



Klepper Training Academy Policies and Procedures

Student Handbook v6.0

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VERSION CONTROL AND DOCUMENT HISTORY

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6.0	06 February 2024	Update fee structure	Zaynah Ali-Mormanis

¹ Approvals only by either faculty head, or training manager

This Handbook has been prepared for the students of:

Urge Training Pty Ltd (RTO ID: 45075)

t/a The Klepper Training Academy (KTA)

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INTRODUCTION

Message from the Managing Director

I'd like to take this opportunity to formally welcome you to the Klepper Training Academy. This institution was founded on the principle that learning and development is one of the key elements to personal success. Your decision to embark on this journey is to be commended.

Regardless of your individual motives for being here we, the staff of the Klepper Training Academy, are ready to support you in your learning journey. Whether your course is for a day, or for two years, every student of the Klepper Training Academy is afforded the opportunity to learn and feel appreciated.

If during the conduct of your learnings you have any questions regarding what you are learning, your staff will make themselves available to help. At all times the administrative and student support staff are available to field questions regarding your progress and the systems in place at the Klepper Training Academy. These services can be reached by email at hello@klepper.edu.au.

I wish you all the best in your study and look forward to hearing of how you used our training to further advance your aspirations!

Bryce Turner

Managing Director, the Klepper Training Academy



Organisational Context

Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers according to the **Standards for Registered Training Organisations 2015 (SNRs)** to ensure nationally approved quality standards for training are met. The focus of these standards is the demonstration of preparedness of registered training organisations to deliver quality training and assessment services and focus on continuous improvement.

The Klepper Training Academy Training is an and Registered Training Organisation (RTO) (RTO ID: 45075). To meet these stringent requirements, the Klepper Training Academy must demonstrate conformance to the aforementioned guidelines, adherence to legislation and policies, and maintain industry awareness and currency.



Services

All programs offered by the Klepper Training Academy are accredited national training. Klepper offers numerous courses in multiple domains and maintains a close eye on industry trends in each area.

The Klepper Training Academy recognises the importance and benefits of combining industry experience with tertiary education when striving to deliver programs of highest quality and relevance to the client. All trainers and assessors employed or contracted by The Klepper Training Academy have demonstrated significant industry experience in addition to obtaining tertiary qualifications, allowing them to provide a professional, well rounded learning environment for participants. Staff are equipped with the skills to ensure their teaching methods are suitable for all participants, utilising simple language where appropriate to communicate information most effectively. The Klepper Training Academy strictly adheres to the SNR to continue delivering training services of the highest quality to their clients.

The MD recognises that opportunities for improvement arise in every aspect of business and has developed an organisational culture within The Klepper Training Academy to capitalise on these opportunities for improved practice. The Klepper Training Academy supplies feedback forms to all students at the end of each program, as participant feedback has been identified as an important and valuable factor in monitoring and developing business practices and quality training, ensuring the ever-changing needs and expectations of clients are being met. The MD also welcomes feedback from other improvement opportunities such as risk assessment, student suggestions, complaints and appeals, validation sessions and audit reports.

As a student with The Klepper Training Academy, your feedback is critical to our continuous improvement policy. Along with the formal feedback mentioned earlier, students are encouraged to give feedback throughout their enrolment.

In order to encourage and achieve continuous improvement based on the collection of the above mentioned data, The Klepper Training Academy has developed a best practice register which will include a written record of all improvement strategies.



Vision

Empowering every individual to unlock their own adventure.

Mission

The Klepper Training Academy will build a strong brand and reputation by offering more than just qualifications; our training focuses directly on student needs, aligns with industry trends, and promotes comprehensive learning and personal growth.

Values

Student Centric: We provide personalised support to each of our students, offering guidance and mentorship to help them achieve their academic and career goals. The engagement with us does not end at the point of certificate issue.

Innovation

KTA values innovation in all aspects of its operations, constantly exploring new technologies, teaching methods, and educational approaches to provide the best possible learning experience for its students. We understand that students learn in different methods and will be ready to accommodate the learning needs of all students.

Quality

We are committed to providing the highest quality education and training programs, ensuring that our students possess the skills and knowledge necessary to succeed in their chosen path. This includes gathering feedback, promptly investigating and actioning improvement suggestions, and continuously improving our offerings.

Learning For All

We stand for giving every student, regardless of their background, the opportunity to better themselves through education in a supportive and inclusive setting.



Industry Relevance

KTA is dedicated to providing training programs that are relevant to the needs of the industry, ensuring that our students are well prepared to enter and succeed in their chosen careers. Through a thorough understanding of our client, and maintaining high standards of instructor competence, the KTA offerings will always be aligned to the way business is conducted in near real time.



LEGISLATIVE REQUIREMENTS

Registered training organisations are subject to legislation pertaining to training and assessment, as well as business practice. The Klepper Training Academy will comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its intended scope of registration.

The Klepper Training Academy will also inform all staff and clients of the legislative and regulatory requirements that affect their duties or participation in vocational education and training. The Klepper Training Academy recognises that compliance with legislative requirements underpins the effective implementation of its operations and ensures accountability and transparency of activities of both management and staff.

Complying with Legislation

Staff will be advised at induction and kept up-to-date with changes to legislation through monthly management meetings and written correspondence. Policies and procedures and associated tools and templates will be updated to reflect updates to legislation as soon practical following advice. Any training that is required will be organised in a professional and timely manner.

All staff are encouraged to view current legislation online at:

<http://austlii.edu.au>

Examples of legislation relevant to the training business and its staff includes but is not limited to:

Commonwealth legislation:

- Copyright Act 1968
- Commonwealth Privacy Act 1988/Privacy Amendment Act 2012/Privacy Regulation 2013
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992
- National Vocational Education and Training Regulator Act 2011
 - Standards for VET Regulators 2015
 - Standards for registered Training Organisations 2015

QLD legislation:

- Commission for Children and Young People Act 2000



- Disability Services Act 2006
- Anti-Discrimination Act 1991
- Fair Trading Act 1989
- Further Education and Training Act 2014
- Work Health and Safety Act 2011

Training authorities / regulators:

- National VET Regulator (NVR)
- Department of Education and Training
- Department of Employment
- Australian Skills Quality Authority (ASQA)
- Council of Australian Governments Industry and Skills Council (COAGISC)

Work, Health and Safety Policy

The Work Health and Safety Act 2011 outlines the requirements of an RTO in establishing and maintaining workplace health and safety standards. The requirements of an RTO as specified in the above mentioned Act are to:

- Secure the health, safety and welfare of employees and other persons at work.
- Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work.
- Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self employed persons.
- Provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards.

The Klepper Training Academy has initiated procedures, policies, guidelines and work instructions, practicing an ongoing commitment to workplace health and safety including each site used for training delivery.

The following presents a strategic overview of The Klepper Training Academy's safety system and provides guidance for meeting the requirements of Work Health and Safety Act on The Klepper Training Academy's premises thereby always ensuring a high standard of workplace health and safety.



It is an obligation under this legislation that all The Klepper Training Academy employees and management contribute to, and assist in, maintaining workplace health and safety and risk management operations as part of their role within the RTO. The Klepper Training Academy management is responsible for providing the following standards as part of its commitment to employees and clients:

- A safe workplace, with a safe system of work
- Adequate workplace health and safety professional development for The Klepper Training Academy students, employees, management and stakeholders
- Properly maintained facilities and equipment
- A clean, tidy, suitably designed workplace with the safe storage of goods.

The following procedures and standards are observed by The Klepper Training Academy to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient working environment.
- Evacuation plan (fire, bomb, major incident) whilst inside fixed infrastructure.
- Emergency control.
- Accident / Incident reporting.
- Risk identification reporting.
- PPE / chemicals (storage).
- Manual handling techniques and training.
- Store and dispose of waste according to WHS regulations.
- Equipment checks and maintenance.
- Equipment safe storage.
- Fire hazards identified and fire prevention.
- Student safety.
- Unsafe situations identified and reported.
- First aid and safety procedures displayed, for all The Klepper Training Academy staff and students to see.
- Health support plans for activities conducted away from fixed infrastructure, available for students to view and briefed at the start of every activity.



Harassment and Discrimination Policy

Under Australian law it is a requirement of every workplace to ensure it provides an environment free from all forms of harassment and discrimination, including victimisation and bullying. In doing so, all staff and students are treated fairly and have the opportunity to feel safe, valued and respected.

By definition, harassment includes any form of behaviour that is unwanted, unwelcome or unreciprocated by relevant persons. This may manifest as verbal or physical harassment, but includes any acts that may be perceived as humiliating, offensive, intimidating, threatening, discriminatory or otherwise contributing to an unpleasant workplace or experience for the persons.

At The Klepper Training Academy it is made known that if a person considers that they have been or are being harassed, they person should be encouraged to inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender.

In instances where the person is not comfortable discussing the matter with the offending party, a trainer or other The Klepper Training Academy staff member should be informed of the situation. In this case it becomes the responsibility of the relevant staff member to follow The Klepper Training Academy policy and procedures to rectify the situation.

All students and staff working with The Klepper Training Academy have the right to discuss matters of harassment with the relevant members of staff without making a formal complaint; all discussions are dealt with in confidentiality. The right to lodge a formal complaint of misconduct against the offending party is available and will be actioned according to The Klepper Training Academy policy and procedures.

The Klepper Training Academy ensures that all staff are adequately trained in dealing with harassment and discrimination in order to fulfil their roles and responsibilities in creating and contributing to a harassment and discrimination free workplace. In addition to relevant training, The Klepper Training Academy management provides opportunities for communication and mentoring amongst staff to ensure that all employees understand and correctly apply the processes and procedures involved in identifying and addressing of all forms of harassment and discrimination.

The Klepper Training Academy staff and students should be aware of the following definitions:



- Racial harassment:

Involves a person or persons being threatened, abused, insulted or taunted in relation to their race, descent, nationality, colour, language, ethnic origin or any other racial characteristic. It may include but is not limited to; derogatory remarks, innuendo or slur, gestures, intolerance, mockery, displays of material prejudice towards a race, racial jokes, discrimination, exclusion, allocation of least favourable jobs or positions, or unfair treatment.

- Sexual harassment:

Involves any verbal or physical conduct of a sexual nature, which is inappropriate, unwelcome or uninvited. It may include but is not limited to; sexually related physical contact such as kissing, embracing, pinching or other suggestive gestures, intimidation, coercion, requests for or promising of sexual favours, questions about a person's private or sexual life, sexist or explicit jokes, unwelcome phone calls, emails or other forms of non-work related communication, offensive noises, or displays of sexually graphic or suggestive material.

- Bullying:

Involves any behaviour that suggests a real or perceived power over another party, or otherwise undermines a person or group, generally comprised of repeated, persistent acts over a period of time. It may include, but is not limited to; verbal abuse, physical assault, intimidation, humiliation, unjustified criticism, sarcasm, insults, false or malicious rumours, exclusion or isolation, inflicting unnecessary work stresses, or sabotage of a person's work or their ability to work by withholding resources or information.

- Confidentiality:

Relates to privacy of information, ensuring that the information is only accessible to those who have the authority to access it. Within an RTO this may refer to private verbal discussions, student assessments, managerial decisions and legal proceedings.

- Discrimination:



Involves the unfair or unequal treatment of another person based solely on class or category. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. All forms of victimisation are also treated as a type of discrimination.

- Harassment:

Involves any behaviour intended to disturb, offend or upset. It may include any unwelcome or uninvited verbal or physical action that results in a person feeling intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

- Personnel:

Refers to all employees and contractors of The Klepper Training Academy.

- Victimisation

Involves any process that results in the unfavourable treatment of a person on unjust terms. It may include, but is not limited to; unfair punishment, treating a person poorly for their involvement in a complaint, to swindle or defraud a person, adverse changes to another's work environment, or denial of access to work related resources.

Specific principles:

- It is the right of all staff and student's to work and study in an environment free of any form of harassment and discrimination.
- All reports of harassment and discrimination will be treated seriously, in an unbiased, respectful and sensitive manner. Any form of harassment and discrimination is considered unacceptable behaviour and will not be tolerated by The Klepper Training Academy.
- When The Klepper Training Academy management is informed of any event involving harassment or discrimination, it is their responsibility to take immediate and appropriate action to address it.
- In dealing with all complaints, the rights of all individuals involved should be respected and confidentiality should be maintained.
- It is the intention of The Klepper Training Academy management that a process of discussion, cooperation and conciliation will resolve all complaints. The aim is to achieve an acceptable outcome for the involved parties while minimising any potential damage to the organisation.



- Both the person making the complaint and the person against whom the complaint has been made will receive information, support and assistance in resolving the issue from The Klepper Training Academy management.
- Victimisation is unacceptable and will not be tolerated. No person making a complaint or assisting in the investigation of a complaint should be victimised.
- Harassment or discrimination should not be confused with legitimate comment and advice (including constructive feedback) given appropriately by management or trainers. Managers and trainers should be conscious of how they present their feedback to ensure the message is not misinterpreted.
- Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in confidence that the procedures are designed to ensure fair resolution.

WORKING WITH PERSONS UNDER 18

Students under 18 years of age may enrol with The Klepper Training Academy College. According to the law, a child is considered any individual less than 18 years of age.

The Klepper Training Academy will ensure that all students are protected from all forms of harm, including bullying, harassment, discrimination and intimidation. All staff are required to report to The Klepper Training Academy College management any behaviour that can reasonably be considered harmful or potentially harmful to students, or where it is reasonable to believe that a student has been harmed or requires protection from harm.

In cases where allegations or information indicate it is reasonable to believe a student has suffered from or may require protection from harm, The Klepper Training Academy will report to the Department of Communities, Child Safety and Disability Services Department of Communities, Child Safety and Disability Services.

The initial information that a child protection officer will require is:

- The name, age and address of the child or young person



- The reasons you suspect the child or young person may have experienced or is at risk of experiencing harm
- The immediate risk to the child or young person
- Contact details. You may remain anonymous; however, it is preferable to provide these details so that the officer can call you if further information is needed.

If allegations may constitute child abuse by a person external to The Klepper Training Academy, The Klepper Training Academy MD will report the matter to the Police or the Department of Communities, Child Safety and Disability Services.

The Klepper Training Academy will comply with all relevant State and Federal legislation in the area of working with children.

The Klepper Training Academy management require all staff obtain the appropriate Police check for child related employment. Information is available at: <http://afp.gov.au>



CONSUMER RIGHTS

Consumer protection

On 1 January 2011, the Australian Consumer Law commenced and the Trade Practices Act 1974 was repealed and replaced by the Competition and Consumer Act 2010. The Australian Consumer Law provides for:

- National consumer protection and fair-trading laws
- Enhanced enforcement powers and redress mechanisms
- A national unfair contract terms law
- A new national product safety regime
- A new national consumer guarantees law

Contractual agreement

Students who enrol in a training program with The Klepper Training Academy should be aware that they are entering into a contractual agreement. With a view to ensuring all students are fully aware of their rights and obligations, The Klepper Training Academy will design agreements, enrolment forms, service agreements or similar using a logical format and simple English. This may include, but is not limited to:

- Wording that allows the perspective student to know what he / she is agreeing to
- Clearly explained disclaimers
- No misleading or deceptive behaviour
- No actions, omissions or dialogue (written or verbal) that may force or coerce the student
- Fair dealings for disadvantaged students

Privacy Principles

The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) made many significant changes to the Privacy Act 1988 (Privacy Act). These changes commenced on 12 March 2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014.

Privacy Principles that are strictly applied to all aspects of The Klepper Training Academy's operations include:



Collection

The Klepper Training Academy will only collect necessary information pertaining to one or more specific operations. The student will be informed as to the purpose for which details are being collected.

Use and disclosure

The Klepper Training Academy will ensure student personal information is not used or disclosed for secondary purposes without obtaining explicit consent from the student, unless a prescribed exception applies.

Data quality

The Klepper Training Academy will take all reasonable measures to ensure that all students' personal information that is collected, used or disclosed is accurate, current and complete.

Data security

The Klepper Training Academy will take all reasonable measures to ensure all collected students' personal information is protected from misuse, loss or damage, and that all data and record storage is secure from unauthorised access, modification or disclosure.

Openness

The Klepper Training Academy will maintain documentation which detail how students' personal information is collected, managed and used. When a student makes an enquiry in relation to information collected, The Klepper Training Academy will explain what information is held, for what purpose it is held and what procedures outline the collection and use of information.

Access and correction

The Klepper Training Academy will allow students access to personal information held in all circumstances unless prescribed exceptions apply. If the student identifies errors within the information, The Klepper Training Academy will correct and update to file.

Unique identifiers

The Klepper Training Academy will not assign students unique identifiers except when it is necessary for efficiency of operations. Commonwealth Government identifiers, such as Medicare numbers or Tax File Numbers, will only be used for the purposes of which they were issued.



Anonymity

The Klepper Training Academy will provide students the opportunity to interact with the business without requiring the student to make their identity known in any circumstances it is practical and possible to do so.

Trans-border data flows

The Klepper Training Academy privacy protection principles apply to the transfer of data throughout Australia.

Sensitive information

The Klepper Training Academy will request specific consent from a student in circumstances where it is necessary to collect sensitive information. Sensitive information may include, but is not limited to; information relating to a student's health, criminal record, racial or ethnic background.

Sale and onforwarding of data

The Klepper Training Academy does **not** sell or on forward your data to third parties. Data retention for marketing purposes is strictly limited to mailing lists for previous students (which is able to be withdrawn from).

Student access

Students have the right to request information about or have access to their own individual records. The Klepper Training Academy trainers and assessors or administration staff will provide the requested information or access. Students also have the right to request a hardcopy of their own individual file that can be supplied as a printout from records retained within the data management system.

Under legislative requirements, the Klepper Training Academy is only required to keep physical copies of anything produced relating student performance for a period of six months. After this time, it will be destroyed using an approved document destruction method.

Please feel free to ask your The Klepper Training Academy trainer and assessor or administration staff at any time for a printout of your progress.



STUDENT OVERVIEW

What courses can I study with The Klepper Training Academy?

The Klepper Training Academy strictly adheres to Standards for RTOs 2015 with all programs aligned to the qualifications contained in the BSB Business Services Package. Ensuring best practice in service and delivery at all times.

Currently the Klepper Training Academy offers students the following qualifications:

- SIT30122 – Certificate III in Tourism
- SIT20122 – Certificate IV in Tourism
- SIS40621 – Certificate IV in Outdoor Leadership
- SIS50421 – Diploma of Outdoor Leadership
- SIS30619 – Certificate III in Outdoor Leadership
- BSB30120 – Certificate III in Business
- BSB40120 – Certificate IV in Business
- BSB50120 – Diploma of Business
- BSB60120 – Advanced Diploma of Business
- BSB40520 – Certificate IV in Leadership and Management
- BSB50420 – Diploma of Leadership and Management
- BSB60420 – Advanced Diploma of Leadership and Management
- BSB50820 – Diploma of Project Management
- BSB60720 – Advanced Diploma of Program Management
- BSB80120 – Graduate Diploma of Management (Learning)
- BSB40920 – Certificate IV in Project Management Practice
- PSP40616 – Certificate IV in Procurement and Contracting

Additionally, the Klepper Training Academy provides courses and skillsets including:

- HLTAID009 – Provide CPR
- HLTAID011 – Provide First Aid
- HLTAID013 – Provide First Aid in remote or isolated sites
- SISSS0126 – Wilderness First Aid
- SITSS00071 – Responsible Service of Alcohol

How is training delivered?



Training courses with The Klepper Training Academy are delivered by:

- Face to face classroom training
- Online seminars and discussion boards
- In the event that face to face is not available (F2F is the preferred) then online seminars and virtual training rooms will be the option taken to ensure students complete their studies in a timely manner.
- Blended learning
- This learning methodology sees elements of eLearning conducted as “pre-course” prior to arriving for the conduct of practical activities.

What are the prerequisites?

Prerequisites are specific to individual courses. Please consult the course outline for your chosen course for prerequisite information.

All courses will have a Language, Literacy and Numeracy requirement to commence. This test will come in various forms (sometimes written, sometimes online) but it is to allow the instructor to tailor learnings to the student or, if required, recommend further study before they commence.

How do I enrol?

Enrolment is initiated by you contacting The Klepper Training Academy. We will despatch to you by suitable means an enrolment form and literature on the course(s) being considered and any other relevant documentation.



FEES

In its capacity as a fee-for-service training business, the Klepper Training Academy adheres to a transparent and structured fee system. Upon enrolment in any of our training programs, a non-refundable deposit, equivalent to 10% of the course value (ranging from \$100 to \$1500), is applicable. This deposit secures a spot for the student, ensuring commitment to the program. The remaining course fee will be paid throughout the term, ensuring that the total amount charged to the student does not exceed \$1,500.

For courses with a total fee below \$1,500, a fee protection process is unnecessary. These fees are either directly paid by the student, a government agency, or the student's employer. Comprehensive fee details are readily accessible through various channels, including direct emails from the Klepper Training Academy, the Klepper Training Academy Student Handbook, the Fees and Refund Policy Document, and the Application for Enrolment form. These sources explicitly outline all fees, encompassing optional fees like Recognition of Prior Learning (RPL). The Klepper Training Academy's fee policy undergoes routine updates to ensure the protection of both the Klepper Training Academy and its valued clients.

Fee information provided to each student includes:

- the total amount of all fees, including course fees, administration fees, materials fees, and any other charges.
- payment terms, encompassing the timing and amount of fees to be paid, along with any non-refundable deposit/administration fee.
- the nature of the guarantee by the Registered Training Organisation (RTO) to complete the training and/or assessment once the student commences study.
- fees for additional services, such as the issuance of a replacement qualification test amur, and options available to students who are deemed not yet competent upon completing training and assessment.
- the applicant's refund policy.

The fee structure is designed to be transparent and inclusive:

Total course fee

Representing the maximum charge to the student, the course fee is all-inclusive, and any additional resources required will be communicated in the student study guide.



Program fees are:

Payment required in advance:

Individual students are required to pay a 10% non-refundable deposit of the total course fee. For organisations enrolling students, a different payment structure applies: 50% upfront upon enrolment, and the remaining 50% due at the course commencement. Courses costing less than \$1,000 necessitate full payment in advance.

Enrolment fee

No fees apply for these services.

Withdrawal fee

No fees apply for these services.

Re-submit fee

No fees apply for these services.

Re-assessment fee

No fees apply for these services.

Produce partial completion statement of attainment:

No fee applies to produce a statement of attainment when the student has partially completed the training program and must withdraw.

Re-print certification

Where the student requests a new copy of his / her certification, the following fees apply (inclusive of shipping and handling):

- Statement of attainment \$25.00+GST
- Qualification (with academic transcript) \$40.00+GST

Note: No physical certificates are provided for courses costing less than \$200 unless specifically ordered, with an additional \$25 fee.

Receiving Payments

The Klepper Training Academy offers various fee-paying options, including:

- Stripe Payment Platform for:
 - Bank deposits / withdrawals
 - Credit Card payments
- EzyPay
 - Payment Plans available within course structure



- Customised payment plans must be paid in full before any certification is issued
- The Ezypay flexibility is designed to equal payment progress with course progression
- Klepper Training Academy reserves the right to increase the amount for payment if the course progression is exceeding the total payment made to date
- Direct to business invoice
 - If the student is workplace sponsored, they can have an invoice issued direct to their workplace to cover the costs.

Refunds

The Klepper Training Academy has an equitable refund policy that considers the notice period and deducts the non-refundable deposit.

- If the cancellation occurs more than 14 days before the initial course commences, a 90% refund of the course value will be provided.
- For cancellations made between 13 days and 7 days before the course will result in a 75% refund.
- If the cancellation is made between 6 days and 24 hours of the course commencement, a 50% refund will be given.
- If a withdrawal occurs during the course (or within 24 hours prior), no refund will be provided. However, a pro-rata credit is offered, allowing the student to resume and complete the course at a later date. The course fee can be transferred, and no refund will be issued.

Before enrolment or the start of training, information is provided to students outlining their consumer rights, including any statutory cooling-off period and the right to a refund if the Klepper Training Academy terminates the arrangement early or fails to provide agreed services.

Course Transfers

Klepper Training Academy recognises the dynamic nature of our students' lives and the potential for unforeseen circumstances. This course transfer policy is intended to provide clarity and support to our students while ensuring the efficient management of course scheduling and availability.

- One complimentary course transfer maybe available to students who notify the academy at least 24 hours prior to the commencement of their original scheduled course.



- Additional transfers will be subject to an administrative fee of 25% of the total training block cost. A maximum of two transfers per student per course is applicable.
- Students must advise Klepper Training Academy at least 24 hours prior to the commencement of their practical course via email or phone if they cannot attend and require a transfer to a future date.
- Eligibility for a course transfer is contingent upon the availability of future courses and must be actioned within nine months of the original scheduled date. Absence of transfer within this period will lead to the forfeiture of all associated fees.
- When transferring a course, it should be noted that the course's location is not guaranteed to be the same as initially booked. Due to varying class sizes and venue availability a student may need to attend their transferred course at a different location.
- Requests for course transfers must be submitted in writing, with email being the preferred communication channel.



RECORDS

The Klepper Training Academy has a clearly documented quality administrative and records management system in place to secure the accuracy, integrity and currency of records, to keep documentation up-to-date and to secure any confidential information obtained by The Klepper Training Academy and committees, individuals or organisations acting on its behalf.

Data is collected and stored in accordance with the processes outlined in this document and The Klepper Training Academy's record management procedures ensure timely and accurate records inform the continuous improvement processes of The Klepper Training Academy. In addition, these records management procedures will ensure that all documentation providing evidence of compliance to the essential standards of registration is accurately maintained.

Record keeping Procedures

The Klepper Training Academy has a clearly documented quality administrative and records management system in place to secure the accuracy, integrity and currency of records, to keep documentation up-to-date and to secure any confidential information obtained by The Klepper Training Academy and committees, individuals or organisations acting on its behalf.

Upon enrolment, student's details will be entered into the Klepper Training Academy database system. This process initiates the establishment of the student's individual file which is then used to record all future details pertaining to the client. The file is retained by The Klepper Training Academy and management of the file will be in accordance with the Klepper Training Academy training records policy.

The Klepper Training Academy is committed to maintaining the accuracy, integrity and currency of all student files, as well as ensuring appropriate security of all records to uphold confidentiality and protect student privacy. The Klepper Training Academy management will undertake a validation of the training records of approximately 5% of registered students and report the findings at the monthly management meeting.



Completed assessments

Each and every assessment submitted by every student will be retained for a minimum period of six (6) months.

When in paper format, student's work will be filed according to the competency/unit number, competency/unit cluster or alphabetically according to the students' names. Individual student records will be stored in a lockable steel filing cabinet in a locked secure office area. If the files are stored in a location where student or public access is possible, the cabinets will remain locked.

For ease of application and consistency, a similar filing process will be used for electronic files. The electronic records are stored utilising AVETMISS compliant software and access is restricted by a password system.

Results of assessment records

Student assessment results will be recorded electronically within the The Klepper Training Academy database system. This information may be used to provide annual competency completion reports and/or AVETMISS reports, as required.

- Sufficient information to re-issue the testamur, if required, will be retained
- Results of assessment will be retained for thirty (30) years

Security

The Klepper Training Academy ensures further security of records by complying with the storage requirements detailed in ASQA's General directive: *Retention requirements for completed student assessment items*, 22 June 2012. This directive includes requirements for storage including: safeguards against unauthorised access, fire, flood, termites or any other pests, and to ensure that copies of records can be produced if the originals are destroyed or inaccessible. The Klepper Training Academy enhances its compliance with this directive by protecting electronic files with up-to-date virus protection, firewall and spy ware protection software.

The data management system is Cloud based and offers the security and integrity expected of a reputable Cloud storage system. All academic transcripts and student testamurs are maintained by this website, with an additional backup for data protection.



Ceasing operation

In the event that The Klepper Training Academy ceases to operate, its records will be transferred to ASQA in the appropriate format and detail as specified by the Department at the time of ceasing RTO operations.

All other records including training records, taxation records, business and commercial records will be retained for a period of at least seven (7) years.

The Klepper Training Academy will ensure that any confidential information acquired by the business, individuals, committees or organisations acting on its behalf is securely stored.

Access to Records

The Klepper Training Academy has implemented a record management system that ensures that all students have access to accurate information regarding their learning in a timely fashion. To ensure this, employees are informed of their responsibilities for record keeping and the process is monitored through the continuous improvement process and improved where necessary. This section outlines the data management procedures that support our records management system.

Access to student records

Access to individual student training records will be limited to those required by the SNR, such as:

- Trainers and assessors to access and update the records of the students whom they are working with
- Management staff as required to ensure the smooth and efficient operation of the business
- Officers of ASQA or their representatives for activities required under the standards for registered training organisations

The Klepper Training Academy trainers and assessors will maintain accurate and current records of each student's progress and achievement of competencies in the area of their study. These records will be entered on the The Klepper Training Academy database system during training and assessment or immediately at the completion of training and assessment.



As students complete each competency, the trainer or assessor will check the achievements against the relevant qualification packaging rules and sign off successfully completed competencies.

All details of full or partially completed competencies will be recorded and stored on the student's file.

Upon completion of all relevant competencies within a qualification, the student will be entitled to receiving the full qualification. The certificate and academic record and / or statement of attainment will be produced and signed by The Klepper Training Academy management, trainer and / or assessor, and presented to the student.

A scanned electronic copy of all signed qualifications issued will be converted to PDF format and secured in the student's file.

Student Access to Records

Students have the right to request information about or have access to their own individual records. The Klepper Training Academy trainers and assessors or administration staff will provide the requested information or access. Students also have the right to request a hard copy of their own individual file that can be supplied as a printout from records retained within the data management system.

You should feel free to ask your The Klepper Training Academy trainer and assessor or administration staff at any time for a printout of your progress.

Privacy

The Klepper Training Academy considers student privacy to be of utmost importance and will practice a high standard of care and concern in regard to maintaining student privacy in all aspects of business operations. Any persons external to the organisation acting on behalf of The Klepper Training Academy are made aware of the confidentiality procedures and privacy policies prior to commencing work with The Klepper Training Academy.



The Klepper Training Academy will comply with all legislative requirements including the Privacy Act 1988 (Commonwealth) and Australian Privacy Principles (2014). The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) made many significant changes to the Privacy Act 1988 (Privacy Act). These changes commenced on 12 March 2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014.

The Klepper Training Academy ensures no student information is disclosed without the student's consent, except as required by law or in adherence to the SNR. Student consent must be obtained in writing from the student, unless the student is under the age of 18 years, in which case written consent from their parent or guardian must be obtained. Consent to disclosure of information forms and / or letters will be recorded.

Recognise Qualifications of Another RTO

The Klepper Training Academy will recognise all AQF qualifications and statements of attainment issued by any other RTO. If any ambiguity is detected when validating a student's certification, The Klepper Training Academy will seek verification from the relevant RTO before recognising the qualification or statement of attainment.

Procedure for Recognition of Qualifications

Students enrolling with The Klepper Training Academy will be made aware of the recognition of qualifications policy by The Klepper Training Academy staff at the time of enrolment to offer the opportunity of recognition of relevant qualifications or statements of attainment prior to the commencement of training. The Klepper Training Academy trainers will remind students of the policy progressively throughout the duration of their course.

When a student presents an AQF qualification or statement of attainment to a trainer or staff member, a copy of the certificates will be taken and submitted to The Klepper Training Academy for verification. The Klepper Training Academy will verify the authenticity of the qualification or statement of attainment.

The verified copy of the qualification or statement of attainment is placed in the student's file. Once verification of the qualification or statement of attainment has been established, The Klepper Training Academy staff will inform the student and offer exemption from the relevant unit(s) of competency. Staff will ensure the student is aware of and understands what component(s) of their training and assessment are affected.



Credit Transfer

Credit transfer refers to the transferral of academic credit obtained by students through participation in courses or national training package qualifications with other RTOs, towards a qualification offered by The Klepper Training Academy. Credit transfer is granted on the basis that the credit validates the student's competency within the relevant qualification / unit of competence. Credit transfer of a qualification / unit of competence is available to all students enrolling in any training program offered by The Klepper Training Academy.

Unique Student Identifier

The [Unique Student Identifier \(USI\)](#) scheme, enabled by the Student Identifiers Act 2014, allows students to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs. The online system provides each student with a USI.

The USI scheme will provide a national online authenticated record of student's training attainment and will serve as a building block for a range of vocational education and training reforms. Over time, the ability of students to access and share their training records will make enrolment processes more efficient for training providers and students. Training providers will have access to an online information source to manage student transfers between training providers, and the assessment of credit transfer and pre-requisites.

The Klepper Training Academy will only issue a qualification or statement of attainment to a student after the student has provided a verified USI or The Klepper Training Academy applies for a USI on behalf of the student. To avoid any delays in issuing certification documentation The Klepper Training Academy will ensure that student's USIs are applied for or verified USI at the time of enrolment.



The Klepper Training Academy will protect the security of all information related to USIs. Security measures are in place to protect both digital and hard-copy records from loss, damage or unauthorised access. The Klepper Training Academy stores paper based records in locked cabinets. Digital records are backed up on a Cloud system. All AQF certification documentation issued by The Klepper Training Academy is kept for 30 years. Where a qualification or statement of attainment is recorded in the USI scheme, The Klepper Training Academy does not retain additional records to demonstrate this because the required records will exist within the USI scheme.

When reporting data about the training, each record of nationally recognised training that is provided to the national centre for vocational education research (NCVER) national VET provider collection will have a USI attached. This USI will be used to draw down on this data collection in real time. This means that, in the future, students will be able to draw down a record of their VET achievements from one place. They can view this online or they can use the data to develop a transcript that they can attach to a job application, for example.

The USI will be increasingly useful for The Klepper Training Academy when the data builds, The Klepper Training Academy (with the student's permission) will be able to draw down information about that student's previous VET attainments throughout Australia. This will assist with assessing student's admission to courses, for credit transfer and in some circumstances, their eligibility for funding. More information is available from the [Department of Industry's website](#) where a comprehensive [video](#) outlines the USI scheme for The Klepper Training Academy staff.



TRAINING AND ASSESSMENT

The Klepper Training Academy is committed to delivering high quality training and assessment services that exceed the expectations of their students. To ensure this, The Klepper Training Academy has implemented processes for data collection and analysis within its operations that ensure the continuous improvement of training and assessment. Continuous improvement measures in this area respond to the results of data analysis and involve all internal and external stakeholder groups.

The quality and continuous improvement policy and procedure defines the methods of data collection and analysis. In order to provide high quality outcomes to their clients and students, The Klepper Training Academy ensures that strategies for training and assessment are developed with effective consultation with industry and stakeholders.

Principles of Training and Assessment

Training and assessment strategies developed by The Klepper Training Academy will adhere to the following principles:

- Training and assessment strategies are developed for each qualification / unit of competency that will be delivered and assessed.
- All training programs will require the development of a training and assessment strategy for full and partial completion of a qualification.
- Each training and assessment strategy will be developed in consultation with industry representatives, trainers, assessors and key stakeholders.
- Training and assessment strategies will reflect the requirements of the relevant training package and will identify target groups.
- Training and assessment strategies will be validated annually through the internal review procedures.

Quality training and assessment principles

The Klepper Training Academy will apply the Principles of Assessment and the Rules of Evidence.

Principles of assessment

To ensure quality outcomes, assessment should be:



Fair

Fairness in assessment requires consideration of the individual student's needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the assessor and the student to ensure that the student is fully informed about, understands and is able to participate in the assessment process, and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be re-assessed if necessary.

Flexible

To be flexible, assessment should reflect the student's needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency and the student; and support continuous competency development.

Valid

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment against the units of competency must cover the broad range of skills
- Knowledge that are essential to competent performance
- Assessment of knowledge and skills must be integrated with their practical application
- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency

Reliable

Reliability refers to the degree to which evidence presented for assessment is consistently interpreted and results are consistent with assessment outcomes. Reliability requires the assessor to have the essential competencies in assessment and relevant vocational competencies (or to assess in conjunction with someone who has the vocational competencies). It can only be achieved when assessors share a common interpretation of the assessment requirements of the unit(s) being assessed.



Rules of Evidence

These are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is:

Valid

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment against the units of competency must cover the broad range of skills
- Knowledge that are essential to competent performance
- Assessment of knowledge and skills must be integrated with their practical application
- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency

Sufficient

Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.

Authentic

To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the student's own work.

Current

In assessment, currency relates to the age of the evidence presented by a student to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence collected must be from either the present or the very recent past.



CONNECTING TRAINING AND ASSESSMENT WITH THE WORKPLACE

To maximise the outcomes for students, The Klepper Training Academy ensures that every opportunity to connect training and assessment with the workplace is utilised. Opportunities will be developed in consultation with the relevant workplace personnel and responsibilities clearly communicated to all involved.

To identify a range of delivery and assessment methods that meet a variety of needs, an ongoing schedule of industry liaison and consultation will be adhered to. These consultations will be documented with meetings and memorandums acknowledged by those industry and enterprise representatives involved in consultation relative to the development of assessment strategies.

Students enrolled in a traineeship program will normally be working for an employer within the industry. In some circumstances employers may offer a contribution towards the cost of training and assessment, which is encouraged by The Klepper Training Academy.

The Klepper Training Academy will:

- Work with your individual workplace (as required) to align performance evidence to your qualification. This is done utilising our 'Work Based Learning' application which allows your supervisor to report when you have completed a workplace training requirement.
- Involve workplace personnel in planning workplace programs, where they are relevant to the training and assessment program.
- Ensure that the training and assessment program makes full use of opportunities at the workplace.
- Monitor each student's progress and the support provided to them by workplace personnel.
- Consult with workplace personnel in the development of workplace training and assessment processes.
- Inform workplace personnel of their training and assessment roles and responsibilities, and accept these responsibilities, where relevant to the training and assessment program.
- Monitor support provided to each student by workplace personnel.
- Monitor the student's progress.



Assessment Policy

The Klepper Training Academy acknowledges the critical role that assessment plays in determining the competency of students. In developing the assessment (including RPL) for each qualification and unit of competence, the MD will ensure:

- Compliance with the assessment guidelines from the relevant training package, qualification and unit of competence of accredited course.
- Assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF).
- Assessment complies with the principles of competency based assessment and informs the student of the purpose and context of the assessment.
- The rules of evidence guide the collection of evidence to support the principles of validity and reliability.
- The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment.
- Timely and appropriate feedback is given to students.
- Assessment complies with The Klepper Training Academy's access and equity policy.
- All students have access to re-assessment on appeal.

The Klepper Training Academy implements an assessment system that ensures that assessment (including Recognition of Prior Learning) complies with the assessment requirements of the relevant training package or VET accredited course. The Klepper Training Academy recognises that each unit of competency contains assessment requirements relating to; performance evidence, knowledge evidence and assessment conditions.



TRAINING GUARANTEE

It is the intention of the MD of The Klepper Training Academy that all students will receive the full training services paid for at all times, including but not limited to training and assessment, assessment only, recognition of prior learning or short courses. The corporate structure, governance and financial management systems and processes guarantee the training for students enrolled with The Klepper Training Academy Specifically, the integrity, business experience and training expertise of the MD ensure continuity of training and completion of training is guaranteed for all students. The continuous improvement and quality management practices employed by The Klepper Training Academy MD and staff are designed to proactively identify any anomaly that might cause a business interruption or training failure, and address this situation before any students are affected.

Protecting fees prepaid by individual students

Student's training is further protected by The Klepper Training Academy's financial management policy and procedure. Fees paid in advance are not transferred to the operating account until training commences.

Furthermore, should an interruption occur while a student is enrolled in a training program, the student will be advised of any changes in writing and given time to respond. The student will be given the opportunity to respond, agree or offer input.

Protecting students that do not prepay in advance

Where fees are not collected in advance from individual students i.e. invoice in arrears, The Klepper Training Academy will send each client/student an invoice after training is completed.

Protecting students where course fees are less than \$1500

The corporate structure, governance and financial management systems and processes guarantee the training for students enrolled with The Klepper Training Academy Specifically, the integrity, business experience and training expertise of the MD ensure continuity of training and completion of training is guaranteed for all students.



Student's training is further protected by The Klepper Training Academy's financial management policy and procedure. Fees paid in advance are not transferred to the operating account until training commences.



RECOGNITION OF PRIOR LEARNING

Recognition of prior learning means recognition of competencies currently held, regardless of how, when or where the learning occurred. These competencies may be attained through any combination of formal or informal training and education, work experience or general life experience. In order to grant RPL, the assessor must be confident that the student is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualifications Framework accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

The Klepper Training Academy appreciates the value of workplace and industry experience, and recognises that students will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired and the RPL process is designed to provide validation of such relevant skills.

The Klepper Training Academy's recognition of prior learning process

Recognition of Prior Learning (RPL) is an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and / or partial or total completion of a VET qualification.

The recognition of prior learning (RPL) process will be offered to and explained to all relevant students. All students will have access to The Klepper Training Academy's RPL policy which is contained in the Klepper Training Academy student handbook and is available on request.

Students who believe they have already obtained current skills and knowledge that would otherwise be covered in the qualification / unit of competence for which they intend to attain, should apply for RPL at the time of enrolment. The student's skills and knowledge will be assessed and validated, and where appropriate, units of competency acknowledged and face-to-face training reduced.



As part of the Klepper Training Academy enrolment policy, trainers will advise students of the availability of RPL policy, explain what the process involves and how it relates to the attainment of the qualification. Trainers will remind students of this option progressively throughout their time in training, in order to provide multiple opportunities for students to engage in the RPL process.

When approached by a student seeking RPL, trainers will:

- Provide the student with copies of an RPL Introduction Letter
- Provide the student with information about the types of evidence that can be used to support an RPL application

Recognition of prior learning fee

The student will be charged an RPL fee depending on the course that RPL is applied for. The RPL fee for all courses is disclosed to students on the Enrolment Form. This includes the initial application, consultation either in person or via phone with a suitably qualified assessor, the RPL assessment and (if successful) certification.

Where the student is not able to achieve the full qualification through RPL and gap training is required, a training plan and costing structure will be mutually agreed upon. The basis of the cost structure will be pro-rata on a unit-by-unit basis based on the scheduled course fee.



CLIENT SERVICES

The Klepper Training Academy is committed to delivering high quality services that support students throughout their training and assessment. This commitment is based on a client focused operation that produces the best possible outcome for students. The Klepper Training Academy will ensure students are informed of the services they are to receive, their rights and obligations, and the responsibilities of the RTO. Students who undertake training with The Klepper Training Academy receive every opportunity to successfully complete their chosen training program. The Klepper Training Academy will provide students with information prior to commencement of services including any subcontracting arrangements affecting the delivery of training and/or assessment.

Student advice

The Klepper Training Academy takes a systematic approach to establish and recognise the needs of each client. It is a requirement that all staff members do their utmost to meet the needs of students. Where a student's need is outside the scope or skill of the organisation they will be referred to an appropriate service or an alternate training organisation.

The Klepper Training Academy delivers specialised training and assessment services². As such, it is vital that all students are informed of and understand the extent of the training course that they are enrolling in. The Klepper Training Academy has in place a process and mechanism to provide all clients information about the training, assessment and support services to be provided, and about their rights and obligations, prior to enrolment or entering into an agreement.

In summary, The Klepper Training Academy will provide:

² Services include:

- (a) Pre-enrolment materials;
- (b) Study support and study skills programs;
- (c) Language, Literacy and Numeracy (LLN) programs or referrals to these programs;
- (d) Equipment, resources and/or programs to increase access for students with disabilities;
- (e) Learning resource centres;
- (f) Mediation services or referrals to these services;
- (g) Flexible scheduling and delivery of training and assessment;
- (h) Counselling services or referrals to these services;
- (i) Information technology (IT) support;
- (j) Learning materials in alternative formats, for example, in large print; and
- (k) Learning and assessment programs customised to the workplace.



- Training programs and services that promote inclusion and are free from discrimination.
- Support services, training, assessment and training materials to meet the needs of a variety of individual students.
- Consideration of each individual's needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment.
- Opportunity for consultation between staff and students so that all aspects of individual circumstances can be taken into consideration when planning training programs.
- Consideration of the views of students' community, government agencies and organisations, and industry when planning training programs.
- Access to information and course materials in a readily available, easily understood format.
- Information to assist students in planning their pathway from school or the community to vocational education and training.

While The Klepper Training Academy guarantees that all students will receive the full training services paid for, it does not guarantee a student will successfully complete the course in which they are enrolled or that the student will obtain a particular employment outcome outside the control of The Klepper Training Academy.

Student information policy

The Klepper Training Academy will provide all relevant information and directions to each student prior to enrolment as part of the student induction to enable the student to make informed decisions about undertaking training with The Klepper Training Academy. This information will be clear and readily available in print or referral to an electronic copy. This will include details required to source the The Klepper Training Academy student handbook, available as PDF document on The Klepper Training Academy website:

The Klepper Training Academy will provide the following information specific to each student:

- The code, title and currency of the AQF qualification, skill set or VET course to which the student is to be enrolled, as published on the National Register the services the RTO will provide to the student including the:
 - Estimated duration of the services.
 - Expected locations at which the services will be provided.



- Expected modes of delivery.
- Name and contact details of any subcontractor which will provide training and assessment to the student.
- The student's obligations including any requirements that The Klepper Training Academy requires the student to meet to enter and successfully complete their chosen AQF qualification, skill set or VET course
- Any materials and equipment that the student must provide; the educational and support services available to the student

Where there are any changes to agreed services, The Klepper Training Academy will advise the student in writing and with a follow-up telephone call as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

Client Selection and Enrolment Procedure

Client selection

Enrolment and admission into some The Klepper Training Academy training programs is subject to meeting certain prerequisite conditions and/or entry requirements. Specific details of the prerequisites pertaining to these training programs are contained in individual course documentation and are made available prior to enrolment. In the case that a potential student does not meet the prerequisite conditions and/or entry requirements, The Klepper Training Academy staff will endeavour to assist them in understanding their options in regard to meeting the standards. Any questions regarding these arrangements can be addressed by trainers or The Klepper Training Academy management.

Enrolment

The enrolment procedure commences when a student contacts The Klepper Training Academy expressing interest in a training program(s). The Klepper Training Academy staff will respond by dispatching by suitable means an enrolment form, student handbook, literature on the program(s) being considered and any other documentation which may be relevant.



Enrolment applications will then be assessed to ensure that the student meets any prerequisites and/or entry requirements that have been set for the selected course. Students will be informed of successful enrolment and sent information on the course and their course induction. Students who do not meet the prerequisites for the selected course will be notified of their unsuccessful enrolment and invited to contact The Klepper Training Academy to discuss their training needs and alternative opportunities.

Pre-course letter

As an additional support to enrolling students, The Klepper Training Academy will send a pre-course letter to the student prior to the commencement of training. Information includes the time, date and location of training, the resources the student should bring to the course and overview of the units of competency to be studied and the format/style of training to be provided.

Pre-course evaluation checklist

A pre-course evaluation of each student is conducted. Questions are designed to identify the student's needs, so The Klepper Training Academy staff members can evaluate any requirements the student may have to improve his/her learning experience and outcome. These questions are integrated within the enrolment form.

The designated The Klepper Training Academy staff member will receive and assess each student's pre-course evaluation checklist. Based on the information in the checklist, the enrolment form, interview, induction and any other relevant correspondence and conversation, The Klepper Training Academy staff and management may offer additional support. Examples of the support services may include:

- Study support and study skills programs.
- Language, literacy and numeracy (LL&N) programs or referrals to appropriate programs.
- Equipment, resources and / or programs to increase access for students with disabilities.
- Learning resource centres.
- Mediation services or referral to appropriate services.
- Flexible scheduling and delivery of training and assessment.
- Counselling services or referral to appropriate services.
- Information technology support.
- Learning materials in alternative formats i.e. large print.



- Learning and assessment programs customised to the workplace.

Induction

On successful completion of the enrolment process, all students will undergo an induction program including:

- Introduction to The Klepper Training Academy training staff
- Confirmation of the course being delivered
- The training and assessment procedures including method, format and purpose of assessment
- Qualifications to be issued
- Student handbook provided

Access and Equity

The Klepper Training Academy is committed to practicing fairness and providing an equal opportunity for all current and potential students to access and participate in learning, and to achieve their learning outcomes regardless of age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location that may present a barrier to access, or any other perceived difference in class or category. The Klepper Training Academy ensures that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services. The Klepper Training Academy will address access and equity matters as a nominated part of operational duties.

If a student identifies with one or more of the following priority groups, he/she may be able to receive additional assistance:

- Aboriginal and / or Torres Strait Islander people
- Carers of people who are ill, aged or who have a disability
- People with a disability
- Women and girls who are returning to education and training
- Women and girls who are seeking training opportunities in non-traditional roles
- Young people aged 15 to 25
- Australian South Sea Islanders
- Parental job seekers
- People with English language, literacy and numeracy needs
- Mature aged workers who require up skilling
- Long term unemployed and disadvantaged jobseekers
- People from different cultural and ethnic backgrounds



- People who speak a language other than English

The Klepper Training Academy has developed this quality management and operational framework to guide and inform all staff and students in their obligations regarding access and equity. Upon induction into The Klepper Training Academy, all staff is provided with copies of the policies which they must adhere to throughout all their operations as an The Klepper Training Academy staff member. Students are made aware of the access and equity policy via the Klepper Training Academy student handbook and informed of their rights to receive access and equity support and to request further information.

The Klepper Training Academy access and equity policies are in place to ensure that training opportunities are offered to all people on an equal and fair basis in all circumstances, irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

Practicing these policies will guarantee that any student who meets The Klepper Training Academy entry requirements will be accepted into any training programs. If any student or staff member have issues or questions regarding access and equity, or believes they have been treated unfairly, they will be directed to The Klepper Training Academy's management for consultation.

Language, Literacy and Numeracy Assistance

The Klepper Training Academy course information and learning materials contain written documentation and in some cases, numerical calculations.

The Klepper Training Academy recognises that not all students will have the same level of ability in relation to reading, writing and performing calculations. When an issue is identified by The Klepper Training Academy staff or requested by a student, a language, literacy and numeracy test will be provided to assess the student's ability. This process is to ensure that all students who commence a training program possess the skills required to understand the presented material and complete assessments.

The Klepper Training Academy will endeavour to provide assistance to students having difficulty with language, literacy or numeracy to accommodate their needs. In the event that a student's needs exceed the ability of The Klepper Training Academy staff to assist, the student will be referred to an external support agency, so they have the opportunity to obtain the skills required to complete the training program.



Student support

Student support policy

The Klepper Training Academy will make all reasonable effort and utilise a variety of available methods to assist all students in their efforts to complete training programs. The Klepper Training Academy will determine the support needs of individual students and provides access to the educational and support services necessary for the individual student to meet the requirements of the AQF qualification, skill set or VET course as specified in training packages or VET accredited courses. The Klepper Training Academy will continue to develop strategies to make support available where gaps are identified.

Trainers are responsible for ensuring that all students are aware they can contact their trainer or other The Klepper Training Academy staff members in the event that they are experiencing difficulties with any aspect of their studies. Staff will ensure students have access to the full resources of The Klepper Training Academy to assist them in achieving the required level of competency in all nationally recognised qualifications.

In the event that a student is experiencing personal difficulties, training staff will encourage the student to contact The Klepper Training Academy who will provide discreet, personalised and confidential assistance as according to the nature of the difficulties.

In the event that a student's needs exceed the capacity of the support services The Klepper Training Academy can offer, they will be referred to an appropriate external agency. Extensive information regarding support agencies, resources and services may be sourced online. The Klepper Training Academy staff members will assist students to source appropriate support.

Flexible delivery and assessment procedures

The Klepper Training Academy recognises that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a student who is experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.



The staff and management of The Klepper Training Academy respect these differences among students and will endeavour to make any necessary adjustments to their methods in order to meet the needs of a variety of students. For example, the inability to complete a written assessment will not be interpreted as a sign of incompetence, provided the student can verbally demonstrate competency.

Acceptable adjustments to teaching and assessment methods may include, but are not limited to; having a trainer read assessment materials to students, having a student's spoken responses to assessment questions recorded or allowing a student to sit for an assessment alone in a different room.

The Klepper Training Academy staff will pursue any reasonable means within their ability to assist students in achieving the required competency standards. In the event that a student's needs exceed the capacity of the support services The Klepper Training Academy can offer, they will be referred to an appropriate external agency.

Reasonable adjustment

Reasonable adjustment means adjustments that can be made to the way in which evidence of student performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent / not yet competent decisions (and / or awarding grades) should not be altered in any way. That is, the standards expected should be the same irrespective of the group and / or individual being assessed; otherwise comparability of standards will be compromised.

Discipline

The Klepper Training Academy makes every effort to practice cooperation and mutual respect in all internal and external dealings to uphold high quality, professional training and assessment services. The same disciplined behaviour is expected of students as a contribution to a functional learning environment, and as a sign of respect to staff and fellow students.

Professional Behaviour

The Klepper Training Academy Management advises any trainer or staff member who is dissatisfied with the behaviour or performance of a student that they have the authority to:

- Warn the student that their behaviour is unsuitable, or



- Ask a student to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

If a student wishes to object or lodge an appeal against the disciplinary action taken, they have the right and opportunity to follow the The Klepper Training Academy complaint procedure.

The Klepper Training Academy staff are expected to maintain a professional and ethical working relationship with all other staff members, management and students. Breaches of the disciplinary standards will result in discussion between the relevant trainer and The Klepper Training Academy, and appropriate action will be taken.

Plagiarism

Definition³

Plagiarism is the "wrongful appropriation" and "purloining and publication" of another author's "language, thoughts, ideas or expressions," and the representation of them as one's own original work.

Policy

Plagiarism is considered academic dishonesty and a breach of journalistic ethics. It is subject to serious sanctions such as expulsion. It is quite reasonable to research material in the course of undertaking assessment. All sources, however, must be clearly referenced. The Klepper Training Academy's MD takes a very strict approach to plagiarism and proven incidents will not be tolerated.

³ From www.wikipedia.org



ACADEMIC AND NON-ACADEMIC GRIEVANCE POLICY AND PROCEDURE

Academic and Non-Academic Grievance Policy

An academic and non-academic grievance handling policy and procedure is available to all persons wishing to make a grievance, appeal or any other manner of objection in relation to the conduct of The Klepper Training Academy. The grievance procedure will address both formal and informal complaints. All formal complaints must be submitted in writing to The Klepper Training Academy management and will be heard and addressed, including a response to the aggrieved person, within ten (10) working days of receipt.

The Klepper Training Academy management will maintain a grievance register to document the course of action and resolution of all formal grievances. All grievances substantiated by the grievance procedure will be reviewed as part of The Klepper Training Academy continuous improvement procedure.

This Policy & Procedure ensures the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process. The Klepper Training Academy is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system which is easily accessible to all complainants.

The Klepper Training Academy aims to:

- Develop a culture that views grievances as an opportunity to improve the organisation and how it works.
- Set in place a grievance handling system that is client focused and helps The Klepper Training Academy to prevent grievances from recurring.
- Ensure that any grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality.
- Ensure that the views of each complainant and respondent are respected and that any party to a grievance is not discriminated against nor victimised.
- Ensure that there is a consistent response to grievances.

A grievance can be defined as a person's expression of dissatisfaction with any aspect of The Klepper Training Academy's services and activities, including both academic and non-academic matters, such as:

- The enrolment, induction / orientation process.



- The quality of education provided.
- Academic issues, including student progress, assessment, curriculum and awards in a VET course of study.
- Handling of personal information and access to personal records.
- The way someone has been treated.

These grievance procedures are designed to ensure that The Klepper Training Academy responds effectively to individual cases of dissatisfaction.

It is the responsibility of The Klepper Training Academy management to ensure adherence to the grievance procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the grievance procedure and supply of complaint forms.

If the student is still not satisfied with the resolution of the grievance after following and exhausting the grievance procedure, the student may contact ASQA and lodge a written complaint via the online complaints form.

Academic and Non-Academic Grievance Procedure

All persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of The Klepper Training Academy or any third party (such as other students, outsourced trainers, subcontractors, staff, trainers, assessors) have access to the following procedure:

This procedure can be utilised by complainants to submit a grievance of an academic or non-academic nature. Grievances of an academic nature include issues related to student progress, assessment, curriculum and awards in a VET course of study. Grievances of a non-academic nature cover all other matters including grievances in relation to personal information that The Klepper Training Academy holds in relation to an individual.

During all stages of this procedure The Klepper Training Academy will take all steps to ensure that:

- The complainant and any respondent will not be victimised or discriminated against;
- The complainant has an opportunity to formally present their case and each party to a grievance may be accompanied and assisted by a support person at any relevant meetings;
- A full explanation in writing for decisions and actions taken as part of the process will be provided if so requested by the complainant or a respondent;



- Where the internal or external grievance handling or appeal process results in a decision that supports the complainant, The Klepper Training Academy will immediately implement any decision and/or corrective action required and advise the complainant of the outcome. This may include the updating of any relevant policies and procedures as well as the Staff Training Handbook and the Student Handbook where appropriate.

STAGE ONE – Formal Grievance

Formal grievances must be submitted in writing marked to the attention of the Klepper Training Academy operations team via the email method below:

E: hello@klepper.edu.au

Receipt of the grievance will be acknowledged in writing. The grievance handling process will commence within ten (10) working days of the receipt of the formal grievance and all reasonable measures will be taken to finalise the process as soon as practicable.

The Operations Manager, or their nominees, will then, if necessary, seek to clarify the outcome that the complainant hopes to achieve.

Such clarification may be sought by written or verbal request or by a face-to-face interview with the complainant. When such clarification occurs in a face-to-face interview, the complainant or respondent may ask another person to accompany them.

The Operations Manager, or their nominee, will then endeavour to resolve the grievance and will provide a written report to the complainant on the steps taken to address the grievance, including the reasons for the decision, within ten (10) working days. The report will further advise the complainant of their right to access the internal appeals process if they are not satisfied with the outcome of their formal grievance.

STAGE TWO – Internal Appeal:

If a complainant is dissatisfied with the outcome of their formal grievance they may lodge an appeal with the MD (who is senior to the original decision maker) within twenty (20) working days of receiving notification of the outcome of the formal grievance. The MD will appoint an appropriate person or committee to consult with the complainant and other relevant parties within ten (10) working days.



Where possible, such consultations should take the form of face-to-face interviews. The complainant or the respondent may ask another person to accompany them to these interviews.

Following the consultation, the MD or their nominee, will provide a written report to the complainant advising further steps taken to address the grievance, including the reasons for the decision, within ten (10) working days. The report will further advise the complainant of their right to access the external appeals process if they are not satisfied with the outcome of the internal appeal.

STAGE THREE – External Appeal:

If the complainant is dissatisfied with the outcome of their appeal, they may lodge an external appeal. If you wish to further appeal this decision you may lodge an appeal with an independent dispute resolution body such as Resolution Institute. Upon referral of a dispute and appointment of a mediator, the Resolution Institute mediator will charge an initial fee of \$450.00 for the first 4 hours of their services, or part thereof (current as of February 2018). This includes pre-mediation services. Subsequent hours are billed at a rate of \$165 per hour, or part thereof. The costs are shared between the parties unless prior arrangements are made.

As the fees listed may change, please call the Resolution Institute to find out updated fees and charges associated with a referral on 1800 651 650.

<http://www.resolutioninstitute.com.au>

The student may supply additional information to the independent dispute resolution body which they did not previously supply to The Klepper Training Academy either in the original application or the request for review.

Further Action

Where the person reporting a grievance remains unsatisfied with the outcome of the grievance handling procedure, the person making a grievance is to be directed to the following external agencies:

In relation to consumer protection issues, these may be referred to the Office of Fair Trading.

In relation to the delivery of training and assessment services, these may be referred to the National Training Complaints Service via the following phone number: 13 38 73.



The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law.

Nothing in this policy and procedure limits the rights of individuals to take action under Australian Consumer Protection laws. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies.

Enrolment Status

Where a current student chooses to access this policy and procedure, The Klepper Training Academy will maintain that person's enrolment while the grievance handling process is ongoing.

Record Keeping & Confidentiality

A written record of all grievances handled under this procedure and their outcomes shall be maintained for a period of at least five (5) years to allow all parties to the grievance appropriate access to these records upon written request to the Privacy Manager.

All records relating to grievances will be treated as confidential and will be covered by The Klepper Training Academy's Privacy and Personal Information Procedures.

Delayed Processes

In the unusual circumstances where a delay in the grievance process occurs, where longer than sixty (60) calendar days are required to process and finalise the complaint or appeal, The Klepper Training Academy will inform the complainant in writing. In line with the importance that The Klepper Training Academy places on open and transparent processes and communication, the first written communication will be made at five (5) days. From that point, the complainants will be regularly updated on the progress of the matter. Including reasons why more time is required.

Record and Review

The grievance policy of The Klepper Training Academy highlights the importance of accurate documentation through the maintenance of records of all processes and outcomes.



All grievances (complaints and appeals) will be reviewed at The Klepper Training Academy monthly management meetings. Continuous improvement procedures may be actioned when the complaint/appeal procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the complaint identifies a problem with current The Klepper Training Academy policies and / or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.



APPENDIX: GLOSSARY

A

AQF	Australian Qualification Framework
AQTF	The Australian Quality Training Framework
ASQA	Australian Skill Quality Authority
ATO	Australian Taxation Office
AVETMISS	Australian Vocational Education and Training Management Information Statistical Standard

B

BAS	Business Activity Statement
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C

CAL	The Copyright Agency Ltd
MD	Chief Executive Officer
COAG	Council of Australian Governments
COAGISC	Council of Australian Governments Industry and Skills Council
CPA	Certified Practising Account
CQI	Continuous Quality Improvement
CV	Curriculum Vitae

E

EFTPOS	Electronic Funds Transfer Point of Sale
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G

GST	Goods, Services Tax
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I

ISC	Industry Skills Council
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J

JP	Justice of the Peace
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K

KOLE	The Klepper Online Learning Academy (Learner Management System)
KTA	The Klepper Training Academy

M

MS Access	Microsoft Access
MS Excel	Microsoft Excel

N

NCVER	National Centre for Vocational Education Research
NQC	National Quality Council
NRT	Nationally Recognised Training
NVR	National Vet Regulator
NGO	Non-Government Organisation



O	
OHS	Occupational Health and Safety
P	
PDF	Portable Document Format
PPE	Personal Protective Equipment
Q	
QI	Quality Indicators
R	
RTO	Registered Training Organisation
S	
SNR	Standards for Initial Registration
SWOT	
ANALYSIS	Strengths, Weaknesses, Opportunities and Threats Analysis
T	
TAE	Training and Education
TESTAMUR	Certificate of Merit or Proficiency
U	
USI	Unique Student Identifier
V	
VET	Vocational Education and Training
W	
WHS	Work Health and Safety