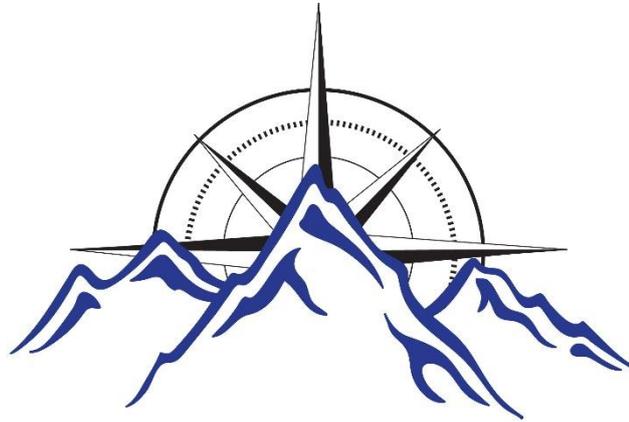


# Getabout Training Services Pty Limited

ACN 073 103 456 ABN 92 073 103 456

Unit 8 / 16-24 Borec Road, Penrith NSW 2750

RTO ID: [90547](#)



## GETABOUT TRAINING SERVICES STUDENT HANDBOOK ISSUE 15

..... 13<sup>th</sup> December 2021

Authorised By: Julie Eggenhuizen  
Managing Director

Copy No: 15

Important information for all prospective and current Getabout Training Services students

### COPYRIGHT

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## **DOCUMENT CONTROL**

### **Documentation Amendment List**

<b>VERSION</b>	<b>MAIN DOCUMENT FILE REFERENCE</b>	<b>DATE</b>	<b>DESCRIPTION OF CHANGE</b>
Version	Main Document File Reference	Date	Description of Change
Issue 1	Student Handbook	01 Dec 2003	Original Issue
Issue 2	Student Handbook	31 Jan 2005	Inclusion of new competencies
Issue 3	Student Handbook	30 Mar 2006	Deletion of references to the term Grievance
Issue 4	Student Handbook	19 Apr 2006	Update after external audit
Issue 5	Student Handbook	24 Apr 2006	Update after management review
Issue 6	Student Handbook	10 Apr 2007	Update Phone contact numbers
Issue 7	Student Handbook	05 May 2009	Update after management review
Issue 8	Student Handbook	11 Feb 2016	Update after external audit
Issue 9	Student Handbook	26 Apr 2017	Update after internal audit
Issue 10	Student Handbook	15 Feb 2018	Update after internal audit
Issue 11	Student Handbook	05 Dec 2018	Update after internal audit
Issue 12	Student Handbook	18 Apr 2019	Update after internal audit
Issue 13	Student Handbook	07 Jun 2021	Update after internal audit
Issue 14	Student Handbook	2021	Update after internal audit
Issue 15	Student Handbook	13 Dec 2021	Update after internal audit

### **Documentation Control Information**

<b>FILE REFERENCE</b>	<b>CREATED USING</b>
C:\A_Getabout\RTO\student_handbook_issue_1.doc	MS Word 97
C:\A_Getabout\RTO\student_handbook_issue_2.doc	MS Word 97
C:\A_Getabout\RTO\student_handbook_issue_3.doc	MS Word 2000
D:\A_Getabout\adocument masters\student_handbook_issue_4.doc	MS Word 2000
D:\A_Getabout\~document masters>manuals\student_handbook_issue_5.doc	MS Word 2003
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Getabout Files\Getabout Training Services\Administration Files\Business Documents\OD004 student_handbook_i9.doc	MS Word
Getabout Files\Getabout Training Services\Administration Files\Business Documents\OD004 student_handbook_i10.doc	MS Word
Getabout Files\Getabout Training Services\Administration Files\Business Documents\OD004 student_handbook_i11.doc	MS Word
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Getabout Files\Getabout Training Services\Administration Files\Business Documents\OD004 student_handbook_i15.doc	MS Word



## ***Control Rules***

The rules of this handbook are:

- The handbook is to be kept fully intact.
- The whole document is to be reissued after amendments.
- Technical questions are to be referred to the Training Manager.
- There are no restrictions on access by company employees or students to this handbook.
- Distribution questions are to be referred to the Operations Manager.
- It is the responsibility of the holder of this document to verify if it is current and up to date before acting on information defined in this document.

RTO: 90547



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## ***Introduction***

### ***Who We Are***

Thank you for considering Getabout 4WD Adventures Pty Ltd with business name Getabout Training Services.

Getabout Training Services (Getabout) is a privately-run organisation delivering both accredited and non-accredited courses to industry and individuals throughout Australia. John & Julie Eggenhuizen created Getabout in 1997 with an aim to provide quality training in a range of four wheel drive associated subjects. Their dedicated staff bring years of knowledge and training experience with them to assist in this aim. Getabout has built a reputation for being an innovative training provider whose focus is on giving you the trainee the best possible experience.

### ***Our Mission***

Getabout strive to be the centre of training excellence in our sphere of influence.

### ***Your Handbook***

Choosing a course is an important decision. This handbook contains important information you should read carefully and consider prior to commencing your course. Please review the material carefully, as each section is important. This Student Handbook will assist you in getting the most out of your course with Getabout. There is a range of information here, summaries of our policies and procedures, and a copy of our Code of Practice. Please contact the office if you would like a full copy of a policy sent to you.

If you have any questions prior to or during your enrolment or you would like to discuss the information in this Handbook, please contact the office and one of our friendly staff will gladly discuss the matters with you.

### ***General Rights and Responsibilities of All Students***

Getabout is committed to meeting the spirit and letter of our legislative requirements. There are a range of these requirements that affect each and every one of us in our roles, as described more fully throughout this Handbook. These sections of the Handbook are summaries of specific policies that have been developed in each area, such as access and equity, anti-discrimination, and privacy. Please contact the office if you would like a full copy of a policy sent to you.

### ***Contact Us***

Office and postal address:

Unit 8 / 16-24 Borec Road, Penrith NSW 2750 (Office hours: Monday to Friday, 9.00am to 5.00pm)

Telephone: 1300 660 320

Email: [info@getabout.edu.au](mailto:info@getabout.edu.au)

Website: [www.getabout.edu.au](http://www.getabout.edu.au)



### ***Getabout's Scope of Qualifications***

Getabout is a Registered Training Organisation (RTO ID No. [90547](#)) and is approved by the Australian Skills Quality Authority (ASQA) to provide training delivery and assessment services for a range of nationally accredited courses and units of competency.

### ***Individual Units of Competency***

<b>Unit Code</b>	<b>Unit Name</b>	<b>Course Currency Status</b>
<a href="#">AHCMOM213</a>	Operate and maintain chainsaws	Current
<a href="#">AHCMOM216</a>	Operate side by side utility vehicles	Current
<a href="#">AHCMOM217</a>	Operate quad bikes	Current
<a href="#">AURTGA001</a>	Drive and manoeuvre trailers	Current
<a href="#">FWPCOT2254</a>	Maintain chainsaws	Current
<a href="#">FWPCOT2256</a>	Trim and cut felled trees	Current
<a href="#">FWPCOT3259</a>	Operate a four wheel drive on unsealed roads	Current
<a href="#">FWPCOT3260</a>	Recover four wheel drive vehicles	Current
<a href="#">FWPFGM3214</a>	Operate a four wheel drive in a towing situation	Current
<a href="#">FWPFGM3215</a>	Perform complex 4x4 operations	Current
<a href="#">PMASUP236</a>	Operate vehicles in the field	Current
<a href="#">PUAVEH001</a>	Drive vehicles under operational conditions	Current
<a href="#">RIIVEH201E</a>	Operate light vehicle	Current
<a href="#">RIIVEH305F</a>	Operate and maintain a four wheel drive vehicle	Current
<a href="#">TLIC0023</a>	Operate four wheel drive vehicle	Current
<a href="#">TLIC2025</a>	Operate four wheel drive vehicle	Superseded



## **Overview**

### ***Who can apply to enrol (client selection)?***

There are some pre-requisites for the courses offered by Getabout. Details are explained for each course on our website ([www.getabout.edu.au](http://www.getabout.edu.au)). All courses offered by Getabout are available to members of the general public, corporations and Government organisations.

### ***How do you enrol?***

Identify the course with the skills set you require and book into that course either by on-line booking through our website ([www.getabout.edu.au](http://www.getabout.edu.au)) or over the phone.

Upon receipt of your expression of interest to enrol, you will be sent a link to our online Student Enrolment Form and an Activity Agreement Form. It will also contain a Language, Literacy & Numeracy (LLN) section requiring completion which will help determine a student's ability to complete the selected course or any support that may be required. A Getabout staff member is available to assist you to complete your enrolment.

At this time, we will also discuss with you a Recognition of Prior Learning (RPL) assessment, which may allow you to obtain credit for your current skills and previous learning that matches the competencies and requirements of your course. If you would like to undertake an RPL assessment, at enrolment a Getabout staff member will also complete the RPL Enrolment form. Please refer to the section on RPL for more information on this process.

At enrolment, you will also be given a chance to discuss your specific needs in the course, and to have these needs assessed and reflected in the course learning program. More details on how Getabout works with students to meet their learning needs is contained in the sections on Student Welfare and Guidance Services as well as the section on Access and Equity.

### ***Induction and Orientation to your Course***

Getabout, to ensure that all students are thoroughly informed about their course at the beginning follows a thorough induction process. Your instructor will conduct the induction. The induction will take place on the first day of the course and includes as a minimum:

- Issuing of learning materials
- Discussion of the units of competency in the course
- Discussion of the time-line for the course – including the schedule of sessions
- Structuring and organising special or additional assistance for students that has been identified during the enrolment process

In addition to the induction, an orientation process is conducted including a review of this Handbook, and an overview of the support services offered by Getabout, especially for those students who might require additional language, literacy or numeracy support. Also, the Appeals Procedure and the Complaints Procedure will be discussed.

### ***Course Details***

Details about all of the courses offered by Getabout are available from our website ([www.getabout.edu.au](http://www.getabout.edu.au)) or by contacting the office.



### ***Third Party Training Arrangements***

Getabout has signed written agreements (third party training agreements) in place with a number of organisations/businesses who under the auspices of Getabout can train and assess approved courses. These organisations/businesses are termed Getabout Training Partners. Where feasible, a Getabout Training Partner will state on their website that they have a training arrangement in place with Getabout.

Getabout will make sure that all Getabout Training Partners follow the same guidelines as noted in this Student Handbook. All places that Getabout is noted, it will refer to and apply to both Getabout and to the Getabout Training Partner.

At all times, as an RTO, Getabout will be responsible for the quality of the training and assessment in accordance to the 2015 RTO standards and for the issuance of AQF Statement of Attainments for the qualifications on its scope of registration for successfully completed courses.

### ***Fees and Charges***

Company invoices are produced upon enrolment into the course. Payment terms are net 30 days. The invoice is also a receipt after payment is made. Payment can be made by EFT, credit card (Visa, MasterCard and American Express), cheque or cash/money order. We do not accept Diners Club. We can provide our account details for direct deposits into our bank account. All our Nationally Recognised courses are GST exempt.

Fees and charges for each course are detailed in the description of each course listed on our website. ([www.getabout.edu.au](http://www.getabout.edu.au))

On receipt of course fees, Getabout undertakes to provide instruction in the competencies for your chosen course.

### ***Consumer Protection Legislation***

We advise that Getabout abides by the Consumer Protection legislation and will at all times respect each Student's consumer rights. Refer to:

- [Australian Consumer Law and Fair Trading Act 2012](#)
- [Australian Consumer Law and Fair Trading Regulations 2012](#)
- NSW [Fair Trading Act 1987 No 68](#)
- NSW [Fair Trading Regulation 2019](#)
- NSW Fair Trading: [Education and Training](#)

### ***Cooling-Off Period***

A '10 business day cooling-off period' under the Australian Consumer Law does not apply where a Student of their own initiative approaches an RTO while being fully aware of the RTO's 'Terms & Conditions' books into a course.

If a Student was directly approached (face to face or via phone) by a training provider or a marketer, signed up on the spot and required to pay for the course upfront, then the '10 business day cooling-off period' would apply. Note that Getabout does not participate in this form of marketing or recruitment.



### **Exemptions and Fee Reductions**

It is possible for you to obtain an exemption from part or the entire course through the Recognition of Prior Learning (RPL) process. This process also includes recognising your formal learning from other Registered Training Organisations.

If you have your current competencies recognised through RPL, you will be eligible for a reduction in your course fees.

The Getabout RPL process allows for up to 100% of the course to be achieved in an RPL process, or through recognition of formal studies from another accredited institution. Therefore, the maximum fee reduction available after gaining an exemption through RPL/recognition is 100% of the course fee however a fee applies for the conduct of the RPL/recognition process. This RPL/recognition process fee will be determined on an individual basis and will also be determined by the amount of time and effort required to conduct the RPL/recognition process.

### **Refund Policy**

Getabout Training Services provides a guaranteed refund policy by holding all student fees in a separate account ensuring all student fees are safeguarded until the commencement of their chosen course.

Getabout Training Services will provide a refund based on the percentage of course completion you have chosen to enroll in. If you would like a refund, your refund amount will be based on the units of competency completed compared to your overall course completion. The refund is only available if you have paid your course fees in full, and you have no outstanding amounts owing.

Applications for refunds must be made in writing and addressed to the Managing Director at the Getabout office (c/- [info@getabout.edu.au](mailto:info@getabout.edu.au)). Please include your name, contact details, and the name, date, and location of your course. We will then determine the level of refund that you are entitled to, and issue that to you within 14 working days of receiving your request.

Should Getabout cancel a course, all course fees paid will be refunded to you; or you can arrange to have them transferred to another course.

Fees for cancellations:

- More than 7 business days from course commencement date = 20% of course cost
- Less than 7 business days from course commencement date = 100% of course cost

A refund will be provided:

- For an overpaid fee
- For any fees paid in advance for training cancelled by Getabout will be refunded 100% (unless you have arranged to be transferred into another course.)
- If Getabout fails to provide in full the agreed training services or a course is terminated midstream. However, a percentage of the original fees and charges may apply depending on the percentage of completed training activities.
- A partial refund of fees may be applicable when RPL or Credit Transfer (CT) has been granted after the student has paid their course fees

A refund will not be provided if:

- The student does not show up for the course
- If a student cancels or withdraws their enrolment midstream of a course



- If a student fails to complete the course
- The student has been expelled from a course by breaching the required code of conduct as described in the Student Handbook (Document OD004)
- The student had failed to pay the course fees

Transfer to new date:

- More than 7 business days – no charge
- Less than 7 business - \$50

### ***Language, Literacy and Numeracy Assessment (LLN)***

Language, literacy and numeracy (LLN) skills are important to your success in your course and in your career. Your Instructor will be able to assist you to a great extent, as in each course every student has the opportunity to further develop their skills in these important areas and apply them to their own work.

Before commencing your chosen course, please make the Getabout Office aware of any special language, literacy and numeracy needs you may have. As well, the online enrolment form contains a language, literacy & numeracy (LLN) section requiring completion which will help determine a student's ability to complete the selected course or any support that may be required.

Depending on the LLN outcome or as per your specified support needs, the Instructor might discuss the support available, and the options for flexible workplace assessment that can assist in meeting your needs.

During the course of your studies, your Getabout Instructor will continue to monitor and assess your language, literacy and numeracy skills in the assessment activities, and they may offer further support in these areas to you during your course. Overall, the emphasis for the staff is to assist you within their abilities to complete the course of your choice.

### ***Flexible Learning and Assessment***

Flexible learning and assessment procedures are an important part of offering our students support in their learning process. We are able to customise our learning process and assessments to meet the needs of our students. The important aspect is to ensure that the assessments meet the requirements of the units of competency. Your Instructor will be able to advise you on how the assessments and learning can be customised for the specific unit or units you are considering.

As applicable, Getabout offers flexible learning and assessment in all of their accredited courses. This is flexibility in:

- The scheduling of the learning sessions
- Providing self-paced learning experiences
- Allowing for a variety of assessment methods and tools
- Providing flexible assessment to meet specific physical needs

The flexibility in the learning and assessment is designed to ensure that the course provides you with the greatest benefit and meets your needs as much as possible. Note that all assessments must meet the course outcomes as specified by the package requirements.



### ***Student Welfare and Guidance Services***

Getabout considers general support of our students as an important part of the service delivery for our students. We take a holistic approach and will offer all assistance possible within our budget constraints. Specific student welfare and guidance services we offer include counselling and assistance with:

- Training options
- Issues that might interrupt your training or affect your ability to continue or complete your training

The Training and Operations Managers are responsible for coordinating these student welfare and guidance services; contact the office to discuss your specific needs we will be happy to assist you. Further assistance by professional support agencies can be accessed via our “Student Support Services Directory” which is available on our website: [www.getabout.edu.au](http://www.getabout.edu.au).  
(Note; some agencies may charge a fee for their services)

### ***General Conditions***

If changes to agreed services occur after a student has enrolled, Getabout will advise all affected students as soon as practicable. This includes any third-party arrangements (new, changes or cessation) or change in ownership of Getabout.

As training sessions may operate in remote areas, Getabout Training Services, reserves the right to alter, and/or cancel any section and/or parts of the itinerary which may result from road, weather or any other conditions of an operational nature. Whilst every endeavour will be made to keep the arrival & departure times given in the itinerary, no guarantee will be made that these will be kept. Getabout Training Services will not be liable for any costs incurred through failure to connect with any other service. Any personal expenses incurred by the participant as a result of any delay, alteration or curtailment of any session whether caused by weather conditions, mechanical defects or any other causes are the responsibility of the participant.

Getabout Training Services shall not in any circumstance, be held liable or accept responsibility for any loss, acts, omissions, defaults, accident, misperception, delay, failure or expense on the part of the transport companies, hotel/motel contractors and the like who may provide you with services and facilities at the request of the Getabout Training Services. In the result of break down or other unforeseen circumstances, Getabout Training Services has the right to substitute vehicle or alternative transportation and/or accommodation other than those advertised at any time.

Information provided will be correct to the best of the operator’s knowledge, and the operator is not liable for inaccuracies herein, or weather conditions that may influence the limits of your session and the enjoyment of your session.

### ***Insurance***

Getabout Training Services and/or its agents are not responsible or liable for loss or damage or theft of luggage or personal belongings whatsoever or for personal injury, accidents, hospitalisation, illness or medical expenses. We strongly recommend all intending participants consult their insurance agent or employer and take out adequate insurance to cover any event and give full protection.



### ***Liability***

Getabout Training Services and/or its employees accepts no responsibilities, nor is liable for any act of omission whatsoever (whether inside or outside their control or by neglect or otherwise) for any booking, contract, travel, accommodation or sessions which may result in any loss, damage, accident, detention, diversion or theft in regard to luggage or personal belongings, and will be exempt from liability in respect of direct or indirect or consequential loss or damage, death, injury, sickness, irregularity, delay liability and additional expenses, or inconvenience or any other event beyond its control including accident or failure to machinery or equipment, accommodations, transportation or other services, or any acts of God, dangers incident to the sea, fire, acts of government or other authorities, delays, strikes or cancellation of changes in itinerary or schedules whatsoever, howsoever by whosoever caused.

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## ***Complaints, Assessment Appeals & Appeals***

Getabout considers all complaints and appeals as an opportunity to improve the service that we offer to all students and clients. In this procedure, we consider complaints and appeals to be similar in nature and have used the term complaint throughout the procedure to describe any issue a student might have with our service delivery or lack thereof.

Student complaints may be raised with an Instructor, or with any other staff member. In each instance, the staff member who first hears the complaint has responsibility to see that the issue is addressed and followed through. This may include ensuring that the complaint is passed onto the appropriate person and resolved.

Where possible, the staff member should personally address the issue and conclude a course of action that is satisfactory to the student. For the purpose of the Getabout quality system, these complaints are considered to be part and parcel of the on-going adjustment of our service to meet the needs of our clients. Hence, these complaints are referred to as minor, and no documentation is required and no further escalation in the process is required.

All other complaints are required to be documented and resolved in the following procedure.

The complaint will be clearly documented in writing, either by the student or the staff member receiving the complaint and will be documented on a Complaints Form ([OF025](#)). (Form is available on our website - [www.getabout.edu.au](http://www.getabout.edu.au)). This will include as much detail as is relevant. If the staff member records the complaint, the student will be required to review and acknowledge the written report as an accurate report of their complaint. At this time, the complaint procedure (as outlined herein) will be discussed with the student, and their options and choices clearly communicated.

### **1 The Complaint Process**

- 1.1 Getabout /Getabout Training Partner will adhere to the [National Complaints Code](#) to respond to complaints about vocational education and the organisation itself. This may include:
  - The RTO
  - RTO Staff: its trainers, assessors or other staff
  - Learners of Getabout /Getabout Training Partner
  - Getabout Third Party providing services on Getabout's behalf, its trainers, assessors or other staff
- 1.2 Getabout's Complaints and Appeals Policy is publicly available, including the Complaints Form, the Appeals Form and the Assessment Appeals Form
- 1.3 Where verbal complaints are received, they can be discussed with the trainer or person involved and preferably resolved. (As covered in top half of page)
- 1.4 If there is a need to formalise the issue or to define the outcome, then the complaint is documented on a Complaints Form and submitted to the General Manager by the complainer. Complaint will be recorded on the Complaint and Appeal Register
- 1.5 The complaint will be acknowledged in writing within 7 days to the person raising the complaint
- 1.6 Complaints cannot be anonymous because this is considered unfair as ongoing discussion cannot take place to resolve the issue between all parties



- 1.7 Getabout will ensure the principles of natural justice and procedural fairness is adopted at every stage of the complaint and if required the appeal process. In the interests of transparency, the matter will be discussed with all parties involved
- 1.8 Information submitted to a trainer or any staff member is treated with respect and taken as an opportunity to improvement the organisation's practices and Management System. Privacy requirements and learner/ individual rights are maintained
- 1.9 Written Learner and Staff complaints, irrespective of the nature of the complaint, are advised to the Chief Executive Officer by the General Manager
- 1.10 Complaints either by Learners or Staff members lodged via a Complaints Form that have been found to be true and requiring system changes, are then recorded onto an Improvement Request by the General Manager for processing as required under Clause 2
- 1.11 Complaints must be investigated fairly and objectively by the General Manager or Chief Executive Officer in consultation with the Learner/complainant and all other stakeholders
- 1.12 Where a meeting is required via skype, telephone or in person, the complainant has the right to bring a support person to be present (someone to assist or speak for them) with them to the meeting as well as to assist during the complaint and appeals process. Getabout will record notes of the meeting/s and copies will be provided to the complainant.
- 1.13 Details of the investigation are given in writing to the complainant stating the outcomes and reasons for the decisions made. The close out of the improvement request is noted on the Register of Continuous Improvement. The subject of the complaint will then be then monitored for an appropriate period to confirm that the changes have been made successfully
- 1.14 A copy of the all documentation, in particular the complaint and the outcome, is placed in the electronic Complaints and Appeals folder. If involving a learner, a copy will also be placed in the learner's file
- 1.15 Privacy requirements and Learner/complainant rights are maintained. Getabout will securely maintain records of all complaints and appeals and their outcomes
- 1.16 Where more than 60 days are required to process, and finalise the complaint, Getabout will inform the complainant in writing why more than 60 days are required and will provide regular progress updates
- 1.17 The issue may result in a change being made to the policies and procedures manual, the staff handbook and the learner handbook as these are the mechanisms of control. Documents will be changed and all stakeholders will be kept in the loop until the final; documented change has been completed.
- 1.18 Where the resolution requires a documented change to policies and procedures, the General Manager notifies the Chief Executive Officer of the change to ensure that the procedure for document change as listed in the "Version Control Policy and Procedure" is followed with the appropriate records made
- 1.19 The complaints process will be subject to internal audit and to annual review



## **2 Appeals Following Complaints or Assessment Appeal**

- 2.1 When the complaint is not resolved to the satisfaction of the complainant, they may lodge the complaint with an independent body. The Appeal will be recorded on the Complaint and Appeal Register. The appeal will be acknowledged in writing to all relevant parties.
  - If the appeal is not received within 7 working days of the complainant receiving the decision regarding the outcome of the complaint, the matter will be considered closed
- 2.2 The complainant can select their own independent mediator
- 2.3 The cost (if applicable) of independent mediation is borne by the losing party
- 2.4 If a Learner chooses to access independent mediation, then Getabout shall maintain the Learner's enrolment until such time as the complaint/appeals process is resolved.
- 2.5 The person or body which hears the external complaint or appeal must be independent of, and external to, the registered provider. In order to be considered independent and external, the person or body would generally:
  - Be separated in structure from both parties involved in the complaints and appeals process
  - Have no personal or professional interest in the outcome of the complaints or appeals process
  - To have no influence on the policy setting of the provider
  - Be financially and administratively independent of the provider; and
  - Not have the same directors or managers as the provider.
- 2.6 When reviewing their external complaints/appeals handling process, a provider should ensure it is confident of its impartiality and that its procedures are fair and open.
- 2.7 If the complaints procedures listed in Clause 1 does not resolve the matter, or if the alleged offender is an active respondent to the appeal, then the complainant formally approaches the General Manager using the Appeals Form to request this appeals process be triggered
- 2.8 The General Manager will organise a meeting with the independent mediation agent, the Chief Executive Officer and the complainant
- 2.9 The General Manager assembles the following information or documents:
  - (a) Past Learner record;
  - (b) Attendance registers;
  - (c) Assessment tools and assessment data; and
  - (d) Any other supporting documents.
- 2.10 Where more than 60 days are required to process and finalise the appeal, Getabout will inform the appellant in writing why more than 60 days are required and will provide regular progress updates
- 2.11 The matter is then referred to the independent mediator to whom the appellant may deliver their own version of the problem with a support person be present
- 2.12 The independent mediator then considers the issues raised and will attempt to resolve the appeal to the satisfaction of the appellant



- 2.13 If this internal (or any external) complaint handling or appeal process results in a decision that supports the Learner, then the decision/corrective and preventive action shall be implemented
- 2.14 Complaints either by Learners or Staff members lodged via an Appeals Form that have been found to be true and requiring system changes, are then recorded onto an Improvement Request by the General Manager for processing
- 2.15 The submission and the final outcome of the appeal is recorded and communicated to all parties in writing, including the Chief Executive Officer. The communication must contain the outcome of the appeal and the reasons for the decisions made.
- 2.16 A copy of the all documentation and communication, in particular the appeal and the outcome, is placed in the electronic Complaints and Appeals folder. If involving a learner, a copy will also be placed in the learner's file
- 2.17 No further appeal mechanism exists beyond this point in the appeals process directly with the RTO.

### **3 Assessment Appeals**

It may occur that a student disagrees with an assessment decision and wishes to appeal the decision. This may occur in an assessment under the Recognition of Prior Learning (RPL) procedure, or in the process of a regular course assessment.

As all courses are competency based, all students are entitled to continue to study and to be assessed again until they and the Instructor/Assessor are satisfied that the standards of the competency have been met and properly documented. However, if this is not satisfactory, the student may at their discretion decide to appeal an assessment decision. In order to consider all appeals fairly, we ask that any students who appeal a decision to follow the procedure outlined here

#### **Scope**

For Learner's who wish to appeal against a final decision of an assessment:

- To not award a qualification on the grounds that:
    - The Learner had been unsuccessful in all attempts to complete assessments to the required standard within the respective timeframe
    - The Learner had not completed or submitted all necessary assessment requirements for awarding purposes and the trainer/assessor and/or administrative staff have not been able to contact the Learner concerned after repeated attempts to finalise the matter
- 3.1 The Learner should verbally discuss the issue with their trainer/assessor to see if it can be resolved
  - 3.2 If no resolution is reached, the Learner has the right to lodge an appeal against an assessment decision if they feel that the assessment decision is incorrect and/or they feel they were unfairly treated during an assessment and they have grounds for an appeal



- 3.3 Learners can lodge their formal assessment appeal by completing and submitting Assessment Appeals Form and including all supporting evidence that relates to the assessment appeal. To be lodged to Getabout within 30 calendar days of the assessment result
- 3.4 All assessment appeal steps will follow the same process as per clauses 1 and 2. Note that the Assessment Appeals is used instead of the Complaint Form as noted in the steps of clause 1

#### **4 Guidance and support for complaint handling**

- 4.1 Getabout values complaints and acknowledges that effective management and support of the process will benefit the complainant, and Getabout's training system and its reputation.
- 3.2 Getabout requires all staff to understand, be committed and supportive of the complaint management system.
- 3.3 Sufficient resources and staff are allocated to the complaint management system
- 3.4 The complaint management system applies key principles such as accessibility for all individuals, natural justice, sensitivity, student support, privacy, confidentiality, fairness, impartiality, responsiveness, efficiency, continuous improvement, transparency
- 3.5 Each complaint should be treated on its own individual merits, without preconceived ideas, without prejudice and with an open mind
- 3.6 Some complainants may have special needs and may have more difficulty in expressing or raising a complaint. Getabout will be alert and sensitive to such vulnerable people and show a readiness to provide the appropriate support. This includes the provision of dealing with a friend, guardian or an advocate on behalf of the vulnerable person making a complaint, though proof of authority will need to be obtained
  - 3.6.1 A vulnerable person may include a person (but not totally inclusive): from a non-English background who may not be fluent in English, with a physical or intellectual disability, with poor mental health, with addiction issues



## ***Disciplinary Procedures***

All students are asked to operate within the general guidelines of the policies and procedures of Getabout as outlined here in this handbook.

Getabout expects all students to conduct themselves with honesty and integrity in all their dealings with staff and other students. This is especially important in the verification that a student's work is genuinely his or her own. This environment of mutual respect and understanding is important to foster the learning process, and it is all of our responsibility to maintain.

Failure to uphold the policies and rules as described in this Handbook is considered to be misconduct and will result in disciplinary action. Any action taken will be commensurate with the degree of the misconduct and will follow the guidelines outlined in this section. All notices and notes of verbal discussions relating to misconduct and counselling sessions will be placed on the individual's student file.

### ***Verbal Notice***

Where appropriate, Getabout may undertake to verbally caution the student in regard to their actions (or lack thereof) that constitute misconduct. This caution will:

- be conducted in a private and formal counselling session
- clearly identify the unacceptable behaviour and the relating policy or procedure discussed
- give the student the opportunity to fully respond to the points raised
- produce written notes summarising the counselling session at the time of the session, and both parties will sign-off on this as being a true and accurate record of events

Getabout reserves the right to conduct such verbal notices at any time as part of the disciplinary procedure – i.e. before or after any other written notices are given.

### ***First and Only Written Notice***

In response to any misconduct, Getabout may at their discretion decide to caution a student with a written notice. This will:

- clearly state the misconduct, and the relating policy or procedure
- proscribe remedial action required, if any
- be provided to the student as soon as possible after the misconduct takes place

The student has the right to request a private counselling session to discuss the issue(s) with Getabout, following receipt of the written notice.

### ***Termination of the Student's Enrolment***

Further misconduct will result in a written notice terminating the student's enrolment with Getabout, as of the date of the notice. The student will not be allowed to undertake further training or study with Getabout, and the student will not be eligible for a refund of any course fees paid.



### ***Instant Termination of Enrolment***

Some transgressions are so severe as to require an immediate response and Getabout reserves the right to terminate a student's enrolment immediately in response to severe misconduct. Severe misconduct may include, but is not limited to:

- Assault, upon staff or other students
- Theft of company, client or student property
- Drug possession or use
- Attending class while under the influence of drugs or alcohol
- Actions which adversely affect the safety and security of Getabout staff and/or students

Individuals who have their enrolment terminated immediately will receive written notice and will not be eligible for a refund of any course fees paid.

### ***Suspension***

In some cases, the nature of misconduct may not be clear, in its scope, impact or severity. Getabout reserves the right to suspend a student from studies for any length of time it deems necessary to investigate allegations of misconduct. Where suspension is required:

- The student will be given written notice of being suspended.
- Within the notice, a defined length of time will be nominated. The suspension will be resolved within this period, with the result being some level of disciplinary action, and/or, reinstatement of the student.
- If the misconduct cannot be fully investigated within the period of time nominated in the suspension, the suspension can be extended for one additional amount of time. Notice of such an extension must be given to the student in writing prior to the conclusion of the initial suspension period.
- The student shall not have access to the premises of Getabout or training ground during the term of their suspension.



## ***Access and Equity***

Getabout is committed to access and equity principles. In practice, this means Getabout is committed to providing support to each student within our budgetary constraints and supplementing our support by accessing other support networks in the community. We achieve our access and equity principles through, (but not limited to):

- Providing our services to students from diverse backgrounds.
- Adjusting our learning materials and assessments to meet the individual needs of our students.
- Actively promoting participation from disadvantaged groups in the community.

Getabout recognises that many course participants may be from non-English speaking backgrounds or have difficulty with the level of language and numeracy skills required in each course. At enrolment, students' individual needs are assessed informally. From this assessment, the Instructor can determine the extent of support that might be required, and what Getabout can do to meet your needs. Any individuals that are unable to assist are referred to the Training Manager for specialised one-to-one consideration or additional support.

### ***Staff responsibilities for access and equity***

Overall responsibility for Access and Equity resides with the Managing Director.

As noted above, the staff delivering our service – the Instructor and the Training Manager are responsible for the day-to-day actions and implementation of the policy. Please contact the office if you have any questions or issues regarding our Access & Equity policy and practices.

### ***Anti-Discrimination***

Getabout is committed to providing a workplace, and a training environment, that is free of discrimination and harassment of all kinds, including that based on gender, race, sexual preference, cultural origin, religion or ethnic background, disability, age or transgender orientation.

We encourage diversity in our training programs, and actively facilitate our groups to ensure that all participants have an equal opportunity to learn and achieve the outcomes of their course. We actively monitor our work, and the work of our colleagues and team members to ensure that our workplace and our training environments remain discrimination free.

If you feel that you have been discriminated in your course, please contact the Training Manager or the Instructor, who will follow it up using the complaint procedure as described under the Complaints, Assessment Appeals & Appeals section of this handbook.



### ***Work Health and Safety***

Getabout is committed to providing a safe and healthy environment for our students. This includes providing training venues with appropriate amenities and equipment for the learning process. Getabout conducts regular audits of training premises and worksites where students are undertaking flexible workplace learning, to ensure that they meet WHS standards in regard to safety, access and appropriate space for the learning process to take place. In our planning for course delivery in the workplace of our clients, we schedule delivery and assessment of WHS units foremost to ensure a solid grounding in safety is established prior to moving on to the other skill areas.

Each Instructor is empowered to ensure that the venue at which they are conducting the course is a safe and sound venue. Getabout recognises that hands-on training is often a physical activity and undertakes to ensure that activities and assessments are facilitated in a safe manner consistent with each student's physical ability. If you have any concerns about the venue or the conduct of your course, please contact your Instructor, Training Manager, or the Managing Director, as soon as possible.

In delivering Nationally Recognised Training, Getabout may, under the reciprocal arrangements of Mutual Recognition, conduct training in other states and territories of Australia. We recognise that the Workplace Health and Safety arrangements are different in the different states and territories, and where necessary, we will adjust our learning materials and teaching materials to reflect the differences.

### ***Recognition of Prior Learning***

Recognition of Prior Learning (RPL) is an assessment process whereby you may demonstrate your competence against the unit of competency, or a number of units, in your course. Your skill may have been developed through work, other formal study, or informal methods. The assessment allows you to have your skills recognised, no matter how or when they were obtained. The important aspect is that you are able to demonstrate your skills in an appropriate manner to the standard that is required.

There is a fee for RPL, and the assessment service is provided as part of the course enrolment.

If you would like to be considered for RPL, a Getabout staff member will complete an RPL Enrolment Form with you, or you can obtain an RPL Enrolment Form from the office.

This form will allow for a recording the general information about your RPL request.

You will then be referred to the Instructor for an assessment of your skill. Assessment involves questioning, perhaps a written exam, and for most units requires a practical assessment observing your skills.

If you are successful in your RPL assessment, you will receive credit for the unit and are not required to attend training. If you are unsuccessful in the RPL assessment, the Instructor may advise individual study and a second assessment, or further study in the course and assessment as per the regular training plan.



### ***Mutual Recognition / Credit Transfer***

Credit transfer is considered at the same time as RPL, and in the same process.

Under the principles of mutual recognition, Getabout will recognise all qualifications and Statements of Attainment achieved by a student and issued by another Registered Training Organisation. We will grant the student credit for these qualifications and Statements of Attainment, and provided they identically match the units and requirements of their course with us, we will offer the student exemption for the related units in their current course. Getabout may contact the issuing RTO to confirm the authenticity of the qualification. These obligations under the principles of mutual recognition are also described in Our Code of Practice.

The student must provide statements of Attainment and/or qualifications, which clearly document the units of competency that they have achieved or nominate Getabout on their USI account as having access to their transcript. Once verified for authenticity with the issuer or via the USI system, the student will then be exempt from these units, and these will be credited to their current studies with Getabout where appropriate.

### ***Student Records***

All student records are held according to the Privacy Act, and our Privacy Policy, which is available on request and appears in full on our web site. We protect the privacy of all information held by students, and only staff involved with the training process for the student has access to their file. We are required to report to government departments regarding our training activity, especially in relation to students undertaking a traineeship. This is done in confidence, and the government departments we report to are required to adhere to the same level of confidentiality. Students may review at any time the information held on their student file. Contact the Managing Director or the Training Manager in the office to arrange access to your file if you are interested.

### ***Archives***

While you are an active student with Getabout, your student file is held in the office in a locked filing cabinet. Your instructor/Assessor and the Training Manager have access to your file as needed to record results from your studies and general activity about the course. Alternatively, assessment outcomes can be recorded via a secure online platform 'Cloud Assess'. The assessment outcome results are kept for a period of 30 years. Thus, you may access your student file and results up to 30 years after completing your course.

### ***Accessing Your Student File***

You may retrieve your file and access the material contained within it at any time during your course or at any time up to 30 years after completing your course.

During your course enrolment period, there is no fee to retrieve your file or photocopy materials from the file.

After this period, while the file is held in the long-term storage for 30 years, there is a fee to retrieve the file. The fee is currently \$55 or the actual costs of retrieving the file, whichever is greater. When you request your file from long-term storage, you will be provided with an estimate of the costs.



### ***Reprints of Qualifications***

At any time after completing your course, you may request a re-print of your qualification or Statement of Attainment. There is a charge of \$25 per re-print, plus any postage fees that might apply.

For all enquiries relating to your student file and/or re-printing qualifications, refer to our website ([www.getabout.edu.au](http://www.getabout.edu.au)) and download, complete and submit the 'Access to Personal Information Request Form'.

RTO: 90547



## ***Our Code of Practice***

As a provider of Nationally Recognised Training, Getabout is committed to providing quality training and assessment services to our clients. This Code of Practice describes how we achieve these outcomes. Our Code of Practice is to work with students and employer / clients to assist them achieve their goals.

### ***Quality Resources***

Getabout understands that only the best resources give our students and opportunity to achieve the best outcomes. To achieve this, we provide Instructors who are highly trained and undergo regular professional development; learning resources for each student, support materials for supervisors and companies supporting workplace training, and assessment tools that are fair and equitable for all students.

Getabout abides by the requirements and standards of the Australian Qualifications Framework (AQF) and [Standards for Registered Training Organisations \(RTOs\) 2015 in](#) the quality and standard of its training and assessment staff.

All trainers and assessors have as a minimum the following:

- Certificate IV in Training and Assessment (TAE40110\*) or its successor (TAE40116)
  - \* From 1<sup>st</sup> July 2019 also hold the qualifications:
    - TAEELN411/A Address adult language, literacy and numeracy skills
    - TAEASS502/A/B Design and develop assessment tools
- Hold the relevant qualification(s) at least the level at which they will be training and assessing or are able to demonstrate vocational competency to at least the level being trained or assessed
- Have the relevant industry experience in the areas for which they will be training and assessing
- Have current knowledge and skills in vocational training and learning that informs their training and assessment
- Undertake ongoing Professional Development in the above points

We refer to our trainers and assessors as Instructors.

### ***Assessment Processes***

Your Instructor will explain the assessment process for your course at the commencement. There are a number of requirements to be met in providing training that is accredited and Nationally Recognised. If you do not achieve competency in the first assessment, you will be given an opportunity to redo your assessment or make arrangements to sit in on another assessment at a later scheduled time. If you're still not satisfied, call the course Training Manager and discuss the matter with them, and you may consider lodging an appeal following the process described in the Assessment Appeals section of this handbook.

The results of assessments will be made available to you as soon as possible after the completion of the assessment.



### ***Mutual Recognition and Recognised Qualifications***

Getabout is a Registered Training Organisation, registered with the national body Australian Skills Quality Authority (ASQA). All qualifications are Nationally recognised, in every state and territory of Australia. This means that students will have their qualifications recognised by employers and other training providers in other States and Territories. Similarly, following the same principles of mutual recognition, Getabout recognises qualifications achieved by a student at any other Registered Training Organisation, and will grant the student credit for these units and exempt the student from corresponding units in their current course of study. Mutual recognition of qualifications and credit transfer is described in the Recognition of Prior Learning section of this handbook.

### ***Courses Free of Discrimination and Harassment***

Getabout is committed to providing a learning and working environment free of discrimination and harassment. If you have any concerns or issues in this regard, raise them immediately with your Instructor, Training Manager, or the Getabout Management.

### ***Feedback and Appeals or Complaints***

We welcome all comments about your course, the assessment or the services of Getabout. At the end of courses, you will be asked to complete a student feedback form. This information is important and allows us to continually adjust our courses and materials to meet the needs of our clients. If you have a complaint or wish to offer feedback, please raise it with a member of staff. They will document the issue with you, and if appropriate, assist you to pursue it by following the Complaints procedure. More information on the process is contained in Complaints and Appeals section in this handbook. All complaints are handled in the strictest confidence.

### ***Access & equity***

Getabout is committed to providing quality education to all students, regardless of their individual background or personal attributes. Getabout encourages students from diverse backgrounds to enrol. We identify individual needs at enrolment, and we actively adjust our learning and assessment processes to meet the students' needs. Getabout will assist students to access special assistance that will support them in achieving their chosen training goals. The Training Manager and Instructors are available to assist with practical assistance during the course, such as reading assessment questions, and other matters that require attention during the course. Courses are regularly held at venues that provide access to those with limited mobility. Please refer to the Access and Equity section of this handbook for more information; or contact the office to discuss your specific needs.

### ***Concessions***

Fees for all courses are negotiable for groups. The more students you can organise to attend together, the better the concessions.



### **Quality Assurance**

Getabout operates under quality assurance guidelines as a registered training organisation. These are known as the Australian Quality Training Framework Standards for Registered Training Organisations, and they provide a structure for the policies and procedures that we follow in delivering our service. We regularly perform internal audits against these Standards to ensure that we are compliant with the Standards, and that our policies and procedures are being correctly implemented.

For us, quality is providing students and companies with a service that meets their needs, and we constantly seek to improve and adjust our service to grow and meet our clients' current and emerging needs. Student (and employer) feedback is an important part of our quality reviews, and we encourage you to provide feedback at any time about any issue of our service.

### **Privacy**

We may use information collected about you for any of the following purposes:

- Perform administrative tasks
- Informing you about our services or those of other organisations
- To develop products & services that may be of help to you
- Compliance with regulatory bodies and reporting on activity to funding bodies such as the state and territory funding bodies
- Building and maintaining a relationship with you and to assist in the resolution of disputes.

Subject to the provisions of the Privacy Act you may have access to the information we collect about you. Please refer to our Privacy Policy available via our website ([www.getabout.edu.au](http://www.getabout.edu.au)).



## ***Glossary***

<b>4WD</b>	A vehicle whose power transfer system provides drive power to all wheels through a geared transfer case (i.e. Low Range).
<b>All Wheel Drive</b>	A vehicle whose gearbox system provides drive power to all wheels (does not have low range).
<b>Appeal</b>	Where a student or staff member disagrees with an assessment appeal or complaint outcome and requests the involvement of a neutral party to review the decision
<b>Approach Angle</b>	The angle between the ground and the lowest point across the front of the vehicle (measured forward of the front wheels).
<b>ASQA</b>	Australian Skills Quality Authority
<b>Assessment Appeal</b>	Where a student disagrees with an assessment decision and wishes to formally appeal the decision
<b>AWD</b>	see All Wheel Drive
<b>Complaint</b>	Where a student or staff member raises a formal complaint about a serious matter with Getabout
<b>Constant 4WD</b>	A vehicle whose power transfer system provides drive power to all wheels through open differentials and a geared transfer case.
<b>Departure Angle</b>	The angle between the ground and the lowest Point across the rear of the vehicle (measured rearward of the rear wheels).
<b>Getabout Training Partner</b>	Organisations/businesses who under the auspices of Getabout can train and assess approved courses
<b>Ground Clearance</b>	The distance between the ground and the lowest point across the underside of the vehicle.
<b>LLN</b>	Language, Literacy and Numeracy skills
<b>MD</b>	Managing Director of Getabout Training Services
<b>Ramp-Over Angle</b>	The angle between the front and back wheels to the centre underside of the vehicle.
<b>RPL</b>	Recognition of Prior Learning
<b>RTO</b>	Registered Training Organisation
<b>WHS</b>	Work Health Safety