



RTO Code 50335

## CLIENT INFORMATION HANDBOOK

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## Welcome

Welcome to Kelyn Training Services.

At Kelyn Training Services we strive to provide a supportive environment to help you learn.

We pride ourselves on the high level of client support offered and trust that you will make the most of this opportunity.

This handbook contains general information regarding Kelyn Training Services' policies and procedures, available services and requirements, which are designed to ensure everyone training with Kelyn Training Services is given their best opportunity to achieve success.

We ask that you take the time to read the information provided before undertaking any of the services we provide.

If there is anything in this handbook you do not understand or anything you wish to have clarified, please feel free to speak to any member of our friendly staff.

## Registered Training Organisation

A Registered Training Organisation (RTO) in Australia is a vocational education organisation providing training and assessment that result in qualifications and statements of attainment within the Australian Qualifications Framework (AQF). These qualifications and statements of attainment are recognised and accepted by industry and other educational institutions throughout Australia.

## National Registration Information

Kelyn Training Services is a registered business name for LNLC Pty Ltd.

All RTOs are given a national provider number; Kelyn Training Services' provider number is 50335.

Kelyn Training Services is registered with the Western Australia Training Accreditation Council (TAC) under Section 27(1) of the *Vocational Education and Training Act 1996 (WA)* to deliver nationally recognised training in the state of Western Australia only.

RTOs registered with TAC need to renew their registration every five or seven years and must pass an audit to do so; they can also be audited at any time during their registration period. Kelyn Training Services is due to renew its registration on 30 April 2018.

When audited the RTO must prove that they have complied fully with the *Standards for Registered Training Organisations (RTOs) 2015* (the Standards).

## Client Feedback



Kelyn Training Services seeks feedback from all clients on their satisfaction with services they have received.

You will be asked to complete feedback forms regarding both the quality of our training products and the services delivered. Please take the time to complete these forms. Feedback and / or suggestions can be provided to your trainer at any time throughout your training.

## Third Party Provider Arrangements

RTOs may; from time-to-time, develop agreements with other organisations to deliver nationally recognised training and assessment or provide other services on behalf of the RTO, in these partnerships the other organisations are called third party providers (TPP).

Kelyn Training Services currently acts as a TPP providing advertising of courses, registration of client interest and collection of fees for the following RTOs in the courses listed in the table below:



 <b>Time Critical</b> <small>CPR &amp; FIRST AID</small> PO Box 949 BALCATTWA WA 6914 Phone: (08) 9207 2900 Mobile: 0407 344 340 Email: <a href="mailto:info@timecritical.com.au">info@timecritical.com.au</a> <a href="http://www.timecritical.com.au/">http://www.timecritical.com.au/</a> RTO Code 51503	 PO BOX 2553 MOUNT CLAREMONT WA 6010 Phone: 1300 793 971 Mobile: 0410 571 615 Email: <a href="mailto:admin@equipsafe.com.au">admin@equipsafe.com.au</a> <a href="http://www.equipsafe.com.au/">http://www.equipsafe.com.au/</a> RTO Code 0846
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**Currency Information:** Where the corresponding letter appears in the Status column it indicates the currency status of the unit of competency from the applicable Training Package.

C = Current

S = Superseded

R = Removed

National Unit Code and Name of unit	(Advertising, registration of client interest and fee collection,)	Status	
			
HLTAID001 Provide cardiopulmonary resuscitation		*	C
HLTAID002 Provide basic emergency life support		*	C
HLTAID003 Provide first aid		*	C
TLILIC2001 - Licence to operate a forklift truck	*		C
TLILIC2005 Licence to operate a boom-type elevating work platform (boom length 11 metres or more)	*		C
RIIWHS202D Enter and work in confined spaces	*		C
RIIWHS204D Work safely at heights	*		C
RIISAM204D Operate small plant and equipment	*		C
TLIA1001 Secure cargo			C
TLID2004 Load and unload goods/cargo			C

The course fee paid by clients when booking these courses through Kelyn Training Services includes an additional variable service fee.

## Training Services

Kelyn Training Services provides training and/or assessment services in three areas:

- Nationally Recognised Training (Units of Competency)
- Certificates of Attendance (Non-nationally recognised training), and
- Main Roads WA (MRWA) accredited training: Under a Service Agreement with MRWA Kelyn Training Services delivers initial (linked to nationally recognised training) and renewal training courses in accredited traffic management.

The following tables list the nationally recognised units of competency on our scope of registration and non-nationally accredited training and that we currently deliver or are under development.

**Currency Information:** Where the corresponding letter appears in the Status column it indicates the currency status of the unit of competency from the applicable Training Package.

C = Current

S = Superseded

R = Removed

Nationally Recognised Training National Unit Code and Name of unit	Status
AHCMOM213 Operate and maintain chainsaws	C
CPCCOHS1001A Work safely in the construction industry	S
CPCCWHS1001 Prepare to work safely in the construction industry	C
FWPCOT3238 Operate a pole saw	C
RIICOM201D Communicate in the workplace	C
RIICWD503D Prepare work zone traffic management plan	C
RIIGOV401D Apply, monitor and report on compliance systems	C
RIIRIS201D Conduct local risk control	C
RIIRIS402D Carry out the risk management process	C
RIIWHS201D Work safely and follow WHS policies and procedures	C
RIIWHS205D Control traffic with stop-slow bat	C
RIIWHS302D Implement traffic management plan	C

**National Units under Development:** The following units of competency will replace the superseded equivalent units listed above once development of the required resources has been completed and validated. The transition date is a 12 month period from the time the unit was released for implementation.

Nationally Recognised Training National Unit Code and Name of unit	Status	Transition Due Date
N/A		

**Non-Nationally Recognised Training:** The following non-nationally recognised training courses are delivered by Kelyn Training Services.

Non-Nationally Recognised Training (MRWA Re-accreditation and other courses)
Traffic Controller (TC) Renewal
Basic Worksite Traffic Management and Traffic Controller (BWTM and TC) Renewal
Basic Worksite Traffic Management (BWTM) Renewal
Advanced Worksite Traffic Management (AWTM) Renewal
Worksite Traffic Management (WTM)
Worksite Traffic Management (WTM) Renewal
Manual Handling

## Course Information

Full details and course information is available on the Kelyn Training Services website.

<http://www.kelyn.com.au/training/>

Individuals and companies that book on courses will be provided information regarding their specific course when sent confirmation of their booking.

## Unique Student Identifier (USI)

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

A USI is free and your application can be processed [here](#) online.

***All clients undertaking nationally recognised training will need a USI.***

## Registering for a Course

Registrations are accepted on a first in first served basis.

Please ensure that all required fields of the registration form are completed. This form is electronic and available and associated with course information on our website.

ENROL NOW

Most courses have some pre-requisites attached to them. Please read through these pre-requisites and ensure that you satisfy any requirements.

All White Card registrations remain valid for a period of 3 months from the date of registration.

## Identification Requirements

Applicants undertaking training that leads to an MRWA accreditation can prove their identity with any one of the following current full proof of identity (POI) documents:

- Photographic driver's licence issued within Australia or from a country approved by the department of Transport
- Australian passport
- Document of identity issued by the Passport Office
- Photographic identity card issued by Main Roads, Australian Defence Force, Australian Federal, State or Territory Police Service
- WA photographic (security) licence issued by or cleared with the WA Police Service

## White Card

Applicants undertaking training that leads to an MRWA accreditation must hold a current White Card (or superseded Blue Card). White Card enrolments are valid for a three month period.

## Payment of Course Fees

### Individuals:

You will be required to make payment via our PayPal site so please have your credit or debit card ready.

- If you do not have a credit or debit card you will be required to call into our office to complete the registration form and make payment.
- Individual registrations cannot be accepted without prior payment.

### Companies:

You will be required to enter a valid Purchase Order number to secure your registrations. Terms for payment are 14 day's net unless by prior arrangement.

- For Companies that don't have a valid Purchase Order then they too will be required to make payment via our PayPal site so please have your credit or debit card handy.
- If your company does not have either Purchase Orders or Credit Cards then you will be required to call into our office to complete the registration form and make payment.

Once your registration has been received and processed, we will forward a formal confirmation via email.

## Funding Entitlements



### Construction Training Fund Rebate

The Construction Training Fund provides funding support for training of eligible workers in the construction industry. We acknowledge the support of the Construction Training Fund in reducing the costs of training for eligible workers.

### Eligible companies/individuals must be:

- Directly employed in the building and construction industry in Western Australia construction companies undertaking projects in Western Australia
- Self-employed and undertaking work which is directly involved in the construction process

Where eligibility of an applicant is in question the Training Fund will seek evidence of eligibility via review of a detailed, recent work history.

### Unemployed participants:

If an individual is unemployed at the time of undertaking a short course recognised by the Training Fund, they must be able to:



- Demonstrate that they were directly employed in the construction industry in Western Australia for a minimum of six months, within 12 months prior to the date of course commencement; or if no recent work experience is involved have written evidence of a relevant employment offer from an eligible company or contractor in the construction industry prior to making a claim

Please visit the Construction Training Fund website for further information [www.bcitf.org](http://www.bcitf.org)

#### **Fee adjustment:**

Where you provide Kelyn Training Services with information that indicates you are an eligible worker under the Construction Training Fund (CTF) we will reduce your initial fee payment to the amount excluding the applicable CTF rebate amount.

Kelyn Training Services will then claim the difference of the fee amount from the CTF.

However, if the CTF after reviewing the information you provided make the decision that you are **not an eligible worker** Kelyn Training Services will issue an additional invoice to you for payment of the outstanding amount for the full cost of the training.

Alternatively Kelyn Training Services can charge you the full amount of the fees and provide you with the claim form which you can lodge with CTF to have the rebate paid directly to you.

#### **Right to Refuse Access or Service**

Kelyn Training Services is a private business operating on private property; we reserve the right to refuse individuals access to the premises or to provide services at our lawful discretion.

#### **Cancellations, Refunds or Transfer of Courses**

In the event you need to cancel or transfer your registration, we require 3 working days' notice for courses of up to 8hrs duration and 7 working days' notice for courses over 8hrs duration.

No Refunds/Credits/Transfers are given for late withdrawals or failure to attend. Full course fees are applied and forfeited.

#### **How to Request a Refund**

##### **Individuals:**

Kelyn Training Services understands that the circumstances under which an individual may need to cancel a course and request a refund vary so whilst written advice (email) is preferred we will accept telephone notification.

##### **Companies:**

Companies that cancel a course and require refunds must make the request in writing (email).

## Your Consumer Rights

Prospective learners have rights as consumers, and Australian Consumer Law provides protection for consumers who purchase services. A full explanation of your rights as a consumer can be found at this location:

[Personal Services a Guide to the Australian Consumer Law](#)

### Cooling Off Period.

By law, you have 10 business days to reconsider an unsolicited consumer agreement (contract). During this time you can cancel the contract without penalty. This is called the 'cooling off' period.

An agreement is considered to be unsolicited when:

- A supplier/salesperson approaches or telephones a consumer without that consumer having invited this contact;
- negotiations take place over the phone, or in person at a location other than the supplier's premises; and
- the total value of the agreement is more than \$100, or the value was not ascertainable at the time the agreement was made.

Further information regarding cooling off periods can be obtained from the Department of Commerce, [Consumer Protection](#).

### RTO or Third Party Closing or Ceasing to Deliver Training.

In addition to the rights provided by Australian Consumer Law (as above) it is requirement of our regulating body (Training Accreditation Council) that should Kelyn Training Services; or any organisation delivering training on our behalf, close or cease to deliver training in which a learner is enrolled, that Kelyn Training Services must make arrangements to transfer to another suitable RTO (or other RTOs) all existing learners who will NOT complete their training before we cease operating.

Should this situation occur Kelyn Training Services will formally notify each existing learner of the arrangements made and obtain their agreement to those arrangements, including any refund of fees available.

## Modes of Delivery

A delivery mode describes the way training will be delivered to support and enable learning.

Broadly speaking, there are four delivery modes:

- face-to-face
- self-paced,
- blended learning, and
- Online learning

## Assessment

Assessment or competency-based assessment is, *“The process of gathering and judging evidence in order to decide whether a person has achieved a standard or objective.”*  
(<http://www.voced.edu.au/content/glossary-term-assessment>)

Individuals are required to undertake assessments to demonstrate competency in units of competency. Encouragement and support will be provided throughout the assessment process. Any concerns or issues with undertaking assessments, should be discussed with the trainer so that additional support can be provided if required.

- Assessments are conducted according to the guidelines and standards outlined in the Training Package, adhering to the principles of assessment and rules of evidence.
- Competence is to be demonstrated over the full range of performance criteria to industry standards.
- Consistency of outcomes over a period of time will form the basis of assessment.
- Assessments will be carried out by qualified assessors.
- Clients will be provided with a number of opportunities to demonstrate competency for each unit, including the opportunity to re-assessed if required.
- Kelyn Training Services supports reasonable adjustment of assessments and will work with clients to maximise opportunities for successful completion of assessment requirements.

There are several outcomes an assessor can arrive at following their judgement:

**Competent [C]:** Competent shows that sufficient evidence has been gathered to demonstrate achievement of the standard or objective.

Individuals judged as competent are issued with a Statement of Attainment, both A4 (electronic) and wallet sized MRWA accreditation card. (See [Certification Documents](#))

**Not Yet Competent [NYC]:** Not yet competent shows that insufficient evidence has been gathered to demonstrate achievement of the standard or objective.

At the completion of a course or following assessment, if a learner is deemed not yet competent, after every effort has been made to achieve the required competency, Kelyn Training Services offers further training at a later date. This is discussed at the completion of the course and dates and costs, if necessary, are discussed.

**Recognition of Prior Learning [RPL]:** Competency is achieved through the Recognition of Prior Learning process. (See [Recognition of Prior Learning](#))

**National Recognition/Credit Transfer [CT]:** Recognition of a competent assessment judgement by another Registered Training Organisation. (See [National Recognition](#))

Some courses delivered by Kelyn Training Services; or delivered by our third party providers may also have licencing outcomes; such as high risk work licences, and may have additional assessment requirements as determined by the licencing authority i.e., Worksafe. These will be discussed during the course and prior to assessment.

## Complaints and Appeals

Please see our [Complaints and Appeals Policy](#) at the end of this handbook or visit our website <http://www.kelyn.com.au/>

## Working with Others

At all times, the course you are attending should be considered a work situation rather than a classroom and is subject to normal employment expectations. Kelyn Training Services expects the following from its employees and therefore of its learners, your cooperation while with us will be appreciated.

- **Eating and Drinking** – We are flexible enough to allow drinks to be consumed in training areas but all care must be taken to keep work environment clean and safe. Food should only be consumed during designated breaks and in appropriate areas.
- **Kitchen Area** - Please keep this area clean. Tidy up after yourself and do not leave a mess for others to clean up.
- **Toilets** – Toilet facilities are provided for males and females these facilities need to be kept clean and hygienic at all times.
- **Other Classes** - Please respect their privacy and need to learn. Try not to interrupt or disturb others. Be mindful of noise levels.
- **Panadol** and other medical drugs cannot be issued to clients according to OSH&W regulations.
- **Smoking** – Kelyn Training Services encourages our clients to lead a healthy lifestyle but do provide designated smoking area for those who wish to do so.
- **Parking** – Ample free parking is available at our Welshpool Training facility.
- **Dress Code** - Be prepared to follow our course dress code, including the removal of facial piercings for work placement activities if required. (See [Occupational Safety and Health](#))
- **Mobile Phones** – We ask that mobiles phones not be used for any reason during class times and are to be turned off or put on silent. Should you be expecting an urgent call please leave your phone with reception and they will answer it for you.
- **Respect** – Please respect your trainer, fellow classmates and Kelyn Training Services staff at all times.
- **Drugs and alcohol** – Kelyn Training Services does not tolerate people in our workplace that are under the influence of drugs and/or alcohol or have in their possession, for use in the workplace any drugs and/or alcohol. If you are you will be asked to leave our workplace immediately.

## Information for Enrolment

Kelyn Training Services will give an induction to all participants at the start of each training course. This will cover:

- Training venue, including safety and emergency details
- Course content and outline
- Procedures for assessments to be undertaken

- Use and care of equipment
- General housekeeping
- Complaints and appeals processes
- Care and acknowledgement of fellow course participants and staff
- Kelyn Training Services' responsibility under the Access and Equity, Privacy and Duty of Care requirements
- Statements of Attainment/Licences etc. to be issued/offered

## Access and Equity

Kelyn Training Services will ensure all students have equal opportunity to pursue their training and development. This means participants will have access to a fair and equitable environment without regards to political affiliation, race, colour, religion, national origin, sex, marital status or physical disability. All training and enrolments will be conducted in an ethical and responsible manner, ensuring fairness and compliance to Equal Opportunity Legislation. All trainers and assessors will be responsible to observe and be advocates for this policy.

Kelyn Training Services provides an opportunity for persons regardless of cultural background and gender to attend and undertake training. Kelyn Training Services also allows participants with disabilities to attend as long as they do not put themselves or fellow participants at risk of injury, and they are of the understanding that they have the ability to obtain and undertake the skills required.

## Reasonable Adjustment

Where a learner identifies as a person with special and/or specific needs requiring reasonable adjustment then strategies contained in the *Government of Western Australia, Department of Training and Workforce Development, Assessment in the VET Sector, 2015 (Page 62)*, may be used where appropriate.

### The kinds of reasonable adjustment that can be made

*“Reasonable adjustment as it applies to participation in learning and assessment activities may include:*

- *customising resources or activities within a training package or accredited course;*
- *modifying a presentation medium;*
- *providing additional support;*
- *providing assistive or adaptive technologies;*
- *making additional information accessible both before enrolment and during the course; and*
- *monitoring these adjustments to ensure that the learner’s needs continue to be met.”*

Participants must have a good command of the English language. They must be able to read and write English to be able to undertake the written assessments.

## Student Support Services

Kelyn Training Services is committed to providing support services or referral for students within its scope of operations. The nature of the support depends on an assessment of the individual's needs.

If you require support or assistance at any point throughout your course, you are invited to contact us to discuss and design a support strategy. If you are aware of something that might impact your progression through training and assessment prior to course commencement, please notify us as early as possible to allow us to best cater for your needs. If you do not tell us prior to course commencement about an existing condition that may affect completion of training and assessment, Kelyn Training Services may not be able to provide the support or assistance required.

Support services may include the following areas.

- **Mentoring:** This encompasses study skills support and assistance when applying for RPL.
- **One-to-One Training:** Where students require individual coaching our trainers and assessors will provide a reasonable amount of one-to-one training.
- **Counselling:** Referral to other services can be provided.
- **Language, Literacy and Numeracy (LLN):** Students can be referred to external agencies for support.
- **Disability Support:** Kelyn Training Services can refer students to an appropriate external agency depending on their individual requirements.

Where access to a support service incurs additional costs those costs must be met by the student, unless other arrangements are made with Kelyn Training Services.

**NOTE:** It is a requirement of the MRWA that applicants gaining accreditation should have the English language, literacy and numeracy levels to access, interpret and apply:

- workplace documentation such as JSAs, SWMS, log books and daily diaries;
- traffic management plans and traffic control diagrams;
- Traffic Controller Handbook;
- sign position and placement;
- two way radios; and
- communicate in meetings or to a group.

## Recognition of Prior Learning

Every participant is given the opportunity to demonstrate their prior learning. Recognition may negate the need for training, but full assessments must be completed.

Participants can contact Kelyn Training Services for details relating to the requirements for Recognition of Prior Learning. Participants will be required to produce documentary evidence of their knowledge and experience, being in the form of CV's, letters, references from managers, prior training, and work experience etc. These must be supported by the contact details of reputable, contactable referees who can confirm the prior learning. The

assessor will make judgement, if the participant has the necessary experience and skills that are required.

## **National Recognition**

Kelyn Training Services accepts and provides credit to learners for units of competency (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- a) AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or
- b) Authenticated VET transcripts issued by the Registrar.

## **Privacy and Storage of Records**

Kelyn Training Services ensures that all records are kept confidential. All records are kept in accordance with the statutory regulatory requirements. Kelyn Training Services only collects information that is necessary to comply with their obligations within the Standards.

All assessment information is securely stored; electronic records in password protected databases, and physical records in a restricted/secure location. Should a participant wish to view his/her assessment at a later date, this may be done so by contacting Kelyn Training Services directly in writing or in person. Some form of identification will be required to verify the participant. Should a third party wish to view any assessment, permission needs to be granted by the participant who undertook the assessment. This does exclude the Training Accreditation Council and Worksafe, for auditing purposes. 48 hours may be required for Kelyn Training Services to retrieve these assessments from archives.

## **Certification Documents**

Kelyn Training Services will issue a Nationally Recognised Statement of Attainment indicating the competencies that have been achieved on completion of all training and assessment components.

If the program is partially completed a Statement of Attainment will be issued for units in which the participant has been assessed as competent within 5 working days.

Your Statement of Attainment will only be issued to you upon successful completion of the required Units of Competence and when full monies have been paid to Kelyn Training Services. If you have agreed to the release of a copy of your Statement of Attainment to your employer this will occur upon request. If you do not agree please ensure this is identified on your Enrolment Form.

## **Loss of Certificate or Statement of Attainment**

In the event of loss of your Certificate or Statement of Attainment please contact Kelyn Training Services.

Your Certificate or Statement of Attainment can be reissued. Please refer below regarding details of costs.

To have either your Certificate or Statement of Attainment reissued you will need to provide ID, preferably photographic in the form of a drivers licence, passport or proof of age.

## Re-issuing Certificates

If your certificate or Statement of Attainment is lost or stolen and you wish Kelyn Training Services to issue another Certificate there will be a cost involved.

Replacement of certificate	\$50.00
Re-issue of statement of attainment	\$20.00
Reassessment charges	\$50.00 per reassessment.
One on one coaching/ additional consultation	\$80.00 per hour.
Printing of student information	\$20.00
RPL	\$120.00 ph

## Legislation

Kelyn Training Services is subject to a variety of legislation related to training and assessment as well as general business practices. This legislation includes:

- a) Vocational Education and Training Act 1996 (WA)
- b) Equal Opportunity Act 1984 (WA)
- c) Health Act 1911 (WA)
- d) Workers' Compensation and Injury Management Act 1981 (WA)
- e) Occupational Safety and Health Act 1984 (WA)
- f) Australian Human Rights Commission Act 1986 (Cth)
- g) Racial Discrimination Act 1975 (Cth)
- h) Privacy Act 1988 (Cth)
- i) Copyright Act 1968 (Cth)
- j) Industrial Relations Act 1979 (WA)
- k) Fair Work Act 2009 (Cth)
- l) Work Health and Safety Act 2011 (Cth)
- m) Disability Standards for Education 2005 (Cth)

All legislation can be accessed via [www.comlaw.gov.au](http://www.comlaw.gov.au) and [www.slp.wa.gov.au](http://www.slp.wa.gov.au).

Kelyn Training Services will monitor changes to this legislation and where those changes directly affect Kelyn Training Services operations will notify everyone concerned.

## Occupational Safety and Health

Kelyn Training Services is committed to providing a safe and healthy work and training environment for all participants and trainers. Kelyn Training Services makes every reasonable effort to prevent accidents and injuries to both participants and trainers. Kelyn



Training Services promotes the health, safety and welfare of all participants, in accordance with the current WA State and Federal Legislation and Industry Statutory Regulatory requirements.

All participants must be fit and capable of undertaking their practical assessment to the extent that they do not endanger themselves or fellow participants attending the course. Any physical disabilities need to be advised prior to the course. This will assist Kelyn Training Services to make a judgment to ensure that they are capable to undertake the course.

All participants must wear sturdy, fully enclosed footwear. Normal work boots that are clean, and free of oil and grease, are preferred. Appropriate clothing suitable to the course they are undertaking must be worn.

**PRACTICAL ASSESSMENTS - PARTICIPANTS MUST WEAR:** Safety footwear (closed in lace up shoes, runners or steel capped boots) and long pants. If weather is warm, please also bring a hat, sunscreen and water.

### **Further Inquiries**

If you have any further questions pertaining to your enrolment, course or learning, please do not hesitate to contact any one of the dedicated, friendly Kelyn Training Services team.

T: (08) 9356 3455

E: [heather@kelyn.com.au](mailto:heather@kelyn.com.au)



### **Complaints and Appeals Policy**

Complaints arise when a client is not satisfied with an aspect of our services and requests action to be taken to resolve the matter. Kelyn Training Services will manage and respond to allegations involving the conduct of:

- our trainers, assessors or other staff;
- a third party providing services on our behalf, its trainers, assessors or other staff; or
- a learner of ours.

Appeals arise when a client is not satisfied with a decision that we have made on assessment.

We encourage students to engage with staff about any of their concerns in trying to reduce any minor issues, and prevent them from becoming larger.

Any complaint or appeal must be considered in a transparent, objective and unbiased manner. The process incorporates the principles of natural justice and procedural fairness.

KELYN TRAINING SERVICES will make this policy publicly available on their website and in our foyer. Any complaints and appeals received will be reviewed by management and used for Quality Assurance purposes.

Any person wishing to make a complaint or an appeal against KELYN TRAINING SERVICES concerning its conduct as an RTO, whether a complaint, appeal or other matter, shall have access to the complaints/appeal procedure. All formal complaints will be heard and decided within 14 working days of the receipt of the written complaint.

The Director shall ensure that KELYN TRAINING SERVICES will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the student, KELYN TRAINING SERVICES will immediately implement any decision and/or corrective and preventative action that is required, and advise the student of the outcome.

KELYN TRAINING SERVICES has a 'Complaints and Appeals Register' to record and hold all complaints and appeals and their resolution. Complaints will be reviewed as part of the Quality Assurance procedure.

### **Appealing a Decision**

All students have the right to appeal decisions made by KELYN TRAINING SERVICES where reasonable grounds can be established. The areas in which a student may appeal a decision may include:

- Assessments conducted
- Deferral, suspension, or cancellation decisions made in relation to the student's enrolment
- Or any other conclusion / decision that is made after a complaint has been dealt with by the RTO in the first instance.

The Director shall then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.

### **Time lines**

KELYN TRAINING SERVICES will manage all complaints and appeals fairly, equitably and efficiently as soon as practicable.

KELYN TRAINING SERVICES will inform the complainant or appellant in writing if the resolution takes more than 60 days, including reasons why more than 60 days are required, and regularly updates the complainant or appellant on the progress of the matter.

### **Informal/Verbal Solution**

All complainants must seek to resolve the issue with the person directly involved through an information discussion with the person concerned.

### **Unsettled Complaint or Appeal**

If the issue is not satisfactorily settled through the above process, KELYN TRAINING SERVICES will make arrangements for an independent third party to review the appeal or complaint. The independent third-party may be another RTO. Should there be any costs to be incurred in this process the complainant will be advised.

The client will also be advised of the external Complaints and Appeals providers through the National Training Complaints Hotline on 13 83 73.

### **Confidentiality of records**

All complaints and appeals are recorded. Records and their outcomes are securely maintained. All complaints and appeals are documented in writing using the 'Complaints and Appeals Form' and recorded on the 'Complaints and Appeals Register'.

Confidentiality of the individual is maintained and where requested anonymity preserved. Should anonymity be requested complainants/appellants are informed where this may limit the extent to which their complaint/appeal can be investigated.

### **Independent person**

**KELYN TRAINING SERVICES** will provide an independent qualified assessor or Manager who will:

- Provide the complainant with the Complaints/Appeals form and instruct the details to be completed.
- Acknowledge the receipt of the returned form in writing (via email is acceptable)
- Allow the process for each side to tell their story
- Ensure the outcome of the finalised complaint/appeal is recorded in writing and sent to the complainant.

### **Monitoring and Improvements**

Follow-up actions may include:

- Ask for feedback from the client to determine whether they were satisfied with the way the complaint or appeal was handled
- Change the practice that led to the complaint/appeal and at a later date review the improvement to see that it is working
- Review records of complaints and appeals to see whether there are specific issues (or staff or services) that are being targeted, and whether the complaints and appeals are being resolved in a timely matter.

### **Complaint or Appeal Procedure**

Should a student have a complaint or appeal, the following steps are to be followed:

1. Student should discuss the issue / complaint with the person involved to try and resolve it verbally.
2. If no resolution is reached, the student should discuss the issue / complaint with RTO Manager to resolve the issue.
3. If still no resolution the student should put the following information relating to the complaint or appeal in writing:
  - description of the complaint or appeal
  - state whether they wish to formally present their case
  - steps taken to deal with the complaint or appeal
  - what they would like to happen to fix the problem and prevent it from happening again
4. If the complaint or appeal is not dealt with to the student's satisfaction, she/he may bring it to the attention of the Director. The Director will either deal with the issue personally or arrange for it to be dealt with by a management representative. This process will commence within 48 hours from the time the Director receives written notification from the student about their dissatisfaction to the response received from earlier efforts. A response / resolution will be presented within 30 days.
5. The student may appeal against the decision/resolution by submitting the Appeals form if he/she agrees/disagrees with the decision.
6. Should the issue still not be resolved to the student's satisfaction, RTO will make arrangements for an independent third party to resolve the issue and outline any costs that may be involved with this to the student. The student will be given the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer than 14 days.
7. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14 day period. If the process is taking longer than 60 days from the complaint or appeal being received the student will be notified in writing of the reason for the delay and kept informed about all progress.

8. If the student is still not happy with external mediation, he/she may take his/her complaint to the VET Regulator.
9. All documentation relating to complaints or appeals will be archived for audit purposes.

### **Cancellation / Refund Policy**

In the event you need to cancel or transfer your registration, we require 3 working days' notice for courses of up to 8hrs duration and 7 working days' notice for courses over 8hrs duration.

No Refunds/Credits/Transfers are given for late withdrawals or failure to attend. Full course fees are applied and forfeited.

### **Cancellations or Postponements**

Should KELYN TRAINING SERVICES, for any reason, cancel a course on which a client is enrolled; the client will be entitled to:

- A full refund for the amount they have already paid for that course, or
- Transfer their enrolment to another (identical) course offered by KELYN TRAINING SERVICES

KELYN TRAINING SERVICES will not compensate clients for time, travel expenses or accommodation expenses incurred.

### **Cessation of RTO registration**

If KELYN TRAINING SERVICES ceases operations, then steps will be taken to ensure that all continuing students either complete their training or are placed with another RTO before the transfer or sale is completed. KELYN TRAINING SERVICES will meet all its legal obligations to students. KELYN TRAINING SERVICES will protect former and continuing students and student records. Any situation involving changes to the legal entity of an RTO, arrangements must be made for all current students to receive a copy of their student records, if not previously provided, including:

- a Certificate for each qualification completed,
- a Statement of Attainment for any units of competence completed in partial fulfilment of a qualification, and
- evidence of training and assessment activities undertaken that at the time of change in the RTO's legal entity were only in partial fulfilment of a unit of competence;
- providing the Regulator, in an agreed electronic and/or hard copy form, the following
  - information for each student who has undertaken nationally recognised training with the Registered Training Organisation since initial registration:
  - full name of student and date of birth,
  - name and national code of qualification(s) issued,
  - names and national codes of the units of competence and/or modules completed,

- dates on which the requirements for each qualification were achieved or, for qualifications only partly achieved, the date each unit of competence and/or module was achieved;
- When a change of KELYN TRAINING SERVICES' control, management or operations results in the grant of RTO registration to a new legal entity, the new provider may seek to enrol students of the previous RTO entity. Students enrolled by the previous legal entity are not bound to accept enrolment with the new legal entity, and may opt to transfer to other registered providers.
- The sale or transfer of KELYN TRAINING SERVICES business cannot 'transfer' the enrolment of individual students to the new entity. Individual students must consent to any transfer. Students enrolled by the previous legal entity, and who have paid for ongoing courses of study with that provider, are entitled to apply for a refund of tuition fees in accordance with the provider's refund policy and general consumer protection legislation.