



Student Information Booklet



Seaton Training R.T.O. 22279

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INTRODUCTION

Seaton Training Pty Ltd is a Registered Training Organisation (R.T.O. Number 22279). 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 and operate in Victoria and South Australia. Our RTO registration is with ASQA (Australian Skills Quality Authority)

We are workplace training specialists and work closely with our clients to ensure that our highly qualified trainers deliver quality and current course content and the delivery methods used are customised to the training environment and business operations.

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.

COURSE BROCHURE / COURSE FEES

Each course offered by Seaton Training has a course brochure. The course brochure provides specific information relating to course delivery / assessment and information on all fees. These brochures are available on our web site and students need to fully read the brochure and this booklet prior to enrolment.

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.

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.

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

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.

ACCESS & 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.

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.

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 will assist students to find suitable LLN support services in the local area.

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 is available on request.

SAFETY, SECURITY AND WELFARE MEASURES

Seaton Training is committed to compliance with relevant OHS / WHS legislation.

Workplace - 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. In a workplace;

- Students need to be wearing fully enclosed and appropriate footwear such as safety boots and high visibility clothing or vest at each training / assessment session.
- If the workplace requires any other PPE that must be provided for the student as well.

At our training centres;

- If attending a course with a practical component such as High Risk Work training for Forklift / Order Picker / EWP students **MUST** wear fully enclosed and appropriate footwear such as safety boots.
- Other PPE required such as safety vests, harnesses etc will be provided by the trainer.

TRAINING VENUE INDUCTION

When attending a Seaton Training Centre or public course held at a hired venue, your trainer will take you through a course induction to ensure that you are aware of site specific information such as;

- Fire and Evacuation Procedure
- Smoking
- First Aid
- Location of amenities
- Site Specific safety issues
- Security measures

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.

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. Detailed assessment information for each component of your course will be provided at the beginning of each unit or module.

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, your Assessor will work with you 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.

STUDENT RECORDS

Students can gain access to:

- Records of participation and progress via their trainer
- Academic records held for a period of 30 years via written request
- Privacy information via written request
- Reprint a credential via written request. There is no charge for a Certificate Reprint.
- Re-Issue of Marine Licence Certificate please see www.getyourboatlicence.com.au Student Information tab for all fee information for this course.
- Re-issue of Duty of Care Cards via written request. There is a charge of \$25.00 for this service
- Re-Issue of South Australian Construction Induction Card via written request. There is a charge of \$25 for this service
- 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
 - Victoria contact WorkSafe Victoria Licensing 1300 852 562
 - South Australia contact SafeWork SA 1300 365 255

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.

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.

Cheating is not acceptable at Seaton Training. 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 consequences 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) In a subsequent incident the student will be given a final written warning outlining the details which will be signed by the Training Manager, trainer/assessor and the student. This will be kept on Student file.
- d) 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.

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.

PROVIDING CREDIT

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.

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.

CONTINUOUS IMPROVEMENT

Seaton Training are 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.

REFUND POLICY

- 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

All refunds must be requested in writing with name, address, contact details, course details, date and reason for requesting a refund.

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 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 this 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 in the Training Facilities training room and also on the "Student" page of the Seaton Training web site www.seatontraining.com.au

MARINE LICENCE TRAINING

Please refer to www.getyourboatlicence.com.au for comprehensive student information on Marine Licence / PWC Endorsement training that Seaton Training delivers Victoria wide.

WOULD YOU LIKE MORE INFORMATION?

The highly experienced and friendly staff at Seaton Training will be able to promptly answer any questions in relation to this or any of our other courses. We look forward to assisting you through our quality training programs.

Phone: 1800 767 200 / (03) 5433 6223 during business hours 9:30am to 4:00pm Monday to Friday.

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