



# STUDENT INFORMATION BOOKLET

**GET**  
COMPLIANCE  
Your safety is our priority

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Welcome to GET Compliance. This information booklet is designed to provide you with information about the services provided by GET Compliance and our approach to providing you a safe, fair and supported environment to participate in training and assessment. All information specifically for training courses is supplied separately in our Training Courses Guide.

We have also included details of the enrolment process to assist you in understanding your rights and responsibilities as a GET Compliance student.

Students are required to be familiar with the training policies contained within this handbook. If you do not understand or require further clarification of any information regarding our training, please contact us. This is your responsibility as a student.

If you require more information, please contact us in one of the following ways:



PHONE  
07 5428 1116



WEB  
[www.getcompliance.com.au](http://www.getcompliance.com.au)



EMAIL  
[admin@getcompliance.com.au](mailto:admin@getcompliance.com.au)



OFFICE HOURS  
3 Childs Street, CABOOLTURE Q 4510  
Monday - Thursday 7:30am - 4:00pm  
Friday 7:30am - 2:00pm



GET Compliance Training Centre  
5 Childs Street, CABOOLTURE Q 4510



# YOUR LANGUAGE, LITERACY & NUMERACY SKILLS

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach GET Compliance will:

- Assess a student's language, literacy and numeracy skills at their enrolment to ensure they have adequate skills to complete the training;
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to students about the detail of the language, literacy and numeracy assistance available;
- Refer students to external language, literacy and numeracy support services that are beyond the support available within GET Compliance and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

## UNIQUE STUDENT IDENTIFIER (USI)

From January 1, 2015 all students are required to hold a Unique Student Identifier (USI) to obtain a Statement of Attainment for Nationally Recognised Training courses and qualifications.

It is a reference number made up of number and letters making it easier for students to find and collate their Nationally Recognised Training achievements into a single authenticated transcript.

Upon enrolment with GET Compliance, you will need to supply us with your USI. This is a federal government requirement.

To create a USI (if you do not already hold one), please go to [www.usi.gov.au](http://www.usi.gov.au) and select the 'students' tab and follow the prompts. The process is quick and easy and only takes a few minutes.

If you already have a USI but have forgotten it, please go to [www.usi.gov.au](http://www.usi.gov.au) to retrieve this number.

GET Compliance are unable to issue a Statement of Attainment for any Nationally Recognised Training without a valid USI number.

# STUDENTS RESPONSIBILITIES

## STUDENTS WILL BE RESPONSIBLE FOR:

- \* understanding and accepting the enrolment conditions of the course/s they undertake;
- \* providing accurate personal information at the time of enrolment and advising GET Compliance of any changes to their personal details or qualifications;
- \* ensuring they attend the training drug and alcohol free and to only smoke in the designated areas;
- \* the security of their personal possessions while attending training;
- \* respecting the property of GET Compliance and observing our policy guidelines;
- \* seeking clarification of their rights, responsibilities and understanding when in doubt;
- \* contributing to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief;
- \* complying with the rules and regulations of GET Compliance;
- \* being honest and respectful, including not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others;
- \* their own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules;
- \* monitoring their progress and ensuring that assessment deadlines are observed;
- \* respecting other students and GET Compliance staff members and their right to privacy and confidentiality.
- \* Providing PPE as identified in course outline, if required.

## STUDENT SAFETY

GET Compliance is committed to providing you a safe environment in which to participate in training and assessment. The following guidelines are provided as a basis for safe practice in the training environment:

- \* Know and observe details of emergency response and evacuation plans;
- \* Do not undertake activities which may cause injury to self or others;
- \* Be responsible for your own actions;
- \* No smoking in or around training and assessment zones or offices. Smoking is permitted only in the designated smoking area;
- \* Report all potential hazards, accidents and near misses to GET Compliance staff;
- \* Keep training and assessment areas neat and tidy at all times;
- \* Seek assistance if you volunteer to lift items or move furniture in the training area; and
- \* Observe hygiene standards particularly in eating and bathroom areas.

# ENROLMENT

## IS IT EASY TO ENROL?

Yes it is! GET Compliance welcomes all persons who desire to learn and experience our supportive learning environment.

If you are not sure about how to enrol or need advice about the course you wish to attend, we can organise an appointment for you to discuss your enrolment with the relevant trainer.

## HOW TO ENROL?

1

### CHOOSE YOUR COURSE

Download our Training Course Guide [getcompliance.com.au/trainingcourseguide](http://getcompliance.com.au/trainingcourseguide) and find the course that suits your requirements. If you don't know which course/s you need to complete or where to start, let us know and we can guide you with the information provided by you.

2

### CHECK THE COURSE ENTRY REQUIREMENTS (PRE-REQUISITES)

Some of our courses don't have any entry requirement or pre-requisites, however, some courses may require very specific pre-requisites for you to undertake the training. You can find the information in our Training Courses Guide or on our web site for any of the courses you wish to enrol into.

3

### READ AND UNDERSTAND IMPORTANT INFORMATION

It is vital that you take the time to read through this Student Information Booklet so you are aware of and understand the GET Compliance Policies and Procedures. If you do not understand any of the detail within this booklet, please ensure you contact our office to gain clarification.

4

### CONTACT US FOR TRAINING DATES

Please contact us for available dates to conduct the course/s you are interested in enrolling for. We cannot hold dates for you. We will provide you with one or more dates that GET Compliance Trainers are available to undertake the training you require. It is then up to you to ensure you secure the date by enrolling.

5

### COMPLETE THE ENROLMENT FORM

Complete our enrolment form and return to us with the upmost urgency so that you can secure your place in the course/s.

*Please email this form to [admin@getcompliance.com.au](mailto:admin@getcompliance.com.au) for processing.*

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### CONFIRMATION OF TRAINING

Upon receipt of your enrolment form, it will be processed and the booking secured. Your booking is not confirmed until you receive an email from us titled CONFIRMATION of Training with GET Compliance.

GET Compliance is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if necessary.

## WHAT IS A COMPLAINT?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by GET Compliance in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students/or employers.

## WHAT IS AN APPEAL?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to GET Compliance within 28 days of the student being informed of the assessment decision or finding.

## EARLY RESOLUTION OF COMPLAINTS OR APPEALS

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved where possible. Sometimes, it will not be possible and in these cases, you are encouraged to come forward and inform GET Compliance of your concerns with the confidence that you will be treated fairly.

## COMPLAINTS & APPEALS HANDLING

GET Compliance will apply the following principles to its complaints and appeals handling:

- \* A written record of all complaints and appeals will be kept by GET Compliance including all details of lodgement, response and resolution.
- \* A complaint or person lodging an appeal will be provided an opportunity to formally present his or her case at minimal or no cost.
- \* Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.
- \* The handling of a complaint or appeal is to commence within 10 working days of the lodgement of the complaint/appeal and all reasonable measures are taken to finalise the process within a reasonable timeframe.
- \* The complainant or person lodging an appeal will be provided a written statement of the outcome including details of the reasons for the outcome.
- \* The complainant or person lodging an appeal will have the opportunity for a person or a body that is independent of GET Compliance to review his or her complaint or appeal following the internal GET Compliance complaint or appeals process.

## COMPLAINTS & APPEALS cont'd

- \* GET Compliance will maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.
- \* Decisions or outcomes of the complaint or appeals process that find in the favour of the student or otherwise shall be implemented immediately.
- \* Complaint and appeals are to be handled in the strictest of confidence. No GET Compliance representative will disclose information to any person without the permission of the GET Compliance CEO. Decisions to release information to third parties are only to be done after the complainant or person lodging the appeal has given written permission for this to occur.
- \* Complaints and appeals are to be considered on the basis of procedural fairness and lead to opportunities for improvement as a Continuous Improvement Report.
- \* Where the RTO considers more than sixty (60) calendar days are required to process and finalise a complaint or appeal, they will inform the person in writing and provide regular updates.

## OUR CONTINUOUS IMPROVEMENT OF SERVICES

GET Compliance is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

### **Suggesting Improvements**

The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by the Continuous Improvement Committee. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or student. The Continuous Improvement Report template is available on request. Students are encouraged to provide feedback to GET Compliance so we can improve our services in the future.

### **Student Continuous Improvement Survey**

At the completion of your training program, you will be issued with a Student Continuous Improvement Survey. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with a RTO (GET Compliance) and in undertaking nationally recognised training. Your completion and return of this survey is important to GET Compliance for our ongoing improvement of services and enables us to report this information to our registering authority.

Your assistance in gathering this survey data is greatly appreciated.



In accordance with applicable legislation, GET Compliance is entitled to charge fees for services provided to students undertaking a course of study. These charges are generally for items such as course materials or text books, student services and training and assessment services.

## FEES PAYABLE

For a full list of current fees and charges, please refer to the GET Compliance Training Courses Guide.

Full payment for the course/s is due on the first day of training, unless otherwise preauthorised for a 14 payment term invoice.

Certificates of Attainment/Achievement will not be issued until full payment has been received.

## SCHEDULE OF FEES & CHARGES

The CEO is responsible for approving GET Compliance Schedule of Fees and Charges. As a minimum, the schedule of fees and charges includes:

- \* The total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program;
- \* Payable terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- \* The nature of the guarantee given by GET Compliance to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study;
- \* Any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing students, group bookings, etc; and
- \* The fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement or results and the options available to students who are deemed not yet competent on completion of training and assessment.

Other fees over and above course fees are as described:

Application Fee:	Nil
Re Issue of Statement of Attainment/Achievement:	\$50.00
Copy of Records	\$10.00
Fee for Recognition of Prior Learning (RPL)	Negotiated Individually

# FEES & REFUNDS cont'd

## CANCELLATIONS

Students who cancel their enrolment part way through a training program must notify GET Compliance in writing at the soonest opportunity. GET Compliance is entitled to charge fees for any component of the course/s completed up until the point of notification by the student.

A student who wishes to cancel their enrolment must give notice in writing if cancellation is within 10 working days of the booking and deposit or course fee has been paid.

Cancellation fees may be charged where this is short notice of the booking cancellation. These fees may be charged where course/s have been specifically scheduled (private course/s) and staffing resources are unable to be re-distributed due to lack of notice (10 days and under).

## REFUND POLICY

Applications for refund MUST be made on the approved GET Compliance Request for Refund form and approved by the CEO or Administration Officer. GET Compliance offers a fair and equitable refund policy. The following applies:

- \* Students who give notice to cancel their enrolment MORE than 10 days prior to the commencement of a course WILL NOT incur a fee, unless training workbooks and/or resources have been already provided).
- \* Students who give notice to cancel their enrolment LESS than 10 days prior to the commencement of a course will incur a fee of 30% of the full course fee.
- \* Where refunds are approved, the refund payment must be paid within 14 days from the time the student gave written notice to cancel their enrolment and returned the completed Request for Refund form. All refunds are paid by way of electronic funds transfer using the authorised bank account nominated on said form.
- \* Students who cancel their enrolment after training has commenced will be charged the full cost of the course and not be entitled to a refund of paid fees. Students will, however, be offered the opportunity to reschedule to another course date.

Discretion may be exercised by the CEO in all situations, if the student can demonstrate that extenuating circumstances or significant personal circumstance led to their withdrawal. In these cases, the student will be offered a full credit toward the training fee in another scheduled program in-lieu of a refund. The CEO may also authorise a refund of fees at his discretion.

If for any reason GET Compliance is unable to fulfil its service agreement with a student, GET Compliance will issue a full refund for any services not provided. The basis for determining “services not provided” is to be issued in a statement of attainment at the time the service is terminated.

If GET Compliance is unable to provide services for which a student has prepaid either in full or by deposit, GET Compliance will:

- \* place the student into an equivalent course such that the:
  - new location and date is suitable to the student; and
  - student receives the full services for which they have prepaid at no additional cost; or
- \* refund of any prepaid fees for services yet to be delivered.

In Accordance with the requirements of the Standards for Registered Training Organisations (RTO's) 2015, GET Compliance provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled where possible for the module.

## What is Recognition of Prior Learning?

Recognition of prior learning (RPL) involves the assessment of previously recognised skills and knowledge that an individual has achieved outside the formal education and training system. RPL assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved.

By removing the need for duplication of learning, RPL encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that RPL is just another form of assessment.

## RPL Guidelines

The following guidelines are to be followed when an application for recognition is received:

- \* Any student is entitled to apply for RPL in a course or qualification in which they are currently enrolled.
- \* Students may not apply for RPL for units of competence or a qualification which are not included in GET Compliance scope of registration.
- \* Whilst students may apply for RPL at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- \* Students who are currently enrolled in a training program are eligible to apply for RPL in that program at no additional charge.
- \* Assessment via RPL is to apply the principles of assessment and the rules of evidence.
- \* RPL may only be awarded for whole units of competence.

## Forms of Evidence for RPL

RPL acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, RPL is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences and that they are currently using. It also includes evidence to confirm a candidates ability to adapt prior learning or current competence to the context of the intended workplace or industry.

# RECOGNITION OF PRIOR LEARNING (RPL) cont'd

Forms of evidence toward RPL may include:

- \* Work records
- \* Records of workplace training
- \* Assessments of current skills
- \* Assessments of current knowledge
- \* Third party reports from current and previous supervisors or managers
- \* Evidence of relevant unpaid or volunteer experience
- \* Examples of work products
- \* Observation by an assessor in the workplace
- \* Performance appraisal
- \* Duty statements

Many of these forms of evidence would not be sufficient on their own. When combined together with a number of evidence items, the candidate will start to provide a strong case for competence. GET Compliance reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidates current competence.

## Getting Credit for your Current Competence

GET Compliance acknowledges the requirement as an RTO to recognise the awards issued by other RTO's. This is limited to outcomes that are drawn from the national skills framework being units of competence awarded and accurately identified in statements of attainment and qualifications.

## What is National Recognition?

National recognition is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations (RTOs) 2015, qualifications and statements of attainment issued by an RTO are to be accepted and recognised by all other RTOs. National recognition allows a student to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded.

## Evidence Requirements

If you are seeking credit, you are required to present your statement of attainment of qualification for examination by GET Compliance. These documents will provide the detail of what units of competence the applicant has been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is yours and that it has been issued by an Australian RTO. Statement of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. You are required to submit copies only which are certified as a true copy of the original.

GET Compliance is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All GET Compliance staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy.

Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from GET Compliance staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC)

## YOUR PRIVACY

GET Compliance takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and National Privacy Principles (2001).

Student information is only shared with external agencies such as registering authorities to meet compliance requirement as a Registered Training Organisation (RTO). All information shared is kept in the strictest of confidence by both parties and is available on request.

In some cases we are required by law to make student information available to others such as the National Centre for Vocational Education and Research. In all other cases, GET Compliance will seek the written permission of the student for such disclosure.

## ACCESS TO RECORDS

You are entitled to have access to your learning and assessment records on request. You may require these to monitor your progress with training or simply to go back and confirm something in a previous training module. These records will be retained by GET Compliance and you are welcome to have access anytime. You can request a copy by completing our 'Student Record Request Form'. There is no charge for this service.

## ADMISSION & CERTIFICATION POLICY

Students must complete an enrolment form and GET Compliance MUST be satisfied that all entry requirements are met prior to admission. Enrolment will be refused if students do not satisfy all of the entry requirements specified in our Training Course Guide. All learning outcomes and competencies to be achieved during the course are available for learners to check and ensure they can meet all performance requirements.

On successful completion of the course, students will receive the relevant Statement of Attainment/Achievement.

# ASSESSMENT POLICY & GUIDELINES

At GET Compliance we recognise that assessment is a core service offered to our students. GET Compliance conducts assessments in accordance with the Standards for Registered Training Organisations (RTOs) 2015.

Our quality assessment process ensures that the skills, knowledge and competency application of students are assessed using four principle guidelines:

1. That assessment decisions are based on the assessment of skills and knowledge compared with units of competency drawn from the National Industry Training Package or State Accredited courses.
2. That the target industry of enterprise requirements are contextualised and integrated within the assessment.
3. That the evidence gathered meets the rules of evidence: Validity, Sufficiency, Authenticity and Currency.
4. That the assessment is conducted within the principles of assessment: Fairness, Flexibility, Validity and Reliability.

For further clarification please check with our GET Compliance staff.

## APPLICATION OF CONDITIONS

Upon enrolment with GET Compliance, the student agrees to the terms and conditions set out in this handbook. These conditions apply once enrolment is confirmed; the student agrees to obey the conditions whilst undertaking training with GET Compliance.

The conditions outlined in this handbook have been designed to ensure that every student fairly received the upmost benefit from training conducted by GET Compliance. It ensures that every student receives the same high standard of training.

The CEO of GET Compliance reserves the right to arbitrate on the interpretation of any condition as outlined in the case of any contention about the meaning or application of a condition.

## DISCLAIMER

Every attempt is made to ensure that the information provided by GET Compliance is true and accurate. The student is responsible for maintaining their acquired competencies and applying the acquired knowledge and skills appropriately.

All information was accurate at the time of publication (September 2017).

## LEARNING SUPPORT

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Caboolture Community Adult Literacy Group Inc  
8 Lang Street, CABOOLTURE Q 4510

Provides adult literacy one to one tutoring, adult literacy small classes, volunteer tutor training and basic computer training.

P 07 5495 1711  
E [secretary@literacy.net.au](mailto:secretary@literacy.net.au)  
W [www.cabooltureclc.org.au](http://www.cabooltureclc.org.au)

Learning Network Queensland  
Locked Bag 3, Eagle Farm Q 4009

Offers over 200 courses across a wide range of areas including computing, professional development, Aboriginal/Torres Straight Islander training, language and more.

P 131 248  
E [kylie.jones@tafe.qld.gov.au](mailto:kylie.jones@tafe.qld.gov.au)  
W [www.lnq.net.au](http://www.lnq.net.au)

## HEARING SUPPORT

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Deaf Services QLD  
915 Ipswich Road MOOROOKA Q 4105

A not for profit organisation working with the community to enhance services and programs that benefit Deaf and hard of hearing adults and children across Australia.

P 07 3892 8500  
E [qld@auslanconnections.com.au](mailto:qld@auslanconnections.com.au)  
W [www.deafservicesqld.org.au](http://www.deafservicesqld.org.au)

## JOB PLACEMENT SUPPORT

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HELP Employment & Training

HELP believes employment changes the lives of people by offering independence, self-esteem and social connectedness. You will benefit from our expertise in delivering employment and training services.

P 1800 877 545  
W [www.helpemployment.com.au](http://www.helpemployment.com.au)

## COUNSELLING

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Beyond Blue  
Nationwide

Provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

P 1300 224 636  
W [www.beyondblue.org.au](http://www.beyondblue.org.au)



# GET COMPLIANCE

Your safety is our priority

3 Childs Street, CABOOLTURE Q 4510

P 07 5428 1116

F 07 5428 3881

E [admin@getcompliance.com.au](mailto:admin@getcompliance.com.au)