

TP Training Pty Ltd is an Australian owned and operated Registered Training Organisation, providing quality and professional training and assessing services.

We offer Nationally accredited courses at locations throughout Australia, providing quality and best practice training. Our accredited courses combined with the knowledge and expertise of our training staff has lead TP Training to be involved in the training, up-skilling and assessing of national students.

TP Training is recognised for high standards in training, assessment, professional development programs, record management processes and the policies & procedures that govern the operations TP Training Pty Ltd.

Our head office is located Penrith, NSW – about a 1 hour drive west of Sydney’s CBD

Our services cover a vast range of fields including:

- o All Traffic Control Courses
- o Traffic Management Plans
- o Construction Induction / White Card Course
- o Civil Construction Machinery Assessments
- o Dangerous Goods Training
- o Safe Load Program (SLP)
- o Truck or Trailer Mounted Attenuator (TMA) Courses
- o High Risk Machinery Training & Assessing
- o Work Health & Safety
- o In-House or On-Site Training

### Our Vision

Assist those at entry level to a career in the civil industry or those already in the industry needing to specialise and equip them with the right skills and knowledge.

### Our Mission

- o Be the industrial hub that students need to connect with the right industry
- o Provide high quality services at all time
- o Ensure our courses meet industry skills requirements
- o Ensure our student’s satisfactions

### Our Values

- o Conduct training with integrity and fairness
- o Focus on our student’s need
- o Continuously improve our processes and training
- o Maintain safe & healthy working environment

**Office hours:** Monday to Friday 8:00 am to 5:00pm

**Phone:** 1800 577 301  
**Email:** director@tptraining.edu.au

**Address:** Suite 9 Level 1 1-17 Elsie St,  
 Burwood NSW 2134

### TP Training Staff

The Administration and Management of TP Training comprises:

- RTO Admin– responsible for enrolments, student support, enquiries, invoicing and payments, course scheduling and general office management.

- Management – ensuring that students undertake their course in a safe environment, that the course is designed to meet the needs of the client, that the RTO remains compliant at all times with all legislation and that students gain the outcomes required.

### Trainers/Assessors

It is mandatory that all trainers/assessors engaged to deliver training and assessment services on behalf of TP Training have the following:

- TAE40116 Certificate IV in Training and Assessment or equivalent, or higher
- The qualification and/or unit of competence they are delivering
- Relevant trade licence where this training leads to a licensed outcome
- Industry currency in the chosen vocation
- Professional development in the areas of training and assessment, and industry

## Enrolment

The enrolment process is designed to be easy and efficient so that you can focus on the course you are wanting to undertake.

There are mandatory requirements that must be met and may differ for each course.

### Unique Student Identifier

It is a requirement that every student that undertakes Nationally Recognised Training (NRT) has a Unique Student Identifier (USI) number. The USI will be required when you undertake any NRT training with any RTO.

For students who do not have a USI number, one can be obtained from the following website:  
<https://www.usi.gov.au/your-usi/create-usi>

You will need at least one of the following identity documents:

- Australian Passport
- Non-Australian Passport (with Australian Visa)
- Australian Birth Certificate
- Australian Driver's Licence
- Medicare Card
- Certificate of Registration by Descent
- Centrelink Concession Cards
- Citizenship Certificate
- ImmiCard

Creating a USI takes approximately 5 minutes.

TP will not retain identity records used to create a Student Identifier after it has been created

If you have undertaken any training since 2015, you should have a USI. Before you create a USI, you should first check to see if you already have one. One may have been created for you. To check, go to <https://www.usi.gov.au/faqs/find-your-usi>

### USI Exemption

Individuals who have a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar.

To apply for an exemption, students must complete the [Commonwealth Statutory Declaration form](#) and email the completed form to the Registrar at [BusinessStrategy@usi.gov.au](mailto:BusinessStrategy@usi.gov.au).

Individuals who have been exempted must show this notice to their training organisation. Students are informed that if they have an exemption from having a USI, that results will not be included in the USI system

### Visa Entitlement Verification

Students who have indicated in their enrolment documentation that they are not an Australian citizen or permanent resident may have their Visa details verified on the Visa Entitlement Verification Online system (VEVO).

Some students will not be entitled to undertake any training, and others may be limited on the type or duration of any training.

It is the responsibility of the student to accurately provide this information, and for TP Training to ensure that these requirements are complied with.

### Identification

Part of the enrolment process includes providing photo identification which generally includes the student's driver licence or any photo ID.

For High-Risk Work licence courses and White Card, this means 100 points of ID. The following is the value of each document:

| Evidence of Identity                                                                                 | Point Value |
|------------------------------------------------------------------------------------------------------|-------------|
| Primary documents (Note: only one primary document can be provided)                                  |             |
| Australian Birth Certificate/card issued by the Registrar of Births Deaths and Marriages             | 70pts       |
| Passport – Australian or international (current or expired within last two years, but not cancelled) | 70pts       |
| Australian citizenship certificate                                                                   | 70pts       |
| Secondary documents                                                                                  |             |
| Current Australian driver's licence/learner driver's licence/permit                                  | 40pts       |
| Current Australian boat operator's photo licence                                                     | 40pts       |
| Current NSW firearms photo licence                                                                   | 40pts       |
| Current Australian issued high risk work photo licence                                               | 40pts       |
| Current state/territory proof of age or photo card (for example a RMS issued photo card)             | 40pts       |
| Australian defence or Police photo ID card                                                           | 40pts       |
| Department of Veterans Affairs card                                                                  | 25pts       |
| Current Centrelink card                                                                              | 25pts       |
| Property (council) rates notice issued in the last three (3) months                                  | 25pts       |
| Property lease agreement                                                                             | 25pts       |
| Home insurance document                                                                              | 25pts       |
| Utility bills issued in the last three (3) months – for example water, electricity, gas              | 25pts       |
| Telephone account issued in the last three (3) months                                                | 25pts       |
| Current Medicare card                                                                                | 25pts       |
| Current motor vehicle registration or insurance document                                             | 25pts       |
| Credit/savings cards/bank statements                                                                 | 25pts       |

The student must provide original EOI documents with at least one document listing a current NSW address and that add up to at least 100 points. Where the student does not provide the required documents, their enrolment will be cancelled.

Special arrangements for EOI apply to the following groups:

- Aboriginal and Torres Strait Islanders
- School sector
- Overseas visitors recently arrived in Australia (less than six weeks)

## Language, Literacy & Numeracy

Students may be asked to complete a short test and self-assessment. Students with prior educational certification may be asked to provide evidence of these to assist in this assessment.

Students who may be deemed to not have the adequate level of language, literacy and numeracy skills may be asked to develop those skills prior to enrolling, receive tutoring, or be referred to the following for assistance:

- Reading Writing Hotline 1300 6 555 06
- Workplace English Language and Literacy (WELL) – Employer application
- Language, Literacy and Numeracy Program (LLNP) – referred by agencies such as Centrelink, Job Services Australia (JSA) providers and Disability Employment Service (DES) providers.

Where a student wants to engage an interpreter, TP will only accept NAATI accredited interpreters.

## Special Needs and reasonable adjustments

Students are asked in the Enrolment Form whether they have any special needs or disability. It is important that anything relevant is disclosed at this stage so that the RTO can determine whether assistance or reasonable adjustment can be provided.

Where such needs are disclosed after enrolment, the RTO will contact the student for the required information.

The reasons why this is important, is that:

- It may create an unsafe learning environment for not only yourself, but others
- It may cause delays in the progression of the course which may result in non-completion and additional costs
- Distractions and students being deemed Not Yet Competent

## Access and Equity

Access and equity mean policies and approaches aimed at ensuring that TP Training is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

Some of these areas are addressed throughout this Handbook. TP Training does not discriminate against any person and will accommodate where legislation/regulations permit.

## Code of Conduct

All stakeholders are responsible for behaving and ensuring others behave in accordance with Work Health and Safety, and Environmental laws, regulations, and policies, and in a manner that supports the development of each individual.

The purpose of this Code of Conduct (the Code) is to provide you with a clear understanding of the standard of conduct expected when performing your duties as a student.

- Be respectful towards others
- No smoking within the facilities
- Only smoke in designated areas and dispose of waste in an appropriate manner
- Drugs and alcohol are not permitted to be used or consumed while performing work or undertaking a course, and while on or near the facilities
- No person is to be under the influence of any drug, alcohol or substance
- Discrimination of any kind will not be tolerated
- Intimidation and harassment will not be tolerated
- Collusion will not be tolerated
- Personal waste must be disposed of using the allocated facilities
- Personal property must be protected from the chance of theft, damage or misuse
- Disputes and complaints will be handled fairly and procedurally
- Hazards and/or risks must be notified to a relevant person immediately
- Any conflict of interest, or what may be perceived as a conflict of interest must be reported immediately
- The privacy and confidentiality of all stakeholders must always be maintained
- Cooperation is required by all stakeholders.
- Behave honestly, ethically and with integrity
- Dress in a manner appropriate to the role and duties
- Promote the services of the RTO
- Comply with legislative and/or policy obligations
- Treat the facilities and any resources related to it with respect
- Aggressive and abusive behaviour will not be tolerated
- The use of obscene, offensive or inappropriate language will not be tolerated
- Be accountable for your actions
- Comply with all reasonable and lawful instructions
- Provide quality service and the performance of these services
- Do not offer or offer bribes, gifts or benefits

The RTO policies and procedures cover a range of these principles and can be referenced for further information or clarity.

## Privacy Notice

Under the Data Provision Requirements 2012, TP Training is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by TP Training for statistical, administrative, regulatory and research purposes. TP Training may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.
  
- Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:
  - Populating authenticated VET transcripts
  - Facilitating statistics and research relating to education, including surveys and data linkage
  - Pre-populating RTO student enrolment forms
  - Understanding how the VET market operates, for policy, workforce planning and consumer information; and
  - Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

For more information about NCVER's Privacy Policy go to <https://www.ncver.edu.au/privacy>.

## Fees and Charges

TP Training courses are delivered on fee-for-service basis.

For individual enrolments:

- All fees and charges are clearly stated on the TP Training website and on other documentation.
- Where course fees exceed \$1500, TP Training will only accept payment in advance of not more than \$1500. Where course fees are less than \$1500, payment in full is required prior to course commencement.
- Payment plan is available for students with ZIP pay.
- Special offers and discounts may be marketed on the website.
  
- For Corporate enrolments:
- Dates and timing will be negotiable with the employers who wish to enrol more than 5 employees.
- Invoice with quoted price will be provided to the employers who wish to enrol their employees.

## Refunds

Students must give a written notice to apply for a refund or email to [director@tptraining.edu.au](mailto:director@tptraining.edu.au).

If a refund is approved, the payment will be made within 14 days from receiving the refund request.

### Short courses enrolment

As a general rule, prepaid fees, deposits or fees made in advance will be non-refundable.

- Where TP Training cancels or defers a course, the student is entitled to be refunded any amount paid or have their enrolment transferred to the next scheduled training course.
- Where an environmental condition affects the schedule and running of a course, such as rain, hail, etc. the course will be rescheduled. Students will be automatically transferred.
- Cancellations received 48 hours prior to the course start date are entitled to a refund in fees paid less a 20% administration fee.
- Where a student cancels their enrolment within 48 hours of the scheduled training date, all fees paid will be non-refundable.
- There is no refund for non-attendance at the course.
- TP TRAINING will make a full refund of all fees paid should a course be discontinued.
- Should the candidate desire to take an alternative course with TP TRAINING, fees will be fully transferable to that course.
- In the event of a course for which the learner was enrolled being unavailable or no acceptable alternative course being available, fees are fully refundable.
- Extenuating circumstances: should a candidate have to discontinue a course for legitimate reasons, such as sickness, exceptional family circumstances, a pro-rata refund may be given (less a 10% administration fee, at the discretion of the CEO).

Where a student's enrolment is cancelled due to, but not limited to, the following circumstances, no refund will be provided:

- Cheating



- Plagiarism
- Behaviour that is contrary to our Code of Conduct
- Lack of course progression
- Late or no attendance

Refund decisions will remain at the discretion of the TP Training Chief Executive Officer CEO.

### Qualification Enrolment

Students must give a written notice to apply for a refund or email to [admin@TPtraining.edu.au](mailto:admin@TPtraining.edu.au) .

If a refund is approved, the payment will be made within 14 days from receiving the refund request.

Refunds terms as follows:

- Where for any reason TP Training cancels the training after the program commencement, the student is entitled to a refund of fees proportional to the amount of training not delivered.
- Where for any reason TP Training cancels the training before commencement, the student is entitled for a full refund of fees.
- Where a student withdrawing from a training program:
  - Withdraw before 2 weeks of the first face-to-face scheduled training date, all fees paid will be refundable.
  - Giving a notice before 1 week of the first face-to-face scheduled training date, the student will be entitled for a refund with a charge of 10% admin fees of the Enrolment fees.
  - Within 1 week of the first face-to-face scheduled training date, any fees paid will be non-refundable.
  - Extenuating circumstances: should a candidate have to discontinue a course for legitimate reasons, such as sickness, exceptional family circumstances, a pro-rata refund may be given (less a 10% administration fee, at the discretion of the CEO).

Where a student's enrolment is cancelled due to, but not limited to, the following circumstances, no refund will be provided:

- Cheating
- Plagiarism
- Behaviour that is contrary to our Code of Conduct
- Lack of course progression

Refund decisions will remain at the discretion of TP Training Chief Executive Officer CEO.

## Recognition of Prior Learning (RPL)

Recognition of prior learning is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application.

Formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment.

Non-formal learning refers to learning that takes place through a structured program of instruction but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business).

Informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities.

Applications for RPL should be made prior to enrolment. Where there are identified gaps, the student will be required to undertake the relevant training and assessment. An RPL Kit will need to be obtained to start this evidence gathering process.

## Credit Transfer

TP acknowledges the requirement as an RTO to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competence awarded and accurately identified in statements of attainment and qualifications

### What is credit transfer?

Credit transfer is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a student to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded.

### Evidence requirements

If you are seeking credit you are required to present your statement of attainment or qualification for examination by TP. These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. You are required to submit copies only which are certified as a true copy of the original.

### Credit transfer guidelines

The following guidelines are to be followed in relation to credit transfers:

- Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.

- Students may not apply for credit transfer for units of competence or qualification which is not included in TP's scope of registration.

- Whilst students may apply for credit transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.

-The student does not incur any fees for credit transfer

- Credit transfer may only be awarded for whole units of competence

## Assessment

Assessment methods are displayed for each course on the TP Training website. These may include:

- Written questioning
- Oral questioning
- Practical demonstration
- Case studies
- Role plays
- Research
- Assignments
- Projects

Assessment may occur in the classroom under supervision, at home or in the workplace. It may have time limitations or be flexible in terms of submission. These will vary depending on the specific course requirements.

It is the general policy of the Australian Qualifications Framework (AQF) that a student must achieve a 100% result in each assessment.

The trainer will usually work with students to ensure that they understand the learnings of the unit and where possible the assessments.

## Principles of Assessment

TP Training ensure that the following principles are met when offering and conducting assessments to students:

**Fair**                      Learners needs are considered, and reasonable adjustment applied where possible and appropriate. TP provide students with adequate assessment instruction and provides an opportunity to challenge results.

**Flexible**                TP Training ensures that the training and assessment reflects the students needs, assesses competencies already held or acquired, and use a range of methods that are appropriate to meet the requirements of the unit.

|          |                                                                                                                                           |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------|
| Valid    | Assessment decisions are justified based on the evidence of performance. The measure of performance is aligned to the Unit of Competence. |
| Reliable | Assessment evidence is consistently interpreted and comparable regardless of the assessor.                                                |

### Assessment Submissions

Trainers will provide adequate instruction as to how each assessment is to be submitted, and if required, the timeframe.

Late submissions will only be accepted in extenuating circumstances.

More often than not, students will be given their assessment with a timeframe for completion. When the assessment is finished, students will hand the assessment to the trainer/assessor immediately then leave the room.

### Assessment Results

Where time permits or is scheduled for, the assessor will mark an assessment on the day it is conducted, and students notified of the result. This however is not always possible or appropriate.

Results of an assessment are either 'C' Competent or 'NYC' Not Yet Competent.

Being deemed Competent can only occur when all assessment tasks for a unit have been completed satisfactorily.

All students will be provided feedback of their assessment submission, and where possible, will be given an opportunity to rectify any minor errors.

Students will be given three attempts at an assessment, where allowable, which includes the first original attempt, a second then a third attempt. Re-assessment fees may occur if deemed NYC on the third attempt.

The following Rules of Evidence apply:

|            |                                                                                                                                                                                  |
|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Valid      | The assessor must be assured that the learner has the skills, knowledge, and attributes as described in the unit of competency and associated assessment requirements.           |
| Sufficient | The assessor must be assured that the quality, quantity, and relevance of the assessment evidence enables a judgement to be made of a learner's competency.                      |
| Authentic  | The assessor must be assured that the evidence presented for assessment is the learner's own work.                                                                               |
| Current    | The assessor must be assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past. |

## Appeals

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment.

- An appeal must be made in writing and specify the particulars of the decision or finding in dispute.
- Appeals must be lodged within 28 days of the decision or finding is informed to the student.

The following procedure is to be followed when an application for appeal is received:

1. To appeal a decision, the student must in the first instance approach the trainer/assessor where this is possible. The trainer/assessor must do what they can to resolve the issue at the earliest possible opportunity.
2. Detailed information must be provided in writing to the Manager where all relevant information will be reviewed. This will occur within 7 days and the student will be notified of the outcome.
3. Where the student is still unsatisfied, the Manager will provide the CEO with all of the information where he will notify the student of his final outcome within 7 days.
4. Where the student is still unsatisfied, the student has the opportunity to report the complaint to ASQA via asqaconnect.

## Licensing

Some courses that TP Training offer lead to a licensing outcome. TP have an agreement with SafeWork NSW to deliver these courses where applicable.

TP will have the application forms you need for a new card after you have completed your training. If found competent, you will then take those forms to your nearest Australia Post office as well as 100 points of ID. You will also need to bring with you a passport sized and quality photo of yourself with your name and date of birth printed on the back.

There may be fees associated with applying/obtaining the relevant licence.

## Disputes and Complaints

A complaint may be received by TP Training in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

## Dispute Resolution Process

1. Disputes should try to be resolved at the source between the parties involved.
2. Where the dispute cannot be resolved at the source between the parties, then each party or the complainant/s will be asked to formalise and report the dispute.
3. Within 7 days of the formal complaint being made, the Manager will have reviewed and investigated the matter. The Manager will discuss the dispute with all relevant parties individually.
4. The Manager will then arrange for the parties to meet where resolution recommendations will be discussed and implemented.
5. Where the dispute still has not been resolved, the person of responsibility of the dispute then becomes the responsibility of the CEO where he will review the matter and make a decision on the outcome. The internal review and outcome is final. This will occur within 7 days of being notified.
6. If the complainant/s are still unsatisfied, the complainant shall seek assistance from another relevant party such as:
  - Fair Work Ombudsman

- State Training Services NSW
- SafeWork NSW
- Financial Complaints Authority (afca)
- Australian Skills Quality Authority (ASQA) via asqaconnect

## Superseded Courses & Learner Transition

TP Training ensures that:

- Where a training product on our scope of registration is superseded, all learners' training and assessment will be completed and the relevant AQF certification documentation will be issued or learners will be transferred into its replacement, within a period of one year from the date the replacement training product is released on the National Register.
- Where an AQF qualification is no longer current and has not been superseded, all learners' training and assessment will be completed and the relevant AQF certification documentation issued within a period of two years from the date the AQF qualification is removed or deleted from the National Register.
- Where a skill set, unit of competency, accredited short course or module is no longer current and has not been superseded, all learners' training and assessment will be completed and the relevant AQF certification documentation issued within a period of one year from the date the skill set, unit of competency, accredited short course or module is removed or deleted from the National Register.
- A new learner does not commence training and assessment in a training product that has been removed or deleted from the National Register.

## Third Party Arrangements

At the time of publishing this Student Handbook, TP Training have no third-party agreements in place with any RTO or 'broker'.

Where TP Training does engage these services, each student will be informed of this agreement, and how it affects or may affect them.

## Certification

All 'NRT' Nationally Recognised Training 'Competent' outcomes will achieve either:

- Statement of Attainment, where one or more units have been achieved, but not a full qualification.
- Qualification Certificate and Transcript, where a student has been deemed 'Competent' in every unit of competence of a qualification.

Where a student undertakes non-accredited training, such as an awareness course, the student will be issued with a Certificate of Completion, Statement of Attendance, or similar.

Certification can only be issued under the following circumstances:

- TP Training have been issued a valid and verified USI number.
- Student has successfully completed all components of the assessment and course.
- Student has paid all associated fees.
- Student has provided all required identification documents.
- Student has accepted all TP Training terms and conditions.

## Educational and Support Services

Educational and support services relate to additional services and support that TP Training offer where possible. These include:

|                                                                    |                                                                                                                                                                                                                                              |
|--------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Pre-enrolment materials</b>                                     | <p>TP Training provide this Student Handbook to inform students of relevant information for enrolment.</p> <p>TP will provide RPL Kits and an LLN assessment where required.</p>                                                             |
| <b>Study support</b>                                               | <p>Trainers, where approached from the student, may make themselves available to assist learners. This will generally be limited.</p> <p>RTO Admin may be of some assistance in guiding study support.</p>                                   |
| <b>Language, literacy and numeracy (LLN) programs or referrals</b> | <p><i>See the Language, Literacy and Numeracy section of this handbook.</i></p>                                                                                                                                                              |
| <b>Flexible scheduling</b>                                         | <p>Training courses will be scheduled as per the needs of clients. Regular courses will be established however employers can enquire if training can be conducted on their site.</p> <p>Evening and weekend training will be considered.</p> |
| <b>Learning materials</b>                                          | <p>Where it has been identified that a learner may benefit from having materials in alternative formats such as large font/print, this may be provided.</p>                                                                                  |
| <b>Contextualisation</b>                                           | <p>Where workplace systems, policies, procedures and documentation can be integrated into the training program, it will.</p>                                                                                                                 |



## Support Services List

The Support Services List provides a list of support services available to students through referral, please refer to the list to identify the most appropriate service for the students. If a student is unsure of the service that they require, they should contact their trainer to discuss further.

| Name of Organisation                      | Website                                                                                                                        | Phone #          | Email                                                                                                                                                             | Client Needs Addressed                                                                                 |
|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| <b>- Alcoholics Anonymous</b>             | <a href="http://www.aa.org.au">www.aa.org.au</a>                                                                               | 1300 222 222     | <a href="http://www.aa.org.au/contact-central-service-offices.php">http://www.aa.org.au/contact-central-service-offices.php</a>                                   | Clients who are/or have been affected by alcoholism                                                    |
| <b>Australia.gov.au</b>                   | <a href="http://www.australia.gov.au/">http://www.australia.gov.au/</a>                                                        | Website          | Refer to Website                                                                                                                                                  | Covers a broad range of assistive support including LLN                                                |
| <b>Adult Migrant English Program</b>      | <a href="http://www.education.gov.au/adult-migrant-english-program-0">www.education.gov.au/adult-migrant-english-program-0</a> | 1300 566 046     | <a href="http://www.education.gov.au/feedback-and-enquiry-form">http://www.education.gov.au/feedback-and-enquiry-form</a>                                         | Assisting clients who have migrated to Australia and require assistance with LLN                       |
| <b>Beyond Blue</b>                        | <a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>                                                               | 1300 224 636     | <a href="https://online.beyondblue.org.au/WebModules/Email/InitialInformation.aspx">https://online.beyondblue.org.au/WebModules/Email/InitialInformation.aspx</a> | For clients who are experiencing anxiety and/or depression                                             |
| <b>Black Dog Institute</b>                | <a href="http://www.blackdoginstitute.org.au">www.blackdoginstitute.org.au</a>                                                 | (02) 9382 2991   | <a href="http://www.blackdoginstitute.org.au/aboutus/contact-us.cfm">http://www.blackdoginstitute.org.au/aboutus/contact-us.cfm</a>                               | Depression and Bipolar Disorder Information Australia                                                  |
| <b>NSW Community Help</b>                 | <a href="http://www.community.nsw.gov.au">www.community.nsw.gov.au</a>                                                         | 1300 555 727     | Refer to website                                                                                                                                                  | For clients who are experiencing difficulties in the home, domestic violence, child abuse and neglect  |
| <b>CEDD - Eating Disorder Help Centre</b> | <a href="http://www.cedd.org.au">www.cedd.org.au</a>                                                                           | Refer to website | <a href="mailto:info@cedd.org.au">info@cedd.org.au</a>                                                                                                            | To assist clients who are experiencing issues with eating disorders                                    |
| <b>Kids Helpline</b>                      | <a href="http://www.kidshelp.com.au">www.kidshelp.com.au</a>                                                                   | 1800 551 800     | Webchat or Email Available Online                                                                                                                                 | Services for assisting children or people who are concerned about a child                              |
| <b>Just Ask Us!</b>                       | <a href="http://www.justaskus.org.au">www.justaskus.org.au</a>                                                                 | 03 8413 8413     | <a href="http://www.turningpoint.org.au/About-Us/Contact-Us2.aspx">http://www.turningpoint.org.au/About-Us/Contact-Us2.aspx</a>                                   | For clients who are concerned they may have a drug (incl. alcohol), emotional or mental health concern |
| <b>Precision Consultancy</b>              | <a href="http://www.precisionconsultancy.com.au/acs_framework/">http://www.precisionconsultancy.com.au/acs_framework/</a>      | 03 9606 0118     | <a href="http://www.precisionconsultancy.com.au/contact/">http://www.precisionconsultancy.com.au/contact/</a>                                                     | Access to LLN assessment tasks that can be used for a variety of industries                            |
| <b>Lifeline Australia</b>                 | <a href="http://www.lifeline.org.au">www.lifeline.org.au</a>                                                                   | 13 11 14         | <a href="https://www.lifeline.org.au/Get-Help/Online-Services/crisis-chat">https://www.lifeline.org.au/Get-Help/Online-Services/crisis-chat</a>                   | Clients who may be in a crisis or at risk of suicide or know of someone at risk of suicide             |



| Name of Organisation                                          | Website                                                                                 | Phone #               | Email                                                                                                                           | Client Needs Addressed                                                                                               |
|---------------------------------------------------------------|-----------------------------------------------------------------------------------------|-----------------------|---------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| <b>The Reading Writing Hotline</b>                            | <a href="http://readingwritinghotline.edu.au/">http://readingwritinghotline.edu.au/</a> | 1300 655 506          | <a href="mailto:rwhotline@det.nsw.edu.au">rwhotline@det.nsw.edu.au</a>                                                          | If a client is having difficulty with reading, writing and numeracy                                                  |
| <b>NA - Narcotics Anonymous</b>                               | <a href="http://na.org.au/index.php?lang=en">http://na.org.au/index.php?lang=en</a>     | 1300 652 820          | <a href="mailto:info@na.org.au">info@na.org.au</a>                                                                              | Clients who are/or have been affected by drugs                                                                       |
| <b>NSW Rape Crisis Centre</b>                                 | <a href="http://www.nswrapecrisis.com.au">www.nswrapecrisis.com.au</a>                  | 1800 424 017          | <a href="http://www.nswrapecrisis.com.au/GetHelp/NSWServices.aspx">http://www.nswrapecrisis.com.au/GetHelp/NSWServices.aspx</a> | To assist clients, and their non-offending supporters, who have experience or are at risk of sexual assault          |
| <b>Workplace Bullying Helpline</b>                            | <a href="http://www.workershealth.com.au">www.workershealth.com.au</a>                  | 02 4926 2129          | <a href="mailto:newc.admin@workershealth.com.au">newc.admin@workershealth.com.au</a>                                            | For clients who have been affected by bullying                                                                       |
| <b>Suicide Helpline</b>                                       | <a href="http://www.suicideline.org.au">www.suicideline.org.au</a>                      | 1300 651 251          | Available on website                                                                                                            | For clients who may be contemplating suicide or don't know how to help someone in their family who has been affected |
| <b>Men's Helpline Australia</b>                               | <a href="https://www.mensline.org.au/">https://www.mensline.org.au/</a>                 | 1300 78 99 78         |                                                                                                                                 | For male clients who have male related health issues                                                                 |
| <b>Wesley Mission</b>                                         | <a href="http://www.wesleymission.org.au">www.wesleymission.org.au</a>                  | (02) 9263 5555        | Available on website                                                                                                            | Helping people with a wide range of issues affecting communities and individuals.                                    |
| <b>National Council for Single Mothers and their Children</b> | <a href="http://www.ncsmc.org.au/">http://www.ncsmc.org.au/</a>                         | <b>(08) 8354 3856</b> | <a href="mailto:ncsmc@ncsmc.org.au">ncsmc@ncsmc.org.au</a>                                                                      | Single mothers who need assistance                                                                                   |
| <b>Physical disability Australia</b>                          | <a href="http://www.pda.org.au/">http://www.pda.org.au/</a>                             | (02) 6567 1500        | Available on website                                                                                                            | For clients who require assistance with their physical disability                                                    |
| <b>Deaf Australia Translating and Interpreting Service</b>    | <a href="http://www.deafau.org.au/">http://www.deafau.org.au/</a>                       | (07) 3357 8266        | Available on website                                                                                                            | For assisting the trainer who might require an interpreter for clients who are deaf or have hearing impairments      |
| <b>Salvo Care Line</b>                                        | <a href="http://salvos.org.au/salvocareline/">http://salvos.org.au/salvocareline/</a>   | 1300 36 36 22         | Available on website                                                                                                            | For clients who require financial assistance or emergency care                                                       |
| <b>Disability Advocacy Network Aust.</b>                      | <a href="http://www.dana.org.au/">http://www.dana.org.au/</a>                           | (02) 6175 1300        | Available on website                                                                                                            | For clients who may require assistance with their disability                                                         |
| <b>National Disability Service</b>                            | <a href="http://www.nds.org.au/">http://www.nds.org.au/</a>                             | (02) 6283 3200        | <a href="mailto:nds@nds.org.au">nds@nds.org.au</a>                                                                              | For clients who may require assistance with their disability                                                         |
| <b>Vision Australia</b>                                       | <a href="http://www.visionaustralia.org/">http://www.visionaustralia.org/</a>           | 1300 84 74 66         | <a href="mailto:info@visionaustralia.org">info@visionaustralia.org</a>                                                          | For clients who require assistance due to vision impairment                                                          |

| Name of Organisation                                           | Website                                                                   | Phone #                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Email                                                                                                                                       | Client Needs Addressed                                                 |
|----------------------------------------------------------------|---------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|
| Community Migrant Resource Centre                              | <a href="http://www.cmrc.com.au/">http://www.cmrc.com.au/</a>             | (02) 9687 9907                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Available on website                                                                                                                        | For clients who may need assistance for Migrationsupport services      |
| Family and Community Services Ageing, Disability and Home Care | <a href="http://www.adhc.nsw.gov.au/">http://www.adhc.nsw.gov.au/</a>     | (02) 9377 6000                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <a href="mailto:servicembx@fac.nsw.gov.au">servicembx@fac.nsw.gov.au</a>                                                                    | Support for family, ageing, disability or home care                    |
| Job Access                                                     | <a href="https://www.jobaccess.gov.au/">https://www.jobaccess.gov.au/</a> | 1800 464 800                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <a href="mailto:hotline@workfocus.com">hotline@workfocus.com</a>                                                                            | Driving Disability Employment through a variety of support services    |
| Department of health/Mental health                             | <a href="http://www.health.gov.au">www.health.gov.au</a>                  | (02) 6289 1555                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Available on website                                                                                                                        | Support for students who are affected by health ormental health issues |
| Alcohol and drug Information service (ADIS)                    | <a href="https://www.health.gov.au/">https://www.health.gov.au/</a>       | <b>ACT</b><br>(02) 6207 9977<br><br><b>NSW</b><br>(02) 9361 8000<br>1800 422 599<br>(rural)<br><br><b>SA</b><br>1300 131 340<br>(08) 8363 8618<br>(Adelaide)<br><br><b>VIC</b><br>1800 888 236<br>1300 858 584<br>1300 660 068<br>(YSAS Line) (03)<br>9418 1020<br>1800 014 446<br>(rural Vic only)<br><br><b>NT</b><br>1800 131 350<br>(08) 8922 8399<br>(Darwin) (08)<br>8951 7580<br>(Alice Springs)<br><br><b>QLD</b><br>1800 177 833<br><br><b>TAS</b><br>1800 811 994<br>(03) 9416 1818<br>(Hobart)<br><br><b>WA</b><br>(08) 9442 5000<br>1800 198 024<br>(rural WA only)<br>(08) 9442 5050<br>1800 653 203<br>(rural WA only) | ADIS Centres are state and territory-based services that offer information, advice, referral, intake,assessment and support 24 hours a day. |                                                                        |