



Student Handbook

Time Education & Training Pty Ltd

83-87 Henley Beach Road
Mile End South Australia 5031

Telephone 08 8351 9888
Facsimile 08 8354 2288
hello@time.net.au

time.net.au

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Dear Student

Welcome to Time Education & Training Pty Ltd (RTO ID 40058). During your time with us we will endeavour to make your learning a rewarding and exciting experience and, of course, we expect you to do your utmost to achieve the results and goals you are aiming for.

This information booklet will enable you to familiarise yourself with the requirements for the program you are about to undertake and to become aware of our terms, conditions and services. Please read the following very carefully.

ENTRY REQUIREMENTS

In some circumstances entry into a study program requires pre-requisite skills and underpinning knowledge. Should this be the case you will be informed of such at a pre-entry interview where you will have the opportunity to confirm suitability for entry into the study program.

Where a program is subsidised for eligible students additional entry requirements will apply. This may include a formal Language, Literacy and Numeracy (LLN) assessment.

PROGRAM STATUS

The program you are about to undertake is listed on our website www.time.net.au and you should take the time to visit our website and become familiar with the program structure and status.

PROGRAM DATES & TIMES

Scheduled dates and times for class-based programs are provided to you on enrolment or on commencement of your program. For programs that are supported with a mentor, the assigned mentor will establish a schedule with you.

We also provide a reminder service (SMS) for some of our classes scheduled at our training centre.

If your program includes this reminder service and you receive an SMS, please respond with confirmation of your attendance or non-attendance.

If your program does not include the SMS reminder service, please contact us on 08 8351 9888 or send an email to hello@time.com.au should you not be attending the a class as listed on the program schedule provided to you.

ENROLMENT PERIOD

When enrolling into a program with Time Education & Training you will receive an enrolment conformation which will include your enrolment commencement and end date.

Unless otherwise directed by guidelines for State, Territory or Commonwealth Subsidised programs, or agreed special needs at the time of enrolment, your enrolment period will be set as follows:

Short courses	No longer than 6 months
Certificate I or II	12 months (or contract of training duration for traineeship program)
Certificate III to Diploma	24 months (or contract of training duration for traineeship program)

In all cases your training schedule will be set to ensure you have adequate opportunity to complete within this period. During the program should unforeseen circumstances occur it is important for you to contact us to discuss your concerns. Depending on the financial status of your enrolment and your personal circumstances we may be able to offer a deferral or extension which can add up to a total of 6 additional months to your enrolment period.

Your student fees payable are for the enrolment into the chosen qualification for the initial enrolment period only. If you exceed this enrolment period without submitting all of your required assessments you may be required to re-enrol and pay the scheduled fees for the current year for any units yet to be completed. For subsidised programs, exceeding the set enrolment period will, in most cases, also result losing your subsidy for the remaining units.

CHANGE OF ADDRESS/EMPLOYER

While attending your program, should you change your residential address or your employer you must inform us at the earliest opportunity.

Time Education & Training, in providing this program to you, must comply with industry rules and regulations, which include accurate records of student information. Please ensure that you keep us informed of your residential address, home/mobile telephone numbers and employer name and address.

In completing your enrolment form please note that the declaration section explains how we may need to contact your employer for on job assessment or gathering workplace evidence. If you have any concerns about this please contact us to discuss further. You can send a contact request to hello@time.net.au or call us on 08 8351 9888

SPECIAL NEEDS AND ASSISTANCE

Should you have any special needs that will assist you in participating in this study program please contact us as soon as possible. Below is a list of some of the ways we may be able to assist you. This information summarises some of the information provided in this handbook. If your need is not listed below please contact your program coordinator.

Assistance required	Who to contact	What can they do?	How to make contact
Financial Assistance	Finance	If you are having difficulty making your scheduled course payments on time, contact Tracey at accounts@time.net.au to negotiate payment terms.	accounts@time.net.au 08 8351 9888
	Our Client Relationship Management Team	Do you have questions or concerns about available funding?	hello@time.net.au 08 8351 9888
Assessment Decisions	Your Facilitator, or our Quality & Compliance Manager	Do you disagree with an assessment decision? It is important to discuss your concerns with your Facilitator/Assessor first. If you are not satisfied with the response you can contact John Heidt, CEO, Quality Assurance.	john@time.net.au 08 8351 9888
Assessment Difficulty	Your Facilitator or Program Coordinator	<p>Your Facilitator can provide additional assistance to help you understand and plan for assessments and can also discuss your concerns regarding the assessment itself.</p> <p>If you have a valid reason why you may not be able to complete the assessment (e.g. a disability or condition) we may be able to adjust the assessment to meet your specific needs.</p> <p>Your facilitator can also discuss late assessments or asking for more time to submit your assessments.</p>	<p>It is a good idea to speak to your program coordinator in class if you can as your query may be of assistance to other participants as well.</p> <p>For assistance outside of scheduled classes you can call your coordinator.</p> <p>Please call 08 8351 888 or send an email requesting contact from your coordinator to hello@time.net.au</p>
English (Language Literacy / Numeracy) Support	Your Facilitator or Program Coordinator	Having difficulty with numbers, or reading/writing? Your Facilitator or Program Coordinator can discuss your needs and talk to you about how to get some help.	Contact your Facilitator or program Coordinator on 08 8351 9888 or email hello@time.net.au
Your Privacy	John Heidt, Privacy Officer	For information on our privacy policy please access the “ <i>Protecting your Privacy</i> ” document on our website http://www.time.net.au/student-information	Call 08 8351 9888 or email john@time.net.au

Assistance required	Who to contact	What can they do?	How to make contact
Complaints or improvement suggestions	Diane Godwin-Heidt	Our team welcome the opportunity to discuss feedback, suggestions or any concerns you may have.	diane@time.net.au 08 8351 9888
Resources	Your Program Coordinator	Have you lost your resources, need the next folder or book in your program or are you having difficulty with the resources you have been given?	Call 08 8351 9888 or emailing us at hello@time.net.au
Results	Our Quality & Support Services Team	Do you need to check on your result status or do you have to provide information to your employer or to Centrelink? Have you lost your certificate?	Contact our Quality & Support Services Team by calling 08 8351 9888 or emailing assessments@time.net.au
Online learning	Our E-Team	Having difficulty with your log in or using the online system?	hello@time.net.au 08 8351 9888
Lost property	Reception	All found property that is handed in is given to reception for safekeeping. We will hold onto found property for 3 months.	Call 08 8351 9888
Venue Hire	Our Corporate Operations Team	Our Corporate Operations Department can help you with any questions you may have regarding venue hire.	Call 08 8351 9888 or email hello@time.net.au
Withdrawing from a program	Our Client Relationship Management Team	Do you need to place your study on hold, change your program or arrange to withdraw from study? We can help you to understand your options and give you advice about your rights and obligations.	Call 08 8351 9888 or email hello@time.net.au

We will endeavour to provide support for your needs or where specialist support is required we will seek the assistance of appropriate agencies that have the resources available to support you in your study program.

TELEPHONE

Mobile telephones must be switched off when you are participating in your study program. If for any reason you are expecting an urgent telephone call, please switch the telephone to silent signal advice, leave the training room and answer such call away from the participating group.

STUDENT RESOURCES

Throughout your program you will be provided with a range of resources and/or references. The materials that are provided to you are for your learning purposes.

Study guides/work books are for your use aimed to assist you in your learning and for future reference. The intellectual material contained within all materials provided to you remains the property of Time Education & Training and is subject to copyright. Any use thereof for purposes other than for which they were given to you requires our approval in writing.

DRESS CODE

Throughout the duration of your program attendance you must maintain an appropriate standard of dress, footwear and personal hygiene. Some segments of your studies require activities that bring you into close contact with other students and therefore attention to detail in presentation and personal hygiene is essential.

FACILITIES

You will be provided with an orientation of the facilities that will be used during your program. While using these facilities you are asked to respect our property and to ensure that safe practices are used whereby the facilities are protected from damage. Similarly, it is expected that you conduct all activities in a manner that minimises risk of accident/injury to self and others.

PAYMENT OF FEES

It is our policy that payment of fees related to a study program are payable by instalments for which you will receive an invoice itemising a payment schedule. We accept cash, cheques, EFTPOS and credit cards (master card and visa).

A commencement fee is required to confirm your place on the program. The agreed payment plan will be invoiced to ensure full fees are paid within your enrolment period. We do not accept advance payments of more than \$1,500.

ACCESS TO ACADEMIC RECORDS

At any point throughout your program, you are able to access your academic records and have a printed copy made available to you.

Should extra copies be required a fee of \$2 per page will be charged. Academic transcripts are not, in general, issued to current students part-way through a qualification program. Requests should be directed to assessments@time.net.au.

T.I.M.E

Making
Good
People....
Great



ASSESSMENTS

On commencement of your program you will be advised of all assessments that must be completed throughout the program. The specifics of the assessment will be provided to you in the form of an assessment booklet or a detailed instruction sheet for the units within your study program.

In the event that you undertake an assessment and are found to be 'not yet competent' you will be counselled on additional requirements and provided with further opportunity to practice and apply for re-assessment.

PROGRAM COMPLETION

You must satisfactorily complete all relevant components of learning, together with associated assessments in order to successfully complete the program.

Each unit of work is designed for completion within a certain time frame. Should you find yourself in a position where you are not ready to participate or undertake a scheduled assessment, you must inform your Facilitator. Every opportunity will be given for you to complete assessment requirements.

Please note: Funded/subsidised enrolments may be subject to additional resulting or completion requirements. Your Program Coordinator will discuss this with you during your induction session.

PROGRAM WITHDRAWAL

In the event that you decide not to complete the program, you will be entitled to receive a Statement of Attainment for any fully completed units. For additional information please refer to the cancellation policy within this document.

ARTICULATION TO OTHER TRAINING

Some of your study program may articulate to other Training Packages and Qualifications. For example, those associated with Communication generally articulate across all industries and their associated training programs.

Should you require any information regarding articulation to other qualifications you should speak with the Program Coordinator.

NATIONAL RECOGNITION

As a Registered Training Organisation we recognise the qualifications and statements of attainment issued by other registered training organisations for nationally recognised qualifications as well as individual units.

What this means to you is that any nationally recognised qualifications and/or units of competency you have completed that is common between your previous studies and current studies, may be recognised towards your achievement of your program.

For example, if customer service is a unit within this program and you completed that same unit in another program, at the same qualification level and for which you can produce an academic transcript, then you will not have to repeat this unit to achieve this program.

RECOGNITION OF PRIOR LEARNING

Time Education & Training offers skills recognition to those students who believe they have the required skills and underpinning knowledge in the units delivered within the program that inclusively or partly articulate towards any nationally recognised training. The skills recognition policy provides for recognition of your skill(s) and underpinning knowledge attained through other programs of study, your previous work experience or life experience.

If you feel that you may qualify for skills recognition, please speak with your Facilitator. The process will be explained to you and you will receive an application form that will enable you to apply for skills recognition. The application fully explains the process.

COMPLAINTS AND APPEALS

If at any time throughout your program you are not satisfied with:

- the level of service or tuition,
- the way in which you are being treated by Time Education & Training personnel,
- the materials provided
- the assessment approach or assessment decision or
- any other aspect of our service and support

You have a right to bring your concerns to our attention.

We have a procedure in place to ensure that we:

1. Make it easy for you to speak to someone about your concerns or lodge a written complaint without charge or penalty.
2. Take the time to understand your concerns; treating you with courtesy and respect throughout the process.
3. Provide accurate information and advice.
4. Are open and honest with you about your rights and responsibilities.
5. Deal with your concerns fairly and promptly.
6. Escalate your concerns to our Chief Executive Officers if you are not happy with our response.
7. Let you know if we cannot resolve your concerns within 60 days, explaining why and giving you an indication of the resolution time frame.

8. Direct you to the appropriate external individual authority if you are not satisfied with how we have attempted to resolve your concern.

Please refer to the SPECIAL NEEDS AND ASSISTANCE section of this handbook for information regarding who best to contact about your concerns or, if you are unsure, you could start by calling our Corporate Operations Team on 08 8351 9888 or by sending us an email to hello@time.net.au.

YOUR RIGHTS

You have the right to:

- Quality instruction.
- Have complaints/appeals dealt with in confidence - fairly and promptly.
- Be assessed under a framework that is fair, reliable, flexible and valid.
- Be treated with consideration and courtesy by all staff and fellow students.
- Access your assessment results and materials.
- Be free from any form of harassment or unfair treatment.
- Be free from discrimination.
- Be provided with a learning environment that protects your safety, health and well-being.

YOUR RESPONSIBILITIES

Your responsibilities are to:

- Behave in a courteous, sensitive and non-discriminatory manner when dealing with staff and other students.
- Comply with all policies as advised.
- Attend all sessions regularly and punctually or to notify the Facilitator of absence.
- Pay all required tuition and assessment fees.
- Comply with Work, Health and Safety, and Equal Opportunity policies.
- Behave in a manner that ensures reasonable freedom of others to pursue their studies.



TRAINING PROVIDER RIGHTS & RESPONSIBILITIES

We have the right to:

- Ask for, expect and receive compliance with all legislation including Work, Health and Safety and Equal Opportunity policies and procedures.
- Access student information for purposes associated with assessment and recording of results and attendance, ensuring confidentiality is maintained.

We have a responsibility to:

- Provide quality instruction.
- Provide fair assessment.
- Provide support services.
- Provide a safe and non-discriminatory study environment that complies with Work, Health and Safety and Equal Opportunity legislation.
- Provide prompt and equitable resolution of complaints/appeals.

CANCELLATION AND EXPIRY POLICY

In the event that you decide to withdraw from your program or have passed the program schedule end date without finalising all requirements for completion, you may request a refund of fees paid in advance.

A request for refund must be in writing by way of email, facsimile or letter explaining the reason for requesting a refund.

As a general policy where a student cancels 14 days prior to program commencement a full refund will be provided. Where a cancellation within 14 days of program commencement is received an administrative fee of \$250 will be charged to cover resources, printing and administrative costs. The balance of fees paid will be refunded.

Where a student requests a refund after program commencement, the amount of refund will be calculated against units attended with program unit(s) attended together with an administrative fee of \$250. The balance of fees paid will be refunded.

When a refund request is received on or after the enrolment expiry date no refund will apply and any outstanding enrolment fee will be due and payable. Please refer to the Enrolment Period section of this handbook for additional information.

OUR COMMITMENT TO YOU

In selecting Time Education & Training as your training provider we commit to the delivery of a quality and relevant study program which will provide you with every opportunity to develop your skills and underpinning knowledge.

Should you find yourself in a position where you are not able to keep up with study requirements, program attendance and/or achievement of required assessments, please talk to us. We will endeavour to explore every opportunity that will assist and support you in achieving your goals.

Support that is available to you is:

- Study assistance away from the program.
- Telephone support to answer your questions or to explain concepts, ideas and strategies delivered throughout the program.
- Access to additional study materials that will assist you to understand the concepts and processes delivered within the program.
- Referral to other support services to address any specific needs you may have.

ACCESS EQUITY AND CLIENT SERVICES

All students deserve the best of tuition and support irrespective of their personal circumstance. We have processes in place to support each individual whereby access to programs is guaranteed and equity in the delivery/assessment of the study program will provide you with every opportunity for success.

Should you at any time require additional support to complete the study program in the form of individual tuition, reasonable adjustment for assessments, speak with your facilitator and we will endeavour to facilitate your needs.

Everyone has access to the same resources and information in order to undertake their studies. Everyone will be treated equitably in all aspects, and treat others with courtesy and respect.

All staff at TIME are responsible to ensure the working and learning environment is free from discrimination and harassment.

HARASSMENT AND BULLYING

Time Education & Training holds zero tolerance to harassment and bullying of any kind. If you believe that you are being harassed there are a number of important steps you should take:

- Tell the person that their behaviour is unacceptable, and that it must stop. It is important to say these things to the harasser.
- Make a written note of the nature of the harassment including the identity of the person harassing.
- If the harassment continues, report the behaviour or incident to your facilitator or program coordinator.

TIME has a legal responsibility to take reasonable steps to prevent harassment from happening. This involves educating employees and facilitators about harassment, implementing complaints procedures and ensuring compliance by all within the learning environment.

WORK HEALTH AND SAFETY

Time Education & Training has a responsibility under the Work Health and Safety Act 2012 (SA), and the Work Health and Safety Regulations 2012 (SA), which align with the National Harmonisation of Work, Health and Safety laws in each State/Territory jurisdiction.

The Work Health and Safety Regulations 2012 (SA) identify the control measures that must be applied to specific work activities and hazards. For the health and comfort of all participants and staff, you are asked to maintain an acceptable standard of personal hygiene and use all facilities provided appropriately.

- All rubbish should be placed in bins
- Facilities should be left in a clean and orderly state
- If you smoke, please ensure you are smoking in a designated area and you dispose of your cigarette butts in the appropriate container.

While engaged in Time Education & Training activities, you must not be adversely affected by alcohol and other drugs and should observe Commonwealth and State/Territory laws and Local By-Laws in relation to using, possessing and giving or selling alcohol. Under no circumstances are you to offer or administer prescription drugs or offer illegal drugs to any other person.

You are expected to ensure your own safety and the safety of others at all times, and should refrain from any conduct, including alcohol and other drug use, that could affect your own performance or the safety and wellbeing of others.

REPORTING HAZARDS

It is your responsibility to report any hazards you see that may cause injury or damage. Please report these hazards to your facilitator or other member of staff as soon as possible.

ACCIDENTS

If you witness a medical emergency or an accident involving injury, you must report it immediately to a Time Education & Training staff member so that first aid can be arranged without delay and ensure that the person is attended to with support and personal. Where possible provide comfort and assistance to the injured person, send someone to notify a staff member and stay with the injured person until assistance arrives.

PRIVACY STATEMENT

Your privacy is important to Time Education & Training and we will always act in the best interest to protect your personal information. We are careful about how and when your information is collected, used and shared.

The prime reason we collect your personal information is to facilitate your learning. We are required to collect certain personal information enabling us to create your personal file and any special needs that you may have. Where you undertake nationally accredited training we are required to provide your details on a National Reporting System.

Please refer to the document title “Protecting your Privacy” for additional information. This document can be located on our website or you can request a link or copy by calling us on 08 8351 9888.

Alternately, you can email our Privacy Officer – John Heidt john@time.net.au

Welcome to your program, we trust you enjoy your learning experience.



Chief Executive Officer

Time Education & Training