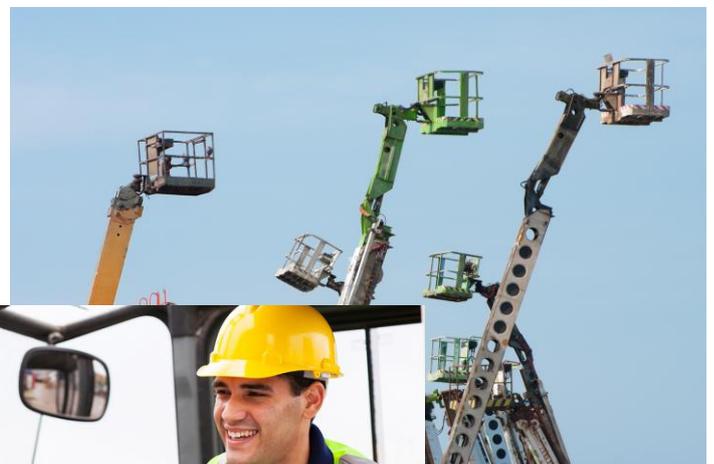




Student Information Booklet



www.seatontraining.com.au

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WELCOME

Welcome to Seaton Training!

Seaton Training Pty Ltd is a family-owned and operated Registered Training Organisation. We offer you a warm welcome and thank you for considering or choosing Seaton Training for your training requirements.

Seaton Training was established in 2005 and successfully registered as an R.T.O. in 2009. We operate in accordance with the VET Quality Framework under our RTO registration with ASQA (Australian Skills Quality Authority). You can see our current registration information by following this link; <https://training.gov.au/Organisation/Details/22279>

We specialise in workplace training and have authorisation from WorkSafe Victoria to deliver High Risk Work units for Forklift, Order Picking Forklift and Elevating Work Platform. We work closely with our clients to ensure that our highly qualified trainers can deliver quality training that is relevant and compliant against the training requirements. We endeavour to work in a flexible way to meet our clients varied business needs.

Marine Licence Training makes up another large area of our business. We are an Approved Training Provider to deliver this training through Transport Safety Victoria Maritime Services. We deliver this training in many regional locations on a seasonal basis.

Student and Employer satisfaction is our primary focus and we are proud of the long term relationships and repeat business of our clients. We encourage all students to read this student information in full. If you have any questions please contact our office or talk to your trainer.

HOW TO CONTACT US

We are here to help!

Please contact one of our friendly team via one of the methods below. If making contact outside of business hours, please leave your details and we will get back to you during the next business day.

Our Head Office is located at:

Office 4, First Floor, 328 Lyttleton Terrace Bendigo Vic 3550

Postal Address: PO Box 85 Axedale Vic 3551

Phone: (03) 5433 6223

Email: enquiries@seatontraining.com.au

Web Site: www.seatontraining.com.au

A.B.N. 60 133 645 100

R.T.O. Number 22279

If you have enrolled in an ongoing workplace training program such as High Risk Work you will also have your trainers direct phone number in your course paperwork.

ACCESS AND EQUITY

Seaton Training is committed to the principles of access and equity and abides by all relevant legislation with regard to Equal Opportunity and Anti-Discrimination. We work to ensure that any person who meets the entrance criteria of a course has appropriate access to achieve a positive outcome.

ASSESSMENT

You will be assessed by a qualified assessor, who will use a variety of assessment methods to determine your progress and level of skills and knowledge. Information on how you will be assessed is in your course information brochure. Each assessment task also contains information for the student.

Assessment methods for the courses offered by Seaton Training may include written tests, calculation tests, and observation of practical tasks.

Outcomes of Assessment

For each unit you will be assessed as either Competent (C), or Not Yet Competent (NYC).

If you receive a NYC assessment, a Revised Training / Assessment plan will be developed and your Assessor will provide you with feedback and guidance to further develop your skills and knowledge, so that you can be re-assessed.

Fees for re-assessment are listed in the course information brochure.

ATTENDANCE

Students must sign the course attendance sheet each day they attend training. It is your responsibility to be on time each day, and attend the course for the full training day. If you are more than 30 minutes late you may be excluded from the course. If you are experiencing difficulty in making your way to the training location, please contact our office or your trainer directly.

COMPLAINTS AND APPEALS

Seaton Training is committed to providing the highest level of customer and quality services in all areas of our organisation which includes services provided by partnership (Third Party) organisations. If an employer or student would like to make a complaint about anything that is related to Seaton Training or appeal against a decision made by Seaton Training (including assessments) while undertaking a course, we encourage you to talk to your trainer first and attempt to achieve an informal resolution. If this is unsatisfactory we encourage you to use Seaton Training's formal Complaints and Appeals procedure. The formal Complaints and Appeals procedure is available;

- From your trainer
- Located on the training room wall at all permanent delivery sites
- From our web site <https://www.seatontraining.com.au/general-information>

CONTINUOUS IMPROVEMENT

Seaton Training is committed to continuous improvement of their operations and will therefore require you (and your employer) to complete feedback questionnaires during the training. These will be simple and short and we encourage honesty in your comments so that we have opportunity to improve our training services.

COURSE BROCHURE / COURSE FEES

Each course offered by Seaton Training has a course brochure and web page. The course brochure provides specific information relating to course delivery / assessment and information on fees. These brochures are available on our web site, from our trainers or by request via mail. To ensure that you are fully informed about the course and our services we request that you fully read the brochure and this booklet prior to enrolment.

CREDIT TRANSFER

AQF qualifications and statements of attainment will be fully recognised by Seaton Training. If you have existing AQF qualifications or statements of attainment that you would like to use as credit towards one of our courses, please contact our Training Manager to discuss.

ENROLMENT PROCESS

After reading the course information brochure and this Student Information Booklet informing you of all the course requirements and fee information you will be asked to complete an enrolment form.

Completion of the enrolment form prior to commencing your chosen course is compulsory. It is very important that you complete all of the questions on the enrolment form and provide accurate information. Your completed enrolment form assists our training staff to identify the learning needs of each student.

Enrolment RTO Privacy Notice

Under the Data Provision Requirements 2012, Seaton Training Pty Ltd is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on your enrolment form), may be used or disclosed by Seaton Training Pty Ltd for statistical, administrative, regulatory and research purposes. Seaton Training Pty Ltd may disclose your personal information for these purposes to:

Commonwealth and State or Territory government departments and authorised agencies; and
NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populate authenticated VET transcripts;
- facilitate statistics and research relating to education, including surveys and data linkage;
- pre-populate RTO student enrolment forms;
- understand how the VET market operates, for policy, workforce planning and consumer information; and
- administer VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVET employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

INDIVIDUAL NEEDS

If you have any individual needs that may impact on your enrolment in this course, please contact us to discuss how Seaton Training can assist you. Verbal assessments can be conducted where a student has language, literacy and numeracy needs.

INFORMATION FOR EMPLOYERS

Most of our training courses can be successfully delivered in a Workplace, provided the employer is fully aware of their roles and responsibilities, and can provide suitable facilities and equipment. The employer must also facilitate the removal of the student from normal work duties for the training and assessment. To ensure that this is achieved, Seaton Training has developed a Training and Assessment Agreement that is completed with the employer prior to taking employer bookings and processing enrolments. This Training and Assessment Agreement will be given to employers making enquiries, and will state the resource requirements of the workplace, and all fees and charges.

LANGUAGE, LITERACY AND NUMERACY

The enrolment form that you complete prior to commencing training with Seaton Training includes a Language, Literacy and Numeracy (LLN) activity. This completed activity will be used by the trainer to ensure that students meet the required LLN level for that course. If there are concerns that may impact on your participation in the training, Seaton Training will make reasonable efforts to modify delivery and assessment processes to support your participation.

Where the level of LLN does not meet the minimum standard to enrol in the training, Seaton Training can assist students to find suitable LLN support services in their local area.

MARINE LICENCE TRAINING

Comprehensive Student Information for our Marine Licence Training courses is available on the student information page of our dedicated web site www.getyourboatlicence.com.au or you can call and request a copy via post or email.

MOBILE PHONES

Personal phone calls are not permitted during training sessions, except in emergencies. We request that students ensure that mobiles are switched off or to silent and any phone calls are made during designated breaks. Under no circumstances can a mobile phone be used during an assessment task.

PRIVACY LEGISLATION - COLLECTION AND USE OF PERSONAL INFORMATION

Seaton Training is committed to providing a high level of customer service. This includes protecting your privacy. We respect the rights of individuals to secure privacy in regard to the personal and health information provided to Seaton Training. We will take all reasonable steps to ensure that the collection, use, handling and disclosure of your information complies with privacy legislation.

We collect personal information from you when you apply to enrol into a course via our enrolment form. We will not divulge any personal information to a third party for any reason other than the primary purpose for its collection, or where required by law.

We use this information to:

- Assess your suitability to be enrolled in a particular course
- To make further communication with you
- To provide government agencies with statistical data and evidence of our compliance with education provision requirements
- To allow you to provide us with information about our level of service to you

We may disclose your personal information to:

- Government and regulatory authorities and other organisations, as required or authorised by law
- Outsourced service providers (eg Trainers) who may manage the service we provide to you
- Your employer (Workplace Training Only)
- Our professional advisers including accountants, auditors, and lawyers

Your rights

Under the Privacy Act, you have the right to access personal information we hold about you. If the information is incorrect, you have the right to require us to amend the information. For further information please call our office.

Please also see **Enrolment RTO Privacy Notice** under the Enrolment Process section of this student information booklet.

PROOF OF IDENTITY

Some of the courses that you may want to enrol in have specific ID requirements which must be met on enrolment. These courses include High Risk Work for Forklift / Order Picker / Boom-type elevating work platform, Construction Induction, Marine Licence Training. Trainers will need to sight your original ID, so please ensure you bring the required ID as per your course information with you to your training sessions.

Specific information on ID requirements for these courses can be found in the course information brochure.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning is a process by which a prospective student can demonstrate knowledge and competencies currently held, as a result of past experience or training, and through this, possibly gain credit towards the unit of competency. The cost of RPL is available by contacting your Seaton Representative or Seaton Head Office.

For High Risk Work units of competency, you can only apply to RPL the training component. If you are successful in your RPL application, you will still need to complete the Mandated National High Risk Work Assessment for this unit. If you are successful in your RPL application you will be able to sit the Mandated National High Risk Work Assessment. The RPL fee including assessment is available by contacting your Seaton Representative or Seaton Head Office.

REFUND POLICY

Seaton Training has developed a fair and reasonable refund policy for students enrolling in our courses.

- If the employer / student withdraws 7 days or more prior to the course commencement date: full refund of course fee or deposit paid, less \$25 administration fee per enrolled student.
- If the employer / student withdraws less than 7 days, but more than two business days prior to the course commencement date: 50% of course fee or 50% of deposit paid will be refunded.
- If the employer / student withdraws less than two business days prior to the course commencement date: Course fees/deposit paid are non-refundable
- For employer cancellations with less than 2 business days notice where no deposit has been paid, a cancellation fee of \$150 will be invoiced.

If the course is cancelled by Seaton Training, the employer / student will be offered the option to re-schedule the training, or will be entitled to a full refund of all monies paid in advance for the enrolled course.

Course fees are non-transferable

SAFETY, SECURITY AND WELFARE MEASURES

Seaton Training is committed to compliance with relevant OHS legislation.

When we conduct Workplace Training we ensure the workplace meets required safety and resources requirements at booking, and each training day the trainer will complete a checklist to ensure the site is safe. The course information brochure includes any specific information on student requirements such as appropriate footwear and clothing.

When conducting training at a permanent delivery site students will be inducted on safety, security and welfare measures for that training facility.

STUDENT CONDUCT AND CHEATING

Seaton Training is committed to ensuring a safe and productive educational environment. Students will be required to behave in a safe, mature and respectful manner. Students are expected to cooperate with all staff and trainers providing this service and abide by the information in the course brochure and student induction.

Definition of cheating is;

- Cheating – violation of the assessment rules to gain an advantage

A signed form will be required for each assessment task that declares the work as your own. If cheating is identified the following will occur;

Consequences for cheating and plagiarism are the same and will result in;

- a) The student will be given a chance to explain and will be required to re-do another equivalent assessment task
- b) In the second instance the student will be given a verbal warning. The trainer/assessor will make a note to be kept on Student file.
- c) Any further infringements will result in the students being expelled from Seaton Training with NO REFUND. A letter will be given to the student explaining the situation and will be kept on student file.

STUDENT RECORDS

You can access your own records on request. You can make a request in writing, email or over the phone. If the request is over the phone our staff will ask you some questions to verify your identity.

- Records of participation and progress from your trainer as you work through the training program
- Academic records are held for a period of 30 years and are available upon request.
- Privacy information via written request
- Reprint a credential (Statement of Attainment) via request. Reprint fee of \$15 applies
- Re-Issue of Marine Licence Certificate please see www.getyourboatlicence.com.au Student Information tab for all fee information for this course.
- Re-print of Competency Cards via written request. Reprint fee of \$15 applies
- Re-Issue of South Australian Construction Induction Card via written request. Reprint fee of \$25 applies
- Re-Issue of a Victorian Construction Induction Card. Contact WorkSafe Victoria Licensing 1300 852 562. Any fee for this service is payable to WorkSafe Victoria.
- Re-Issue of a High Risk Work Licence. Contact WorkSafe Victoria Licensing 1300 852 562. Any fee for this service is payable to WorkSafe Victoria

UNIQUE STUDENT IDENTIFIER (USI)

What is a USI?

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications. The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.

What do I need to do?

Students enrolling in Nationally Recognised Training will need to provide Seaton Training with their Unique Student Identifier on enrolment. The USI is available online and at no cost to the student. This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed.

To create or log into your USI account go to www.usi.gov.au

USI Exemptions

If you are granted an exemption from obtaining a USI you will need to provide evidence of the exemption. If an exemption is granted the result of your training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.