses. Some students are provided with a workbook and manual which when completed, helps them pass the final assessments. If they do not pass the course, we work with them to achieve the best possible outcome.

### Additional training

We can provide free additional theory and / or practical training should it be required. This applies to any of our courses.

Additional training at no cost needs to be completed within 3 months (90 days) from the original booking and will be available on specific dates and times. Any additional assistance outside of the availability dates and times will incur a rescheduling cost of \$200

### Reassessment

We offer free\* theory re-assessment if you do not pass your assessment; we conduct reassessments four days per month or when there is an availability in a course. If you cannot attend this day or need to attend an earlier date, you will be placed on our wait list. Start Training Group will contact you the day prior, when a place is available for re-assessment.

Reassessment at no cost needs to be completed within 3 months (90 days) of the original booking. If you fail to adhere to our reschedule policy (see below); you will be charged an additional \$200.00 for re-assessment.

If you have enrolled in an experienced operators' course, and arrive without your workbook completed, you will not be able to sit your theory assessment and will need to reschedule and pay a \$200.00 rescheduling fee.

Once you have reached 12 months since your original course date, or the unit of competency you were enrolled in is superseded, and you have not passed your assessments, you will be required to retrain and assess in all areas, where full course costs will apply.

\*Free theory assessment is provided only to those who have completed the required pre-course student workbook.

## **Rescheduling**

Start Training requires 5 full business days' notice to cancel or to reschedule your course. Failure to give us this notice will result in full fees being applied. A rescheduling fee of \$200.00 per student must be paid if you wish to re-book; this is inclusive of free retest days. If the booking is made within 5 days of course commencement, students have 24 hours from time of booking to cancel or reschedule their course or full fees will be applied, and a \$200.00 rescheduling fee will be applied.

## **Onsite training and assessment**

Start Training requires 5 full business days' notice to cancel or to reschedule any onsite training and assessment. Failure to give us this notice will result in full fees being applied. A rescheduling fee of \$200 must be paid if you wish to re-book another date. Individual students who are NYC (not yet competent), will need to attend one of our training centers to be assessed and to take advantage of our free re-assessment policy.

## **Refunds**

In the instance where the student has paid for the course, i.e. they have attended the course on the first day, but are unable to complete the course, the student may apply for a refund. Refunds are granted where the student can produce evidence such as a medical certificate. Refunds may be granted for other reasons at the discretion of the RTO Manager.

All refunds require a Refund Application Form to be completed and submitted to the RTO Manager for approval. The application form is available from our head office, or on the 'Information' page of our website. Once approved, the refund will be made within 3 working days.

## **Reassessments from other RTO's (WorkSafe High Risk Licencing)**

Full course fees apply. Our standard fees, refund and reassessment policy applies.



## Student and staff safety and welfare

Start Training is committed to the safety and welfare of our students and staff and support is offered throughout the organisation.

Student and staff safety are assured by providing a safe work and learning environment to the required OHS standards at our premises.

Students are required to follow safety instructions that are given during the student induction session held at the beginning of their course. During this induction they will be informed of the facilities available at our training centre and nearby.

Students and staff are also responsible for their own health and safety as well as the health and safety of others. Any accidents or near misses must be reported to the RTO manager or member of staff immediately and an incident report form must be completed within 24 hours of the incident.

Car parking is available on site, or a short walk away and there will be a member of staff available at least half an hour before the start of class or half an hour after the class has ended. Taxis, buses and trains are available nearby. For clients without their own transport, and who need a taxi, a member of staff will ring a taxi on request.

Classes are conducted between the hours of 8am and 10pm and will not be more than 8 hours in length on any one day.

## Student assistance

As we have small numbers of students in our class groups, our trainers will provide you with individual support and guidance. Should you require longer term support (for instance with language, literacy and numeracy) we may be able to assist you in locating such services. One such supporting agency is the Australian Council for Adult Literacy, <http://www.acal.edu.au/>

Your student workbook and enrolment form will be used to ascertain if further LLN services are needed at the time of course commencement. Dependent on the level of LLN limitation, you may be required to complete a pre-training review form. You may be monitored and adjustments may need to be made to meet your specific needs (e.g. verbal assessment). If you demonstrate limited understanding of these questions or require assistance to complete, you may be recommended to further services to improve your skills.

Start Training Group has a full-time dedicated Student Welfare Support Officer who can be contacted on 03 9756 0244 if you have any questions relating to student assistance needs and services.

If, during your course you experience unforeseen circumstances which cause you to experience difficulty with your study, special consideration may be applied for. You will need to apply in writing to the RTO manager accompanied by a medical certificate or other evidence.

## Access and equity

In summary, access and equity is about everyone being treated fairly without discrimination. This includes you being able to enrol and participate regardless of any

irrelevant characteristics such as your ethnic background, sex, religion, race, disability, age, marital status, parental status.

It also includes us considering reasonable adjustments to training and assessment if you have a disability, and providing these within available resources. If you have any special needs, we encourage you to tell us about them so we can work with you to meet your needs and keep you on track.

## **Student behaviour and discipline**

We want our students to have equal opportunity to learn in a safe, supportive, and encouraging environment.

Start Training therefore will not allow the following:

- taking, possessing, trafficking, or being affected by illegal substances or alcohol during training
- engaging in violence or threats of violence, bullying or other harassment
- acting in any way that could cause any loss, damage or harm to other students, staff or property and equipment

The RTO manager, or delegate, will immediately deal with the issue by investigating the matter. Action may include suspending or cancelling enrolment.

Where the RTO manager suspects any actions or events are unlawful, any applicable external authorities will also be contacted.

Ways in which inappropriate behaviour may be dealt with:

- clearly identifying the unacceptable behaviour and how it could be addressed
- giving the student the opportunity to fully respond to the points raised
- attempting to agree a shared resolution such as an agreement about future behaviour or monitoring
- where appropriate, producing written notes summarising outcomes and agreements

In response to any misconduct, we may also decide to caution a student with a written notice. This will:

- clearly state the misconduct
- detail remedial action required, if any
- be provided to the student as soon as possible after the misconduct takes place
- include advice that the student can request a private session to discuss the issues.

Further misconduct could result in a written notice cancelling enrolment. Some behaviours or actions are so severe they require an immediate response and we reserve the right to suspend enrolment immediately in response to these.

## **Enrolment cancellation and suspension**

The RTO manager will ensure that the students who have their enrolment cancelled receive written notice. They will not be eligible for a refund of any course fees paid.

In some cases, the nature of misconduct may not be clear in its scope, impact or severity. In these cases, the RTO manager can suspend the student's enrolment for a reasonable time to investigate allegations of misconduct following the principles of natural justice.

Where suspension is deemed to be required the RTO manager will ensure that:

- the student is given written notice outlining the reasons and timeframe for the suspension
- if the misconduct cannot be investigated in the time, the student is given notice in writing before the end of the suspension period, extending the suspension
- the student does not have access to our premises during the suspension period.

## **Cheating and plagiarism**

Cheating and plagiarism are unacceptable breaches of discipline and will be dealt with by the RTO very seriously.

Cheating is any fraudulent action that provides or attempts to provide an unfair advantage to a student. For example, if a student submits work done by someone else as their own work (with or without the other person's knowledge), or if a student has someone else sit an assessment for them, or if a student copies someone else's answers in a test, they are cheating. Cheating can also involve collusion by others in defrauding the RTO. For example, if a person lets another person hand in an assignment they have completed, they are colluding in cheating.

Plagiarism is a form of cheating where students represent the words or ideas of another person as their own. Plagiarism includes copying written, oral or electronic-based material.

Students will be asked to sign a declaration for each written assessment that it is their own work.

They will be required to remove mobile phones, books, and notes from their desk.

Trainers and assessors will be supervising all assessments and where this is not possible, video surveillance will be monitored by another member of staff (except in the instance of High-Risk Work Assessments, where the assessor will be present at all times).

Consequences of cheating include immediate termination of assessment and will incur a re-scheduling fee.

## **Training and assessment**

Through our programs we will provide you with experiences that progressively build your knowledge and skills. During the process, the assessor will make a judgement about whether you are competent (or not yet competent) against the requirements of the nationally recognised unit or units of competency.

Units of competency are designed to reflect workplace requirements – to be assessed as competent you must demonstrate that you can apply the skills, knowledge and attitudes as set out in the unit of competency to the standard of performance expected in the workplace.

Assessment can include processes such as oral or written tests, practical demonstrations and practical application of skills in a workplace (or simulated workplace) setting. The trainer will choose the most suitable for you.

In conducting assessments, the assessor will,

- tell you about the assessment processes in the first training session;
- gather evidence to make valid judgements;
- record outcomes as 'competent' or 'not yet competent';
- give you feedback on the skills achieved and options; and
- ensure your assessment meets workplace requirements in line with the unit of competency and job roles.

If you are completing a licensing unit, it is a WorkSafe requirement that assessments are conducted in English, without the assistance of an interpreter. Students whose first language is not English may benefit from attending one of our additional free training sessions, or by requesting a verbal theory assessment (instead of written), however they do need to be able to speak basic English to pass the assessment.

## Recognition of prior learning (RPL) and Accelerated Learning Program (ALP)

Recognition of prior learning (RPL) or Accelerated Learning Program (ALP), is an assessment process by which individuals may demonstrate competencies or readiness for assessment, gained through work, other study, or life experiences. To be considered, ask our staff and complete an application form.

To have skills formally recognised in the national system, assessors must make sure you have the underpinning (theoretical) knowledge and practical skills to meet the unit of competency and industry standard. This means you must be involved in a careful and comprehensive process that covers the content of one or all of the units of competency you can be recognised or prepared for.

The process involves a general 'competency conversation' in which we discuss your past experience and current competencies. Then, we will advise you of the sorts of evidence of your competency you may be required to provide.

However, because of the need for current competency or licensing requirements ALP assessment will include testing and direct observation of skills. You will be required to complete some training and sit an assessment. This is called an 'experienced operators' course' and is a shortened version of a beginner's course.

## Complaints and Appeals

### What do I do if I have a complaint?

'Complaints' refer to any issue a person might have with any aspect of our services. 'Appeals' refer to appeals against any of our decisions, usually assessment decisions.

If you believe you have been treated unfairly, have an issue with any aspect of our services, or wish to appeal any of our decisions (including assessment decisions) you have the right to do so. Anyone making a complaint or appealing a decision has the right to be heard and we will deal promptly, fairly, and confidentially with the complaint or appeal using independent people.

If you have a complaint about Start Training or our services, you should speak with your trainer or the RTO manager as soon as possible. If you are not satisfied with the outcome of this informal process, or find it difficult to approach others informally, you may submit

the issue in writing (this becomes a 'formal complaint'). Contact the RTO manager or your trainer for a form. A copy may be downloaded from our website or is available from the notice board at our Head Office.

## Formal complaints

If you wish to make a formal complaint, this procedure will be discussed with you, and you will be given clear choices or options. Formal complaint forms can be found on our website, or on a noticeboard in your classroom. Alternately you may ask one of our staff members for one. You can choose to have your complaint heard through the internal process or the external process and can choose to have someone be with you.

Complaints must be made in writing to the RTO manager and should be a brief statement of the complaint and any relevant details including your contact details. The RTO manager will offer you the opportunity to formally present your case with another person of your choice to assist if required.

The RTO will complete the process within 14 days of receiving the complaint. If this is not possible, the RTO manager will provide a written notice to you, nominating a date for the completion of the process.

## Independent agencies

While we prefer to deal with complaints internally, sometimes you may not be happy with this process. You may choose to have your complaint resolved through the external process either at the beginning, or at any time throughout the resolution process. You have the right to take complaints to external agencies.

Where the matter is in relation to licensing you should contact WorkSafe. 1300 852 562

You also have the right to contact the body that registers RTOs in Victoria, the Victorian Registration and Qualifications Authority (VRQA).

You can also choose to contact the Dispute Settlement Centre of Victoria (phone 03 9603 8370 or toll free on 1300 372 888) or the Victorian Equal Opportunity Commission.

## Appeals

You can appeal any of our decisions by providing information in writing to the RTO manager, preferably as soon as possible after the decision.

The appeal follows the procedure outlined below. You may choose to follow the internal appeals process, or seek external support for an appeals process (for example, WorkSafe).

An appeal about an assessment decision should be provided in writing to the RTO manager within 14 days of receiving notice of the assessment outcome. The appeal must include details of: the unit or units of competency; the assessment time and place; why you are appealing; any further information or evidence to support your appeal.

If your complaint is regarding an assessment, the RTO manager will offer a re-assessment with another internal assessor. The assessor will re-assess the student (or review evidence presented) and make a judgement. Appeals about any other matter will be handled in line with our complaint's procedures.

We will attempt to complete the appeals process within 14 days of receiving the appeal notification. If a longer period of time is required, the RTO manager must inform the appellant in writing including the new date for the completion of appeal.

## Child safe policy

### Please refer to our website for our Child Safe Policy

The purpose of this policy is to demonstrate the commitment of Start Training Group to the safety, protection and wellbeing of all children in our care. Start Training Group has zero tolerance for child abuse and is committed to acting in our student's best interests and in keeping them safe. Children have the fundamental right to be safe from any form of abuse or neglect. Start Training Group is committed to ensuring compliance with all relevant child protection laws, regulations and in developing and maintaining a child safe culture within the company.

We encourage parents, guardians and care givers to contribute to Child safety by providing feedback.

## Contact information – external bodies

The following groups and organisations could be consulted for more information or to help with dispute resolution:

WorkSafe Victoria  
<https://www.worksafe.vic.gov.au/insurance>  
Phone: 13 38 73

National Training Complaints Hotline  
<https://www.dese.gov.au/national-training-complaints-hotline>  
Phone: 13 38 73.

Victorian Registration and Qualification Authority (VRQA) Consumer Affairs Victoria  
Complaints Unit  
Phone: 9032 1554  
<http://www.vrqa.vic.gov.au/complaints/Pages/default.aspx>

Consumer Affairs Victoria  
121 Exhibition Street, Melbourne 3000  
Phone: 1300 55 81 81  
Email: [consumer@justice.vic.gov.au](mailto:consumer@justice.vic.gov.au)  
[www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)

Dispute Settlement Centre of Victoria  
L4, 456 Lonsdale Street, Melbourne 3000  
Phone: 1300 372 888  
Fax: 9603 8355  
Email: [dscv@justice.vic.gov.au](mailto:dscv@justice.vic.gov.au)  
[www.justice.vic.gov.au/disputeinfo](http://www.justice.vic.gov.au/disputeinfo)

Victorian Equal Opportunity and Human Rights Commission  
L4, 204 Lygon Street, Carlton 3053  
Phone: 1300 891 848  
Email: [complaints@veohrc.vic.gov.au](mailto:complaints@veohrc.vic.gov.au)

## Privacy and access to records

Start Training operates under the Australian Quality Training Framework, along with the VRQA Guidelines for VET Providers, and is bound by the committed to supporting the Australian Privacy Principles. Start Training will not use or disclose your personal information unless it would be reasonably expected that it would relate to the offer, provision and improvement of Start Training services to you or where it is required by law.

We will gather and store your information in a way that protects your privacy, as required by legislation.

If you wish to view your records, please contact us and we will make a time for you to do this.

Please refer to our website for Start Training's Privacy Policy.

Re-issuing a Statement of Attainment that has been lost or misplaced may be obtained by phoning our office.

## Continuous improvement

We hope you enjoy your training with us and develop the skills you need for the workplace.

So that we can ensure our services meet student's needs, we will ask you to provide us with an evaluation of our training and assessment services on completion.

In addition, please feel free to contact us if you have any feedback at any time on any of the services we provide.