

Student Handbook

Time Education & Training Pty Ltd

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Why choose Time Education & Training?



Leading South
Australian Private RTO



50,000+
Total students
trained



25+ years
delivering quality
training



Extensive industry
connections



Consistently high
student satisfaction
record



Consistent compliance
record

Time Education & Training is an award winning training provider that is proud to be a leading provider of quality corporate and nationally accredited training, consultancy and support services. We do this by providing:

- industry expert Facilitators and Assessors
- quality materials and resources
- state of the art training facilities
- supportive learning environments
- the ability to interact with like-minded industry professionals

Introduction

Welcome to Time

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 take the time to read through and understand everything contained in this Student Handbook – it will ensure you have all the information you need for a successful study journey with us.

About Time

What began as an idea on the coffee table in the Adelaide Hills, Time Education & Training has since grown to become one of the largest privately owned RTOs in the state. One that is nationally scoped and renowned for setting the bar of what quality training should be.

Our Founders – Diane Godwin-Heidt and John Heidt – saw a need and made the bold decision to aim to solve it. Having had extensive experience in business, retail, auditing, government, training and more they saw the need for an RTO that delivered authentic, impactful and quality training that provided genuine outcomes for students, employers and industries. They both believed – it was time to make a difference.

Through a commitment to quality and a focus on impactful results, John and Diane turned their passion for training and development into an RTO that has stood the test of time and thrived through the challenges and changes of the industry.

For over 25 years, Time Education & Training has been developing and delivering quality training products for individuals, small businesses, large organisations, government, and multinational companies.

Over this time, we have not only grown as an organisation; we have also been at the forefront of the development and implementation of Vocational Education and Training (VET) in Australia. Our Founders and our team have been there as it moved towards the extensive and significant industry it is today, and we'll continue to be a part of it as it evolves.

As the needs of industries, organisations and people change, so do we. Time Education & Training will continue to innovate and grow to meet the challenges and requirements of the future.

Our Commitment to You (The Student)

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.



What is Vocational Education and Training (VET) ?

Nationally Recognised Training

Time Education and Training have a number of Nationally Recognised Training qualifications on our scope of registration. You can see our full scope on the National register of Training at www.training.gov.au using our RTO code 40058; while qualifications we currently offer are listed on our website at www.time.net.au.

All the training products listed on the National Register provide successful students with a nationally recognised outcome, either a qualification or a statement of attainment.

Competency Based Training and Assessment

In Vocational Education, training and assessment is competency based. This means is that each student is assessed against competency criteria – skills and the underpinning knowledge – rather than a grade or a percentage. Each assessment will be assessed by your trainer/assessor as having either achieved a 'Satisfactory' or 'Not Yet Satisfactory' standard.

If your work has been marked as Not Yet Satisfactory, you will be provided with specific feedback and the opportunity to resubmit your assessment. If additional training and/or support is required to help you understand the learning, your trainer can arrange this for you.

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is your individual education number for life. You will need one if you are undertaking any nationally recognised Vocational Education and Training (VET) within Australia. Your USI record is also a helpful way of keeping all your training records in one place.

We cannot issue a certificate or statement of attainment to any learner who has not provided their USI. If you would like to find/create yours, or you would like to know more, go to - <https://www.usi.gov.au/> or scan the QR code below:



Training at Time

Application and Enrolment Process

Enrolling to study at Time involves several steps to ensure that the training product you wish to enrol in is suitable for you. Additionally, in some circumstances entry into a study program requires pre-requisite skills and underpinning knowledge, this information is available for each training product on our website.

After your initial enquiry a Client Relationship Manager (CRM) will be in touch to discuss your chosen training product, any entry requirements, schedules, and assessment requirements. You will be provided with all this information in an explanatory email that includes detailed information about the chosen training product.

Should you wish to continue the enrolment process your CRM will conduct a pre-enrolment interview. At this interview you will be provided with all information needed to make an informed decision around enrolment, as well as providing you an opportunity to ask any questions.

Suitability and Support Assessment

At Time we strive to ensure that you and your chosen course of study are right for each other. We conduct pre-enrolment interviews and skills reviews to make sure you have all the information needed to make an informed decision to enrol. This may also include a formal Language, Literacy and Numeracy (LLN) and Digital Literacy assessment.

Your pre-enrolment interview is also the first of many opportunities to identify any supports you may need throughout your study. We strive to create an environment where you are comfortable disclosing any disabilities or difficulties you may have in relation to learning which will allow us to develop a Student Support Plan with you.

Our goal is to give you the absolute best opportunity to successfully complete your training with minimal issues.

Recognition of Prior Learning

Time Education & Training offers Recognition of Prior Learning (RPL) to those students who believe they have the required skills and underpinning knowledge in the training products selected. These skills and knowledge may have been obtained through any combination of formal, informal, and non-formal learning.

RPL is discussed as part of the pre-enrolment interview, if you feel that you may qualify please discuss this with your CRM. The process will be explained, including fees payable and possible outcomes, and you will receive an application form that will enable you to apply for RPL. The application explains the process and possible outcomes in more detail.

Program Dates and Times

When enrolling into a program with Time Education & Training you will receive an enrolment conformation which will include details of your selected course as well as your commencement and end date. Your confirmation will detail which units you are enrolled in, any class dates, and expected completion or due dates.

In all cases training schedules are set to ensure you have adequate time to complete all required learning and assessment as well as have opportunity to apply your learning. In general, the duration of enrolment is determined by the type of course:

- Short courses - Up to 6 months
- Certificate I or II - 12 months
- Certificate III to Diploma - 24 months

This enrolment period can be extended or shortened due to State, Territory, or Commonwealth Subsidised programs, Contracts of Training (Traineeships), or agreed special needs at the time of enrolment. Any variation will be advised prior to commencement of study and recorded within your training schedule.

Your student fees are only for the enrolment into the chosen qualification for the initial enrolment period only. If you require additional time beyond the expected duration a nominal administration fee may be payable.

For subsidised programs exceeding the set enrolment period may, in most cases, also result in losing your subsidised funding for the remaining units. Please refer to the Government Funding section of this handbook for further details.

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 six (6) additional months to your enrolment period.

Change of Details

While attending your program, should any of your personal or contact details change you must inform us at the earliest opportunity. In providing this program to you we must comply with industry rules and regulations, which include accurate records of student information.

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.

Facilities and Resources

During the enrolment process 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 or injury to yourself or others.

Our learning centres are fully equipped with the tools you will need to succeed in your program; this includes our Skills Lab situated directly adjacent our main office on Henley Beach Road. The Skills Lab ensures that students studying within our health and individual support programs have access to a simulated environment that closely replicates the workplace of that industry. For training and assessment students, what better way to access a simulated environment than by using our own purpose-built Learning Centres for practical experience.



Throughout your program you will be provided with a range of resources and/or references in either digital or physical format. These learning materials are provided for your use not only during your learning but are also designed for you to keep for future reference. You will be provided with a single copy of all required resources as part of your student fees. If you require additional copies these can be provided for a nominal administrative fee per unit.

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.

Classes and Training

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 via text message 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 reminder service, please contact us on 08 8351 9888 or send an email to hello@time.com.au should you not be attending the class as listed on the program schedule provided to you.

When in class we ask that you have your mobile phone switched to silent, and if you are required to take a call excuse yourself from the class to minimise disruption to your fellow learners.

Parking and Public Transport

Our facilities are located at 83-87 Henley Beach Road, Mile End 5031 SA. Parking is available on site which can be entered via Victoria Lane but there may be times where the car park is full. Overflow parking is available on Victoria Lane, but this has a four (4) hour limit. Please be respectful of our neighbours and do not use their car parking facilities.

Alternatively, there are a number of Public Transport options close to us including:

- Bus: Stop 3 - Henley Beach Road (H20, H30, H33, J1, J2, 163 etc) is directly outside our front door.
- Train: Mile End Train Station is an approximately ten-minute walk to our office.
- Tram: Thebarton Tram Stop is an approximately twenty-minute walk to our office.



Assessment Procedures

On commencement of your program you will be given an overview of all assessments that must be completed throughout the program. The specifics of the assessment will be provided to you within your learning materials or as 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 provided feedback on additional requirements and provided with further opportunity to practice and apply for re-assessment.

Assessment Extensions

You will be provided due dates for your assessments; these due dates will vary depending on the unit or qualification you are enrolled in and also the complexity and requirements of the assessment.

If you are unable to submit your assessment by the agreed due date you will need to contact your facilitator in writing to request an extension. Please include as much detail as you can outlining the reason for your request.



Completion Requirements

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.

Issuance of Certification Documents

Upon the successful completion of your course Time will issue you a Parchment which details the Qualification you have completed as well as a Record of Results with details of each unit completed.

Prior to issuing any certification our Quality Assurance team will ensure that all tasks and assessments are complete, and all outstanding fees have been paid. Once both of these have been confirmed your certification will be issued within 30 calendar days.

Withdrawal

In the event that you decide not to, or are unable 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 section within this document.

Academic Integrity

All assessments and submissions must be your own work. Any form of academic misconduct will be treated seriously and may result in your enrolment being terminated.

Plagiarism

Plagiarism is presenting someone else's works as if they are your own work. Plagiarism may take several forms:

- Direct copying of someone else's work without acknowledgment, this also includes downloading of internet materials without referencing.
- Minor paraphrasing of others works by changing words or altering phrases or paragraphs order without acknowledgment.
- Submitting work which has been developed fully or partly by others on the student's behalf as if it were the work of the student.

Cheating

Cheating is acting dishonestly or unfairly in order to gain an advantage. Cheating from students may take several forms including:

- Copying another student's work and submitting it as your own.
- Hiring or asking another person to do an assessment on your behalf.
- Using unauthorised material during an assessment; you will be informed of any such restrictions prior to assessment.

Collusion

For individual work, unauthorised collaboration between a group of students in the preparation and presentation of work which is ultimately submitted by each student in an identical or similar format.

Generative AI

In general, Generative AI must NOT be used to create final versions of any assessments. This falls into the same category as cheating by submitting work that is not your own.

However, Generative AI MAY be used to assist with research and development during the learning process to assist with understanding and development of ideas.

Analysing nationally recognised units of competency to identify the evidence needed to demonstrate competence involves several systematic steps.

1. Review the Unit of Competency

- Elements and Performance Criteria:
- Foundation Skills:
- Performance and Knowledge Evidence
- Assessment Conditions



Information Technology

As a student at Time Education and Training you will have access to various digital resources and systems to assist you throughout your learning and assessment. This comes with some extra responsibilities and expectations for both you as a student and us as your training provider.

Access to Digital Resources

Once your enrolment is confirmed you will be issued with a login to our Learner Management System, aXcelerate. This system contains everything you need to complete your study either in the classroom or if you are studying remotely. When studying in the classroom you will have access to a loan laptop each day.

Online Safety and Wellbeing

Time Education and Training is dedicated to maintaining a secure and professional digital learning environment. Students are expected to uphold the highest standards of cyber safety by protecting their login credentials, verifying the authenticity of digital communications, and ensuring all online interactions remain respectful and professional.

Harassment, cyberbullying, or the unauthorised distribution of private content is a breach of the Student Code of Conduct.

To support digital wellbeing, students are encouraged to practice healthy ergonomic habits, such as taking regular breaks from screen-based activities and establishing clear boundaries between study and personal time. If you experience any online safety concerns or require wellbeing support, please raise these with your facilitator to access further support services.

Digital Capability

We are committed to ensuring all students possess the digital competencies required to succeed not only in a modern learning environment, but at home and in the workplace as well.

Students will need to maintain the basic technical skills necessary to navigate the Learning Management System (LMS), engage with digital resources, and submit assessments electronically. We encourage a proactive approach to developing digital literacy as a core component of your professional growth.

In alignment with our commitment to inclusivity, we strive to provide accessible learning materials that accommodate diverse needs. Students requiring assistive technologies or alternative formats are encouraged to discuss other formats or options with your facilitator. We aim to remove digital barriers to ensure equitable access to education for all learners, regardless of their physical or technical circumstances.

Workplace Health and Safety

It is a requirement that while attending class at Time you must not engage in any act or behaviour that is likely to cause harm to either yourself or others. If during your attendance at Time you notice any hazards or incidents, please report them to your facilitator or another member of staff as soon as possible.

Housekeeping

For the health and comfort of all participants and staff, you are asked to maintain an acceptable standard of cleanliness and use all facilities provided appropriately. All rubbish should be placed in bins so that the facilities are left in a clean and orderly state.

During our programs you will be given breaks based on the length of time you are set to attend that day, in most cases this will include a lunch break. Time does not have the ability to store, refrigerate, or re-heat lunch. We do provide water, tea, coffee, and biscuits for our students and note that some students use hot water from the urn to make lunch items such as a cup of noodles.

Drugs and Alcohol

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.

Bullying and Harassment

Time Education & Training holds zero tolerance to harassment and bullying of any kind. Although rare in a Vocational Education setting there is always the possibility of harassment or bullying occurring. If you believe that you are being harassed there are a number of steps you can take:

- Tell the person that their behaviour is unacceptable, and that it must stop.
- Document the behaviour – record accurately any instance of harassment.
- Inform your facilitator or another person at Time.

We not only have a legal responsibility to take reasonable steps to prevent harassment from happening, but a genuine desire to ensure every learner has a safe place provided for their education and training. This involves educating employees and facilitators about harassment, implementing complaints procedures and ensuring compliance by all within the learning environment.

All staff at Time are responsible for ensuring the working and learning environment is free from discrimination and harassment.

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Student Support & Wellbeing

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.

To help ensure you have the best opportunity to succeed in your chosen course of study Time will endeavour to provide support for your needs. 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.

Our commitment to support begins with our facilitation team who will strive to assist you throughout your program which may include additional mentoring, workplace/placement visits, or virtual "catch-ups" to help you keep on track.

This then continues through to our student support specialist, Teko, who before starting with us, was a Guide Dog for a person with blindness for six years. Teko is a much-loved member of the Time family and is popular with students and visitors. She can detect students who may be somewhat anxious about starting their training and is more than happy to sit with them for emotional support.



Many of our clients and learners ask for Teko when they are in the learning centres and will want her to come in and see them. Unfortunately, they also like to secretly feed her which has created a sneaky little increase in her weight, but we're working on that.

Success and Wellbeing Services

We also engage with a range of external support providers who provide support for learning, living, and transitioning into employment (for eligible students). If you would like to know more, please discuss this with your CRM or your facilitator.

Diversity and Inclusion

We are committed to fostering an inclusive and diverse learning environment. We celebrate and respect the unique backgrounds, perspectives, and abilities of all our students and staff. Our goal is to create a supportive community where everyone feels valued, empowered, and able to achieve their full potential.

We strive to ensure that every individual has equal access to opportunities and resources, promoting a culture of mutual respect and understanding.

Reasonable Adjustment

Under the *Disability Standards for Education 2005* we have obligations to ensure that all students can access and participate in training and assessment on an equitable footing. As such we encourage you to disclose any disability, learning difficulty, or other support need.

Once disclosed we will work with you, and any other relevant stakeholders, to identify any reasonable adjustments that can be made to the training or assessment to enable your full participation.



Fees and Payments

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 all major forms of payment including cash, EFTPOS, credit cards.

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.

Cancellations and Refunds

In the event that you have withdrawn 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 more than 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 will be charged to cover resources, printing and administrative costs. The balance of fees paid will be refunded.

Where a student withdraws and requests a refund after the program has commenced, the refund amount will be calculated on a pro-rata basis against those units attended and/or issued. An administrative fee will be deducted, and any remaining balance 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.

Government Funding & Subsidised Training

Where you are accessing government funding or other training subsidies there is a requirement that you progress within certain time frames and that we report your progress to the funding body. Where satisfactory progress is not made your funding may be withdrawn by the funding body.

Access to funding or subsidies is outside of our control and in the event of this happening you will be responsible for payment of the remainder of your program.

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.

A full copy of our Privacy Policy will be provided on request and is available on our website.

Media & Talent Release Statement

During the course of your training, you may be featured in incidental media capture such as photographic, audio, and/or video recordings. This media can be used by Time Education and Training for the purposes of marketing and publications circulated on platforms such as our social media and website.

By enrolling in your training program, you agree to these recordings being captured and used for these purposes. In the event you do not wish to be included within these recordings, please speak to our team on the day and we will take all reasonable steps to exclude you from such media.

We will always gain explicit permission before using non-incidental recordings such as written testimonials or audio/video interviews.

If at any time you wish to revoke the consent to use these recordings you can contact our privacy officer via phone on 08 8351 9888 or via email on privacy@time.net.au.

Recognition & Credit Transfer

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.

Simply by providing your USI transcript or other Academic Records we can review your completed units and provide a direct credit transfer where applicable. You will still have the option to attend the class of any units but will not be required to submit assessments for those units.

Feedback

Here at Time Education and Training we are committed to continuously improving our training and other services. We welcome, and actively seek, feedback from all our students throughout your learning journey.

Student Survey

Throughout your program we will gather feedback in the form of student surveys, these will be done at the halfway point and again at the end of the program. We welcome honest and constructive feedback, being receptive to both compliments and complaints.

Time or other organisations/government bodies may send you additional surveys or questionnaires via email regarding your training, providing this feedback allows us to improve our services and better understand how we can make your experience even greater.

Complaints

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 immediately without waiting to complete a student survey.

Appeals

If you are not satisfied with the result of an assessment as provided by your facilitator, you have the right to appeal that assessment decision. We maintain a robust and transparent appeals process, which provides procedural fairness ensuring that every appeal is taken seriously and assessed in a timely manner.

Codes of Conduct

Student Code of Conduct

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 are to:

- Behave in a courteous, sensitive and non-discriminatory manner when dealing with staff and other students, including in virtual interactions.
- 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.

RTO Code of Conduct

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 and 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.

Frequently Asked Questions

What financial assistance is available?

If you are interested in accessing government funding or subsidised training this needs to be discussed with your CRM prior to enrolment.

If you are having difficulty making your scheduled course payments on time please contact our accounts team at accounts@time.net.au or call us on 08 8351 9888

What language and literacy supports are available?

Where you find you are having trouble with reading, writing, or numeracy please discuss this with your facilitator. They will be able to provide or source appropriate advice and supports.

Is there additional support available if I need it?

During the enrolment process our team will do an upfront assessment of your learning needs. This will assist us to determine what support you may need, what we are able to offer, and to confirm that you are ready to undertake the qualification.

Once you have commenced you can contact your Facilitator should you have any questions or feel that you need additional support along the way.

Further to this, the Government currently provides additional support services for this qualification free of charge if it is required. The services are part of their Success and Wellbeing Services program. They cover a number of areas that may impact your study and that may be preventing you from completing.

We can connect you with this service should the need arise. To find out more go to - <https://mytraining.skills.sa.gov.au/support/support-during-training/success-and-wellbeing-services>

Can I appeal an assessment decision if I don't agree with it?

You can, but you should discuss your concerns with your facilitator first. If you are not satisfied with their response, please escalate your concerns by emailing our Quality Assurance team at assessments@time.net.au.

Who do I talk to if I'm finding the assessments too difficult?

Your best option is to discuss this directly with your facilitator, as they are in the best position to assist you in understanding or interpreting the assessments. They will also discuss with you the possibility of needing reasonable adjustments to help complete the assessments.

How do I know my privacy is protected?

You can review our privacy policy through our website, or a printed copy can be provided on request. For specific concerns you can contact our Privacy Officer at diane@time.net.au.

Where can I raise a complaint or suggestion for improvement?

We're always open to opportunities for improvement! You can send any complaints or suggestions to Diane at diane@time.net.au.

Can I get replacement study resources?

Yes! Your resources will be available electronically, but if you would like an extra printed copy that can be provided for a small administration fee. Your facilitator will be able to discuss specifics as each course will have different resources.

How do I check my results?

Your online Learner Portal will contain all your results, broken down by assessment and unit, including any feedback you have received. Alternatively, you can contact your facilitator, and they will be able to give you an up-to-date record of your results.

I lost my Certificate! Can I get a new one?

Absolutely! You will always be able to download an electronic copy of your certificate from your online Learner Portal – this is also where you or your employer can validate your certificate. If you require a new physical certificate please contact our team at assessments@time.net.au, and they will be able to issue a copy of your certificate. Please note that there is a small administrative and postage fee associated with printing a replacement certificate

Where do I find help to access online systems?

In the first instance your facilitator will be able to guide you through the online system. If you can't get hold of them, or require more technical assistance, you can contact our support team at hello@time.net.au.

Who do I ask about lost property?

All lost property is kept with our reception team; they can be contacted at hello@time.net.au.

Can I defer my study or withdraw completely?

You can, but this is a decision that shouldn't be taken lightly as there may be other options available to you. To discuss your options, contact your facilitator or our CRM team via hello@time.net.au.

Is Time Education & Training a registered CRICOS Provider?

CRICOS is the Commonwealth Register of Institutions and Courses for Overseas Students.

Time Education & Training are not a registered CRICOS Provider. If you are a temporary Visa holder who needs to enrol with a training provider who is registered for CRICOS unfortunately you will not be able to enrol with us. If your temporary Visa conditions change, we would be happy to speak with you.

My question isn't here, who do I talk to?

For any enquiries prior to commencing study your first point of contact should be the CRM you have been engaged with. Once you commence study you should contact your facilitator with any questions or concerns you may have.



Schedule of Fees

Here at Time Education and Training we are committed to continuously improving our training and other services. We welcome, and actively seek, feedback from all our students throughout your learning journey.

Student Survey

Resources	Fee
Printing of additional or replacement resources	\$10 per unit
Printing of replacement parchment (Qualification)	\$50
Printing of replacement Statement of Attainment	\$35

Withdrawals	Fee
More than 14 days prior to program start	N/A
14 or fewer days prior to program start	\$250
After program start date	\$250 + pro rata for unit(s) commenced**

*Pro rata is charged at a ratio of commenced units against the total units in a program, with each unit charged at its proportional cost based on the total course fee.

For example, if you enrol in a qualification that contains 10 units for a total fee of \$4,000 each unit is valued at \$400. If you then withdraw after commencing 3 units your withdrawal fee will be \$1,450 ($\$400 \times 3 = \$1,200$ plus \$250).

Other Events	Fee
Extension of enrolment period	\$250
Class Re-Attendance (When applicable)	\$75

Registered Training Organisation



education & training

"Making Good People Great!"

Vocational Education Training in:

- Training & Assessment
- Business Studies
- Leadership & Management
- Aged Care & Disability
- Early Childhood Education & Care
- Sterilisation
- First Aid
- Customised Corporate Training





