

Signature

LEARNING & DEVELOPMENT

Student Handbook

As a Registered Training Organisation, Signature Learning & Development has agreed to operate within the VET Quality Framework for NVR Registered Training Organisations.

The information contained in this handbook outline our commitment to training and our policies for providing quality training and assessment services.



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1. INTRODUCTION

This handbook explains the services offered by Signature Learning & Development and the essential standards of registration which guide how we operate as a Registered Training Organisation (RTO).

It also explains the processes for enrolment in RTO programs and for recognition of existing qualifications and / or competency. Also included are details about the rights and responsibilities of all students in the training programs, including how to make a complaint or appeal against a decision or an assessment, or against any of our staff.

2. ABOUT SIGNATURE LEARNING & DEVELOPMENT

Signature Learning & Development pledges itself to excellence in the delivery of quality training and assessment. Signature Learning & Development has been created by experienced industry trainers that have formed a Registered Training Organisation so they can focus on quality delivery & assessment throughout NSW.

3. UNDERSTANDING THE PROCESS

To explain how the system works, we need to look at some of the individual parts.

3.1 What is Vocational Education and Training (VET)

VET stands for Vocational Education and Training. Its aim is to develop the workforce with the skills and knowledge needed by industry.

Our organisation is registered to provide VET qualifications. These qualifications are based on National Training Packages and will be recognised throughout Australia both by employers and by other RTOs.

What does this mean for you?

A National Training Package means you get a nationally recognised qualification if you successfully complete the course and are deemed competent in all components of the training package you are enrolled in. This means at times you may think that some parts of your course are irrelevant to you and your current workplace however the content is current and relevant in the industry and is part of the training package and you must be deemed competent in all parts of the package to successfully gain your qualification.

3.2 What is Competency Based Training (CBT)

Instead of standardising the learning process, competency-based training considers everyone's current level of knowledge relative to that of the outcomes required. This means that training is designed and implemented to fill that specific knowledge and experience gap.

It's a flexible style of education that adapts to each learner. Also known as competency-based learning, it is more often used in learning specific sets of skills, rather than abstract knowledge.

With the competency-based learning approach, there aren't courses or modules. Every skill or learning outcome is classed as one single unit, which is recognised as a "competency". You'll focus on a single competency at a time.

These "competencies" are designed for you based on your actual knowledge and professional experience. In this sense, you will be acquiring the specific set of skills you need to achieve a level of competency.

3.3 What is Competency Based Assessment (CBA)

The main features of a competency-based assessment system are Competency-based assessment is criterion based. This means that learners are assessed not in competition against other. They are assessed against the elements within the unit/training package they are completing which has been developed to meet a standard criteria or benchmark.

Unlike traditional learning methods, where you get good or bad grades, you will be viewed as either "competent" or "not yet competent". You can also retake any assessments up to three times or until you reach a "competent" standard, in order to move on to the next competency.

If after three attempts you are still deemed not yet competent (NYC) you will be offered the opportunity to revisit the learning component with one of our qualified trainers before attempting the assessment again.

A good comparison is with a Driver's License. This does not grade your ability as a driver-it simply shows that you are competent to drive. If you don't pass your first test you can practice more, learn more and try again until you pass.

Signature Learning & Development is committed to conducting assessments in a socially responsible environment that is fair and equitable for all students. The emphasis is upon demonstrated capacity of a student to undertake learning and apply this in a real workplace performance context. Competence is often assessed in the workplace or in a realistic simulated workplace environment.

Assessment activities can include:

- knowledge tests (written or verbal);
- skills tests.
- one-on-one critique - observation and feedback.
- Recognition of Prior Learning processes and tools.
- assessment against specifications and requirements from recognised industry standard.
- peer assessed small-group work and participation.
- group assessment where appropriate

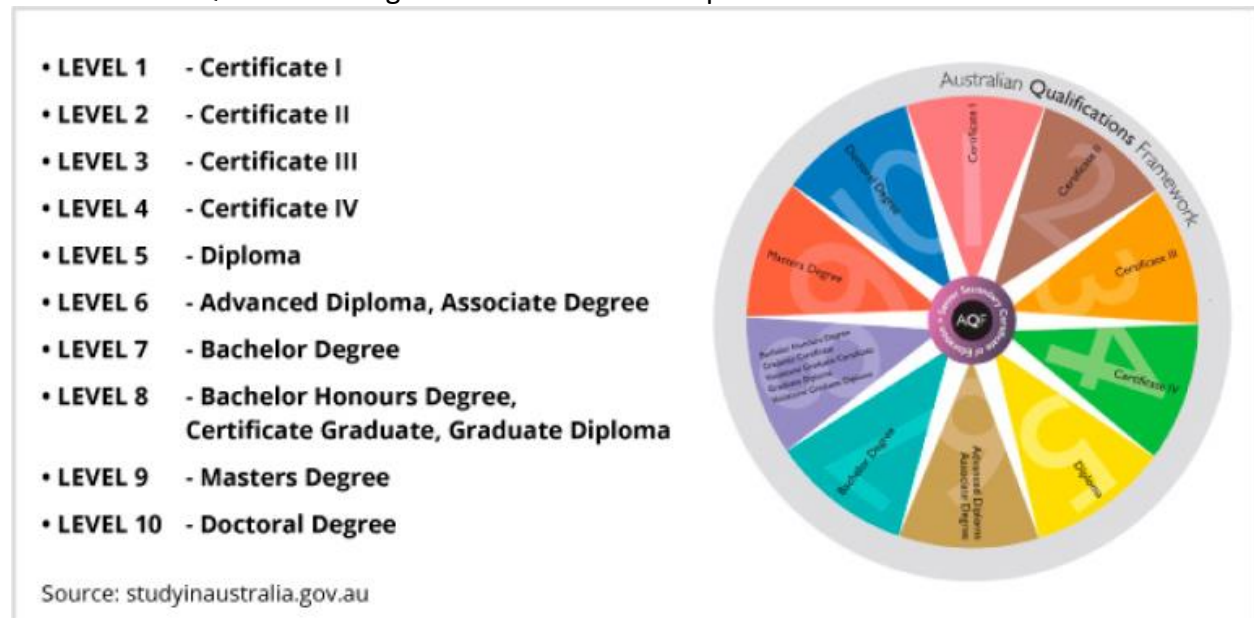
4. QUALIFICATION LEVELS

The Australian Qualifications Framework (AQF) is a national system of qualifications which comprises school, vocational / industry based and university qualifications.

One of the key objectives of the AQF is to facilitate pathways to, and through, formal qualifications. It also complements national regulatory and quality assurance arrangements for education and training.

The AQF is split into 10 levels, ranging from certificate 1, all the way through to Doctoral degree, with higher education awards including levels 5-10. For more information on the individual AQF levels, visit the AQF's qualifications webpage. [Australian Qualifications Framework | Tertiary Education Quality and Standards Agency \(teqsa.gov.au\)](http://australianqualificationsframework.gov.au)

Below is the AQF table setting out levels of available qualifications.



5. ESSENTIAL STANDARDS AND CONDITIONS OF REGISTRATION

All RTOs in NSW are governed by the Standards for Registered Training Organisations made under the *National Vocational Education and Training Regulator Act*, Signature Learning & Development ensures that we meet with all essential standards and conditions provided in that document.

If you would like more information about this please talk to your trainer, essentially what this means for you as a student of Signature Learning and Development is that you can be assured that we are held accountable for the standard of training and assessment you receive and there is mechanisms in place that protect you and ensure you receive quality services from us that are aligned with the industry standards.

6. ENSURING QUALITY IN TRAINING & ASSESSMENT

Signature Learning & Development has policies and management practices which ensure high professional standards in the delivery of training and assessment services, which safeguard the interests and welfare of both students and clients.

Signature Learning & Development has the capacity to deliver and assess the vocational qualifications for which it has scope and maintains a learning environment which is conducive to the success of its students. You can see our scope of registration here: <https://training.gov.au/Organisation/Details/45762>

Signature Learning & Development ensures that its trainers and assessors are suitably qualified, and that they are also sensitive to the differing needs of their students. Our trainers/assessors monitor and assess the performance of all Students, and this information is in turn monitored by the RTO management team.

All trainers and assessors will be responsible for using the assessment tools or techniques provided to conduct internal assessment or for ensuring workplace supervisors or peer assessment mechanisms are operating efficiently and equitably. All handouts given to students will include details of the assessment criteria and methods.

Assessments, regardless of whether through a learning and assessment pathway or an assessment-only pathway:

- comply with the Assessment Guidelines included in the applicable nationally endorsed Training Packages or the assessment requirements specified in accredited courses.
- lead to the issue of a statement of attainment or qualification under the AQF when a person is assessed as competent against nationally endorsed unit(s) of competency in the applicable Training Package or modules specified in the applicable accredited course.
- provide for students to be informed of the context and purpose of the assessment and the assessment process.
- where relevant, focus on the application of knowledge and skill to the standard of performance required in the workplace and cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills.
- involve the evaluation of sufficient evidence to enable objective judgments to be made about whether competency has been attained.
- provide for feedback to the student about the outcomes of the assessment process and guidance on future options.
- are equitable and are all inclusive for all persons, considering all needs that may affect a persons' ability to effectively perform the assessment in a way that is a true representation of their ability; and

Before a time and place for the assessment is set, you assessor will ensure that students have received learning in and have had adequate time to practice the unit of competency / tasks being assessed prior to assessment taking place. Suitable notice and relevant information regarding upcoming assessments will be given to students.

6.2 Issuing Qualifications

Signature Learning & Development can only issue Certificates (certificates or statements of attainment) in respect of nationally endorsed training packages included in its scope of registration.

All Certificates issued by Signature Learning & Development:

- Meet the requirements of the standards and the current AQF.
- Identify all units of competency successfully completed; and
- Identify the RTOs national provider number.

Where a student completes only some of the requirements of a qualification, a statement of attainment will be issued, noting the units of competency which have been successfully completed.

All Certificates are processed by authorised staff in accordance with the RTOs procedures and policies and will be issued within 30 calendar days to those students who have achieved the required outcomes of the assessment process.

7. RTO STAFF CODE OF PRACTICE

Signature Learning & Development ensures that all RTO Staff make a commitment to operate within the following code of practice to:

- operate within the requirements of the Standards and AQF.
- ensure their work is carried out efficiently and effectively.
- maintain high standards of skills, knowledge, and legal and ethical standards of practice which reflect favourably both on themselves and Signature Learning & Development.
- be aware of situations of actual and potential conflict of interest and to take appropriate action to declare and / or resolve these.
- encourage and maintain a culture of honesty, integrity, and open communication.
- encourage and maintain a culture of open discussion of complaints, disagreements, and problems as a basis for improvement and development both personally and for the organisation.
- refrain from inappropriate relationships with clients / Students.
- ensure that accurate information is provided to clients and Students, including their rights under the following policies:
 - access and equity.
 - disputes, complaints and appeals.
 - fees and refunds; and
 - Student program support.

8. STUDENT PROGRAM INFORMATION

You are required to enrol into the RTO whether you are intending to complete a full qualification, or unit(s) of competency which will contribute to a qualification.

As an RTO, we are required by the Standards to collect personal information about you and any qualifications you already hold. This information must be completed. The information you provide will be used by the RTO only for the purposes of satisfying government reporting requirements.

As part of the enrolment process you will need to register for a USI (Unique Student Identifier) if you don't already have one. Your USI will help keep your training records and results together in an online account controlled by you, regardless of what RTO you train with. Each time you enrol to study with a new training organisation, your USI will be used to store your training records and results.

By having USI, you will be able to access your training records and results (or transcript) whenever you need them. For example, for a new employer or when you enrol to study at a new training organisation. Your USI can be accessed online from your computer, tablet or smart phone and gives you access to your training records and results at your fingertips.

You can create your USI by going to <http://www.usi.gov.au/create-your-USI/Pages/default.aspx>

If you do not already have a Unique Student Identifier (USI) and you want Signature Learning & Development to apply for a USI to the Student Identifiers Registrar on your behalf, Signature Learning & Development will provide to the USI Registrar the following items of personal information about you:

- your name, including first or given name(s), middle name(s) and surname or family name as they appear in an identification document.
- your date of birth, as it appears, in the chosen document of identity.
- your city or town of birth.
- your country of birth.
- your gender; and
- your contact details.

Our administration staff will let you know if there are any areas on your enrolment form that require further information from you but basically you will be required to complete all sections of the enrolment form and we cannot process your enrolment until this is done.

Where you are enrolling to complete a full qualification, you will also be asked to assist with the preparation of a Training Plan (TP). The TP will list the units of competency you will be required to complete in order to achieve your qualification and will also provide details of how and when assessments will be conducted.

Your training plan is updated as you progress through your training, and you will be asked to sign it digitally several times throughout the duration of your course.

If you are completing your training as a trainee or apprentice, your supervisor will also need to agree and sign your training plan.

All parties receive a completed copy of the training plan each time it is updated through our Adobe Pro system.

8.2 Working with persons under 18 years of age

Students under 18 years of age may enrol with Signature Learning & Development but we need your parent or legal guardian to join us through the enrolment process and approve your enrolment.

8.3 Traineeships

Additionally, if your training is to be registered as a traineeship (this is normally done at the Certificate III level and above), you will also be required to:

- Meet with an Apprenticeship Centre (AC). They formalise the traineeship and act as the conduit between you, your employer, and the government.
- Complete and sign a Training Contract (TC) which defines the qualification you are undertaking and all parties' roles and responsibilities during the training period.
- Be provided with an explanation about what is involved in your traineeship and an opportunity to ask any questions you may have.
- Training will commence within 6 weeks of the date specified in the training contract, generally we commence much sooner than that though. We must wait to get official approval of your training contract before we can commence any training.
- The day-to-day specifics of training will occur in many ways, depending on your traineeship status, the qualification in which you are enrolled, your supervisor and your trainer / assessor. All necessary information will be provided to you by your manager, supervisor or training advisor as required. If at any stage you feel as if you do not know what is required of you, ask your supervisor or manager, or your trainer / assessor.

Traineeships and apprenticeships have a strong focus on work-based learning, this means you learning will often happen on the job under supervision by a suitably qualified supervisor at your workplace.

As you learn the necessary information for each competency, you will be given the opportunity to practice the learned skill.

Your trainer will provide you and your supervisor with the task/requirements that you should learn and practice, it may be the case that you attend a workshop with us to learn the basics of the skill and are asked to practice and implement that skill in the workplace for a certain period of time and then be assessed when you are ready.

Once you have been assessed as competent in all the competencies that make up the qualification you are enrolled in, evidence of your competence will be sent by your assessor to Signature Learning & Development for verification. If Signature Learning & Development has everything required, you will then be issued with a nationally recognised qualification!

8.4 Fees & Refunds

Almost all the training we provide is funded by the NSW Government under the Smart and Skilled funding model. This means if you meet the required criteria your training is paid for by the NSW Government and in most cases, you will not be required to pay a fee.

If you are required to pay a fee, your enrolment fee will be determined in line with your individual circumstances, if you are using Smart & Skilled Funding

If you are completing your training through a fee for service arrangement you will generally be invoiced when you complete the training and your certificate will be issued once payment is received. Our invoices have a 7-day term.

On occasions your training may be arranged through your employer in line with the skill requirements for your role. When this is the case we negotiate the training fee with your employer and you will not be required to personally pay any fee's as your employer will be invoiced directly.

Invoices will not exceed \$1500.00 total per invoice for each participant.

Pricing for all our programs under a fee for service arrangement will be in line with the current Smart & Skilled Fee's.

<https://www.nsw.gov.au/education-and-training/vocational/funding/smart-skilled-fees>

Signature Learning and Development do not offer VET student loans.

8.5 Pre-Requisites

Some of the specific training we deliver has prerequisites, either to the qualification or a unit within the qualification. Specific details of these prerequisites are contained in individual course information documentation and may also be obtained from your trainer.

Some examples of this:

To complete Barista training you must first hold the unit SITXFAS001 Use hygienic practices for food safety.

If you have any questions, please do not hesitate to discuss the course with your trainer.

8.6 Student Support

Prior to enrolment:

Prior to enrolment you will be expected to speak, either in person or via phone to a Signature Learning and Development training consultant to ensure you understand Nationally Recognised Training opportunities. During this consultation you will be provided with our full Student Handbook which provides all the information you will need to know. A digital copy can be obtained here: <https://signaturelearninganddevelopment.com/student-information>

Once all Students have enrolled in training, they will complete an induction program which will cover:

- Introduction to Signature Learning & Development training staff.
- Confirmation of the course to be delivered and the qualification that will be issued on successful completion
- The training and assessment procedures, including method and format of assessment.

As part of their program, Students may be offered a range of supports to meet their development needs. These include options in learning, flexible learning and assessment procedures, guidance from Signature Learning & Development Staff, one-on-one tutoring, pre-training interviews and facilitation of workplace mentoring and training systems.

Signature Learning and Development employs a student support officer who's role is to solely support learners through their training if special needs are identified. Our student support officer performs the role by providing our students where a need is identified by attending the training session with them and providing any assistance that is required. This could be assisting with understanding the learning content, the assessment process, reading, writing or even just general support by way of recognising when you need a break.

Signature Learning & Development understands that events may occur during the course of training which will limit the student's' ability to complete the training course. We will support our students to find the solution appropriate to the student and the circumstances.

In the event that you are experiencing any difficulties with your course requirements, we would recommend that you see your trainer or our student support officer as soon as possible so we can put some controls in place to help you complete your training.

We will ensure that the full resources of our RTO are made available to ensure that you achieve the required level of competency in all nationally recognised qualifications.

Should you be experiencing any personal difficulties that affect your ability to complete your training, you should make contact directly with Signature Learning & Development's Managing Partners, **Terina Welch on 0427 660 360 or Brian Cook on 0401016511** who will assist you by providing access to appropriate support, either through Signature Learning & Development, or an external agency.

8.7 Language, Literacy & Numeracy ("LLN")

Some Students may require language, literacy, and numeracy support. We facilitate language, literacy, and numeracy assessment during the enrolment process.

In the event that you require assistance with language, literacy and / or numeracy, Signature Learning & Development will provide you with internal support where required.

We can also refer you to an organisation within their region qualified to deal with these specific needs but in most cases our internal processes are suitable support for our students.

8.8 Requesting Information

Should you wish to request information about your training, you can ask your trainer, or you can contact Signature Learning & Development direct. We will respond to your query as soon as possible, and dependent on the query, you will receive a response in no more than five (5) business days.

We are very easy to get on with though so if you need something, in most cases just give us a call and we will get it to you ASAP.

You can request personal information in person (to your assessor or RTO Staff, by email or by phone.

Phone: 1300 28 28 13 (where you will speak to one of our Directors)

By email to: trene@signaturelearning.net or brian@signaturelearning.net

8.9 Retention of Client Records

Signature Learning & Development will maintain evidence of competence and issue of Certificates for a minimum period of 30 years, or in accordance with the terms of the prevailing NVR Standards and AQF.

Where a student has completed a full qualification, the evidence portfolio is stored digitally in our student management system. If a student requests, this portfolio can be given back to the student once it is stored in our system. Hard copies are disposed of using a secure document shredding supplier.

8.11 Access & Equity

Signature Learning & Development integrates access and equity principles within all services and policies provided to our students. RTO Staff recognise the rights of Students and provide information, advice and support that are consistent with our core business values and our code of practice.

Regardless of cultural background, religion, gender, sexuality, age or disability, students have the right to develop new skills in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner. In some instances, students may require specialised services or facilities in order to access and fully participate in our services, and Signature Learning & Development will work with the students and / or their employers to make reasonable adjustments to accommodate these requirements.

8.12 Privacy

As an RTO, Signature Learning & Development is required to collect personal information for the purposes of training and assessment, reporting, administration and evaluation training and assessment activities delivered by the RTO.

Please ensure you read and understand your enrolment form as this is where you are giving us permission to report and use your details where we are required to. Without this permission we are unable to continue with your enrolment as it is a requirement of the standards that we report to certain agencies to maintain our compliance.

By signing your enrolment form, you are agreeing to the RTO disclosing your personal information where authorised or required by law (for example, RTO reporting requirements under the Standards).

8.13 Workplace Health, Safety and Welfare

Signature Learning & Development is committed to protecting Students, employers, RTO Staff and visitors from injury, and the promotion of their health and wellbeing. In meeting this commitment, Signature Learning & Development will:

- ensure compliance with the requirements of all relevant WHS legislation.
- provide a safe working/learning environment; and
- ensure all staff, contractors, visitors, and RTO Staff are inducted to each site they visit, and are also provided with the information, training, safe work procedures and relevant equipment to enable them to carry out their duties safely.

8.14 Student Rights & Responsibilities

Signature Learning & Development will respect Students' rights to:

- clear, detailed information about the organisations' services and policies.
- make an informed choice about their participation in the program.
- quality services which are:
 - appropriate to the agreed program.
 - flexible in response to any special requirements, such as language and literacy; and
 - sensitive to and appropriate for their cultural, language, sexual, religious backgrounds.
- not be discriminated against on the grounds of sex, race, culture, language, religion, marital status, physical or intellectual disability, illness, sexual preference, psychiatric diagnoses, physical characteristics, transgender.
- not be harassed or bullied.
- confidentiality of personal information and choice about disclosure of information (within legal and ethical constraints).
- access to records containing personal information about themselves; and / or
- express their complaints / disputes and appeals without fear of repercussions and have them dealt with in a fair and consistent manner.

8.15 Disciplinary Procedures

The students' rights and responsibilities are designed to ensure that all students receive equal opportunities and gain maximum benefits from their program. On enrolment, each student must agree to abide by applicable workplace policies.

Failure to abide by workplace policies may result in disciplinary action whereby the student may be asked to leave the session or the program and return to their worksite where their manager will be advised.

Behaviours that may result in disciplinary action include (but are not limited to):

- continuous interruptions to trainers, mentors, or assessors.
- not complying with site requirements.
- being disrespectful to other Students.

- harassment by using offensive language.
- sexual harassment to Students, facilitators, mentors, or assessors.
- acting in an unsafe manner that places themselves and / or others at risk.
- refusing to participate in program activities; and / or
- continued absence at required times.

Any person asked to leave a program has the right of appeal through our appeals process.

8.16 Feedback from Students

Signature Learning & Development is required as an RTO to collect feedback from students, and this will be done by providing students with feedback surveys via our student management system to complete at the end of each training program.

In addition, Students who are undertaking training under a Smart & Skilled Program will be sent a feedback questionnaire from NSW Training Services.

We strongly encourage all our students to take part in these surveys as they assist us in our continual improvement processes and allow NSW Training Services to identify areas for improvement from all training providers.

Where that qualification is delivered over a period of more than one year, you may receive several surveys throughout the duration of your training. The results of the Learner Questionnaires will be provided to ASQA (the government body which is responsible for the RTOs compliance), as required by them. The information is provided anonymously.

If you wish to provide feedback at any other stage (i.e., not wait until you receive the feedback form), you can also provide feedback to any RTO Staff, your manager or supervisor, in any way that suits you e.g. verbally, in writing, by phone or by email. Details of how to direct this feedback are listed below:

By email to: trene@signaturelearning.net or brian@signaturelearning.net

9. EXISTING QUALIFICATIONS

If you are assessed as having prior learning for a particular component of your training, Signature Learning & Development will apply a credit transfer (CT) or recognised prior learning (RPL) to your record where applicable.

9.1 What can be Recognised?

Under the AQF, competencies may be attained in several ways. These can include:

- Formal courses / training programs that a person has undertaken in the past, which may or may not have been completed.
- Industry based training programs.
- Learning results of life experience.
- An overseas qualification.

In order to recognise existing qualifications, your assessor must be confident that you are currently competent against the currently endorsed industry or enterprise competency standards or outcomes specified in AQF accredited courses. This may mean that you could be required to be reassessed for all or part of your qualification.

All assessments of existing qualifications are reviewed by assessors who are qualified to conduct

the assessment. When deemed necessary, Signature Learning & Development will engage technical experts to assist with assessment processes.

9.2 Credit Transfer (CT)

Signature Learning & Development recognises the credentials issued by any other RTO based in any state or territory of Australia. This includes statements of attainment for specific units of competency and any qualifications issued under the AQF.

You will be required to complete a Credit Transfer Application form and provide a copy of your certificate and transcript which will include the units you have previously completed.

We are then required to verify the certificate with the issuing RTO which is done via email, once verified we can then apply the credit transfer.

9.3 Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC)

RPL & RCC is the recognition of your current competency, which may have been gained through prior learning, on the job or life experience.

Signature Learning & Development believes that it is vital that a student can demonstrate current competency (rather than, say, demonstrating what they have learned in the past). Evidence to show competency may include documentation of existing knowledge and experience. However, many competencies also require demonstration of practical activities and problem solving.

In some cases where you cannot provide sufficient evidence of RPL we may suggest an assessment only pathway.

9.4 Acceptable Evidence

Evidence to show CT, RCC or RPL may include:

- CVs, performance appraisals, or other employment related documentation.
- Samples of completed work.
- References from current and prior employers, supervisors, and colleagues.
- Testimonials as to capabilities from persons holding relevant qualifications in the area being assessed.
- Copies of either qualifications or statements of attainment issued by another RTO.
- Demonstration of skills

9.5 Where CT, RCC or RPL cannot be granted

There are instances where it is not possible to grant CT, RCC or RPL. Examples are:

- The unit or qualification previously completed has been superseded and no equivalent unit exists.
- Another body doesn't allow RPL (an example of this is the NSW Blue Card, where RPL is not granted for the equivalent unit in the Transport and Distribution training package).
- Where industry and/or employer requirements to complete the qualification or unit of competency exceed the requirements of the training package.

Your assessor will assist in explaining any instance where CT, RCC or RPL can't be granted.

10. Our Complaints Process

A student may make a complaint about any RTO Staff or assessment processes by forwarding a written complaint to their trainer or assessor, or the RTO Directors. The complaint can be in writing, by phone call and may be made by email. Where a complaint is forwarded to a trainer or assessor, that person must forward the complaint to the RTO CEO immediately.

We consider ourselves very transparent and like to deal with any issues immediately.

Directors Details:

Terina Welch on 0427 660 360 or Brian Cook on 0401016511

Alternate phone number: 1300 28 28 13

By email to: trene@signaturelearning.net or brian@signaturelearning.net

10.2 How is a Complaint Managed?

Immediately upon receipt by the RTO Directors:

- The complaint will be directed to the consumer protection officer, who will investigate and provide recommendations to the RTO within 30 working days.
- The relevant Director and the consumer protection officer will address the complaint by recommending follow up action in writing to all parties within five working days of receiving recommendations.
- The Directors and the consumer protections officer will ensure that all parties have the opportunity to present their case.
- All correspondence will be filed on the student's' file.
- All complaints will be dealt with within 30 days, if for any reason the appeal cannot be resolved all parties will be notified as to why the appeal has not been resolved and informed of the details and ongoing process.

10.3 Complaint Appeals Process

Following the resolution or completed investigation of a complaint, the complainant may appeal any decision or finding made by the Director.

All appeals will be dealt with within 60 days, if for any reason the appeal cannot be resolved all parties will be notified as to why the appeal has not been resolved and informed of the details and ongoing process.

- The RTO Management Committee will ensure that all parties have the opportunity to present their case to the RTO Management Committee.
- All correspondence will be filed on the student's' file.
- Where an assessment appeal cannot be resolved internally, Signature Learning & Development will advise the student of the appropriate legal body in their region.

On a State Level most unresolved complaints are dealt with by one or both of the following government agencies:

- **Training Services NSW – (02) 9204 7400**
- **ASQA – 1300 701 801**

Any person involved in the investigation of a complaint may choose to have an advocate or support person present at any stage during the resolution process.

We don't anticipate any issues we can't immediately deal with throughout any of our students journeys however we recognise that from time-to-time issues may arise so please talk with us immediately so we can rectify the situation ASAP.

Thank you for enrolling with Signature Learning and Development, we take great pride in our business and will always do our best to make sure all our students have an enjoyable experience with our team.

A very warm welcome from
Terina Welch & Brian Cook
Directors

Our Team



Terina (Trene) Welch
CEO / Managing Partner
Ph: 0427 660 360



Brian (Cooky) Cook
CEO / Managing Partner
Ph: 0401 016 511



Chloe Rivers
Training Co-Ordinator
Ph: 0402 249 395



Beau Fabien
Student Support Officer
Ph: 0477 714 814



Wayne (Woolly) McKeown
Industry Specialist
Trainer / Assessor
Ph: 0400 656 466



Troy McBride
Industry Specialist
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