



The Transformed Student Information Guide

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About Transformed

Transformed is a Registered Training Organisation (RTO) and offers nationally recognised qualifications in:

- Project Management;
- Government;
- Procurement & Contract Management;
- Building and Construction
- Civil Construction
- Purchasing
- NatHERS assessment

Enrolment

Enrolment is open at any time for all qualification programs offered by Transformed. Transformed will issue a confirmation of enrolment via email to confirm your place in your chosen training program.

It is the responsibility of the participant to notify Transformed at the time of enrolment about any special needs that may impact on their enrolment.

Self Assessment

The self-assessment is a mandatory part of the enrolment process and is designed to assist a participant to determine the right qualification based on their knowledge and experience

Unique Student Identifier

Transformed is able to apply for a Unique Student Identifier (USI) on behalf of its students. The Administration Fee in relation to this service is \$30.00, and is invoiced and paid in addition to the Course Enrolment Fee.

Venues and Facilities

Transformed delivers training programs nationally via a range of flexible delivery methods. We offer many programs via self-paced distance learning or via our e-learning environment.

Program Attendance

Participants are responsible for managing their attendance and attending all of the training or coaching sessions that are outlined in the confirmation email.

For face to face courses - attendance records are kept and signed off by the facilitator/coach/assessor.

For online delivery, including self-paced distance learning and e-learning - participants are responsible for managing their schedules so as to ensure their availability to complete the study required for their chosen training program.

Resources Provided by Transformed

Transformed will provide you with the learning materials relevant for your program as part of your enrolment fee. This will include access to interactive online learning resources, study kits and assessment resources.

Participant Resources

Participants require access to a stable internet environment and a computer/laptop/iPad that has chrome or Firefox browser capability.

Access to a study environment that affords the opportunity to undertake their training.

Course fees and charges, including additional charges and fee refund policy

Transformed's Pricing, Fees and Refund Policy is available for download on the company's website - <http://transformed.com.au/training/howtoenrol.html>. Notification of program fees, including additional charges and fee refund policy are provided in writing prior to enrolment. Payment of fees does not mean a participant is guaranteed successful completion of a program.

Refunds and Transfer

If a program is cancelled by Transformed, a refund or transfer to an alternative program will be arranged. Transformed cannot accept responsibility for changes in personal or work commitments. Once a participant has commenced a program, there are no refunds available.

If a participant has not yet commenced their program or can provide a medical certificate providing explanations as to why the person cannot commence or continue study, they may apply in writing for a refund.

Deferral and Extensions

Transformed will consider course deferrals and extension, subject to the student's circumstances

All requests to defer or extend must be in writing and contain the following information:

- Name of the participant
- Name of the qualification
- Reason for the deferral or extension

Cancellation

All requests to cancel or withdraw from a course (prior to commencement) must be in writing, signed by the client (electronic email signature is acceptable) and contain the following information:

- Name of the participant
- Name of the qualification
- Reason for the cancellation

Fees:

- Cancellation request received (in writing) up to one month after the commencement date attract a cancellation fee of \$750
- Cancellations requested (in writing) more than one month after the commencement date, fees paid up to the date of cancellation are not refundable.

Note: Commencement occurs when the student's online enrolment has been processed and verification email dispatched to the student.

Special Conditions:

Transformed will not permit refunds because of:

- participant 'changing their mind'
- participant's change of personal circumstances or workload in their employment which is beyond the control of Transformed

If a student feels they have a genuine reason to seek a cancellation (excluding the above) they can submit a written request to Transformed.

Transformed will assess the student request and provide a decision within 48 hours.

Course Completion Timeframes

The expectation for course completion is:

for RPL study is 6 months from date of enrolment and

12 months from date of enrolment for Distance/Online study.

Transformed will issue reminders to all students in relation to completion expectations at regular intervals during the training period, and will in all cases endeavour to complete students within these recommended timeframes.

Failure to complete within these timeframes may incur the following additional fees:

Renewal of On-line learning access for 6 months- \$250

Submission of Units of Competency Assessment /portfolio evidence - \$500

If more than 18 months has passed since date of enrolment with no completion of course material/ submission of assessment evidence, then the following additional fees may be charged:

- Cert IV /III Level - \$1,000
- Diploma Level - \$1,500
- Adv Diploma Level - \$1,800

Transformed Code of Practice

All participants are made aware of our 'Code of Practice' which is available on the Transformed website at www.transformed.com.au. This explains that as a Registered

Training Organisation, Transformed must meet certain standards and legislative requirements.

Recognition of Prior Learning

Every participant, on commencement of their program, will be asked to complete an online self-assessment to determine if full or partial recognition of prior learning (RPL) is possible.

Funded Training

From time to time Transformed will have access to funded training opportunities. To learn more, go to Transformed website: <http://www.transformed.com.au/training/funding>

Induction and Training Delivery and Assessment procedures

Every participant, on commencement of their program, will be taken through an outline of the delivery and assessment process for achieving their qualification.

Participant appeals and complaints procedures

Every participant has the right to appeal assessment decisions or lodge a complaint. The procedures for doing so are outlined later in this guide.

Student Misconduct

Participants are expected to demonstrate acceptable behaviours between themselves and their fellow students and the trainers and assessor at all times

Students who behave in a manner that is deemed to be as misconduct may be liable for disciplinary action.

Misconduct addresses:

Plagiarism is defined as “the practice of taking someone else’s work or ideas and passing them off as one’s own”.

Cheating is defined as:

- Handing in someone else’s work as your own (with or without the original authors knowledge)
- Allowing someone to present your work as his or her own
- Several people writing an assessment response and submitting multiple copies, all represented (implicitly or explicitly) as individual work; or
- Using any part of someone else’s work without proper acknowledgement.

Misconduct means:

Presentation of data with respect to all student’s work/ assessments that has been copied, falsified or in other ways obtained improperly. This includes;

- Including of material in individual work that has involved significant assistance from another person, where such assistance is not expressly permitted in the relevant Training Plan or Assessment instructions to students;
- Providing assistance to a student in the presentation of individual work, where such assistance is not expressly permitted in the relevant Training Plan or Assessment instructions to students;

- Falsifying or misrepresenting academic records;
- Plagiarism, as defined above; other actions not covered by the above clauses that may be judged to be acts of academic misconduct.

Student Information Confidentiality

At times Transformed Pty Ltd is required to supply information collected at the time of enrolment and progressively throughout the training to Funding Bodies, State or Federal Government agencies for purposes of research, statistics and program evaluations.

Conversely funding bodies, state and federal government agencies may approach a participant directly to conduct a review of their training progress or post training to determine if the learning outcomes are being applied in the workplace.

Acknowledge of this this clause is confirmation of your agreement to disclosure information.

Learner Support Assistance

Participants are encouraged to discuss any problems or issues they may have with learning. At the time of enrolment, the Transformed sales team will discuss any support needs and throughout the training your facilitator/coach/assessor is available to discuss any relevant issues with you and will adjust your learning program accordingly. Please contact Transformed to discuss any specific learning support needs you might have.

Complying with Legislation

Equal Employment Opportunity

All participants are entitled to, and will be given equal consideration and treated with equal respect. Transformed staff will in no way discriminate on the basis of race, gender, sexual preference, belief, or age Further, the organisation will monitor the composition of its workforce, and introduce action if it appears that this policy is not fully effective.

Harassment

Harassment and victimisation is offensive, intimidating, uninviting and unwelcome behaviour designed to damage, belittle, or take advantage of, another person. It includes:

- physical assault, including sexual assault, offensive jokes and suggestions, verbal abuse,
- distributing or displaying offensive material (pictures, cartoons etc);
- making offensive telephone calls;
- making suggestions about sexual activity or sexual favours with threats or promises
- telling jokes or making derogatory comments about a person's age, sex, race, cultural background or disability;
- isolating, segregating, or humiliating, questioning or ignoring another's capabilities because they are of a particular gender or belong to a minority group.

Transformed will follow up on complaints of harassment. You should first talk to your facilitator/coach/assessor about your circumstances. You also have the right to seek advice from relevant government bodies such as the Anti-Discrimination Board or an Ethnic Council.

Disability

Transformed will make reasonable adjustments in order to cater for the needs of clients and participants who have a disability.

Training venues and facilities where possible will be easily accessible.

Language and literacy adjustments

Support persons such as signers and interpreters are welcome to attend with participants.

Transformed will ensure that training is delivered at a reasonable pace for the various types of learners in each program.

Transformed will use Plain English and explain terminology with practical examples.

Assessment will be via a combination of assessment methods to cater for different individual circumstances.

Gender

Transformed encourages and accepts both women and men into all of its courses and staff. Every attempt is made to ensure that resources used, have appropriate non-gender specific language. Any gender specific language that is used is not intended to offend or discriminate.

Workplace Health & Safety

Transformed facilitators, coaches and assessors are aware of:

- The relevant state-based WHS legislation as it relates to their educational environments.
- Principles and practice of effective WHS management.
- Common hazards in educational environments.
- WHS management systems, policies and procedures needed for WHS compliance such as the venue inspections, Incident and Accident reporting forms

Evacuation

In the case of an emergency requiring evacuation of the building during your program, the facilitator will notify participants that they will be evacuating the building and follow designated procedures.

Participant Results

Participant results – The results of your assessments are provided within a reasonable timeframe - in most cases this will be within 4 weeks.

Qualifications are issued by Transformed and will be sent to the address nominated on your enrolment form.

The results are entered into our training database as a long term record.

These records are confidential and remain the property of Transformed.

Participants have the right to sight their records, upon written request.

Copyright

Transformed adheres to the Copyright Act.

All course materials and software are copyrighted or used under license.

Security

Personal property - Participants are responsible for their own personal belongings.

Transformed will not accept any responsibility for stolen or damaged personal property.

Participant records – Records are kept in secure files in the administration office, and in a password protected Student Administration Database, and only staff with the relevant authority are able to access them.

Training and Assessment Strategy

Training Delivery

Transformed delivers a range of short course programs, many of which are mapped to the units of competency within the various qualification programs. Participants will be advised at enrolment, which, if any, short course programs they will need to attend.

Assessment Processes

Participants will be assessed against the competency standards for the qualification they are enrolled in.

Qualifications or credentials cannot be purchased and payment for any program does not guarantee that the participant will achieve the competencies required or receive the qualification.

Competency Assessment Results

You will be assessed as **Competent (C)** or **Not Yet Competent (NYC)**

If the participant receives a 'NYC' they will be briefed in private as to where they need to concentrate in order to achieve competency, and given a second opportunity to undergo re-assessment. A participant who still cannot demonstrate competency will be then further

advised of options. This may include further training for which an additional fee may be payable.

Recognition of Prior Learning (RPL)

Every participant, on commencement of their program, will be asked to complete a self-assessment to determine if full or partial recognition of prior learning is possible.

Participants who believe they do not need to complete the full program can apply for an assessment only pathway. This should be discussed with a Transformed Representative. Remember, that in some industries your qualifications have to be updated and retested every 2-3 years.

Participant complaints and assessment appeals procedures

All participant complaints and appeals must be dealt with in a constructive and timely manner.

Steps to follow in an assessment appeal:

1. For assessments, if the participant appeals the results, the assessor will immediately discuss the outcome to resolve the difference and reach agreement.
2. If agreement cannot be reached, the participant has the right to be assessed again by the same assessor, or requests that another assessor undertakes the assessment.
3. If agreement still cannot be reached, and the participant wishes to make a formal appeal, then this appeal must be heard by the Managing Director or panel if resolution cannot be reached.
4. Each appellant must be given an opportunity to formally present her or his case.
5. Each appellant must be given a written statement of the appeal outcomes, including reasons for the decision.

Steps to follow if participants have a complaint with Transformed's services:

1. Transformed is customer focused and want to use complaints as an opportunity to improve the range of services offered to clients.
2. In the first instance, the complaint should be discussed with a Transformed Representative.
3. If not satisfied, a complaints form should be filled out and left with the Managing Director
4. Details of any meetings or discussions with the complainant will be recorded in writing and the complainant informed.
5. If mediation is required, a mediatory will be requested to be appointed by the Australian Institute of Mediators and Arbitrators.
6. If agreement still cannot be reached, and the complainant wishes to pursue the matter it can be taken to the Australia Skills Quality Authority (ASQA).

Our Responsibility – the Transformed Code of Practice

Transformed undertakes to meet the requirements set down as a registered training organisation. Our responsibilities are set out in Transformed's Code of Practice, Transformed's Policy Manual and in this Participant Information Guide.

Ceasing Operation

Transformed provide a guarantee that training arrangements for the participants will be made if the RTO is unable to deliver on its agreed services.

For further information:

Please visit our website at:

www.transformed.com.au

Or email us at:

training@transformed.com.au

Or contact us on:

1300 738 720

APPENDIX A: Transformed Pty Ltd – List of Qualifications

** Prices are effective as of 12th March 2018

Qualification Code and Name	Course Fees		Delivery	
	DL	RPL	DL	RPL
Project Management:				
BSB41514 Certificate IV in Project Management Practice	\$3,900	\$3,120	Y	Y
BSB51415 Diploma of Project Management	\$4,620	\$3,480	Y	Y
Purchasing:				
BSB41615 Certificate IV in Purchasing	\$5,130	\$3,900	Y	Y
BSB51515 Diploma of Purchasing	\$5,850	\$4,050	Y	Y
Procurement & Contracting:				
PSP40616 Certificate IV in Procurement & Contracting	\$4,950	\$4,200	Y	Y
PSP50616 Diploma of Procurement & Contracting	\$5,500	\$4,500	Y	Y
PSP60616 Advanced Diploma of Procurement & Contracting	\$6,100	\$4,860	Y	Y
Building & Construction:				
CPC40110 Certificate IV in Building and Construction (Building)	\$5,700	\$4,830	Y	Y
CPC50210 Diploma of Building and Construction (Building)	\$6,150	\$5,430	Y	Y
CPC60212 Advanced Diploma of Building & Construction (Management)	\$6,450	\$6,000	Y	Y
CPP41212 Certificate IV in NatHERS Assessment - Basic	\$4,995	\$3,600	Y	Y
# CPP41212 Certificate IV in NatHERS Assessment – Kick Start Premium	\$6,974	-	Y	-
# CPP41212 Certificate IV in NatHERS Assessment – Kick Start Platinum	\$9,782	-	Y	-
FirstRate5 Software Training – with qualification	\$495	-	Y	-
FirstRate5 Software Training – stand alone	\$695	-	Y	-
Civil Construction:				
RII40713 Certificate IV in Civil Construction Supervision	\$4,860	\$3,900	Y	Y
RII50413 Diploma of Civil Construction Management	\$6,000	\$4,860	Y	Y
RII60613 Advanced Diploma of Civil Construction	\$6,360	\$5,610	Y	Y

DL = distance learning method (duration: 12 months)

RPL – Recognition of Prior Learning (duration: 6 months)

- Details of delivery program available on request