



# Student Handbook

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# Mission Statement

Access to career pathways and opportunities for every student.



## MISSION

We believe in the impact that training can have on a student's life. It can set their life on a completely different trajectory.





## WHAT MAKES US DIFFERENT?

Tactile Learning has been established to provide quality training and education in a holistic and practical approach. We want to impart practical skills but include life skills which will benefit their everyday lives and especially their future.

Our trainers hold industry relevant and well-practiced hand skills and are passionate to instill positive life skills and inspire creativity and hope to our students.

## Access & Equity

Tactile Learning is firmly committed to achieving best practice in the provision of training, by promoting the establishment of strategies and processes which effectively gives access and equity to anyone who desires training. Tactile Learning will strive to ensure that we are responsive to the individual needs of students whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes. We have designed our programs and services to be relevant, accessible, fair and inclusive by:

-  Promoting programs and services to the community in a manner that includes and reflects the diverse student population, to ensure that all prospective students are well informed on the options available to meet their individual training needs.
-  Increasing the skills base of the people in the community to improve employability in line with the skills requirements of relevant organisations.
-  Undertaking to eliminate policies, practices, structures, assumptions and behaviours which may contribute to restrictions on access and equity.
-  Equipping our trainers with resources to increase access for learners with disabilities or special needs learners.

## Application & Enrolment

To start the application and enrolment process, please fill out the enquire form on our website [www.tactilelearning.com.au](http://www.tactilelearning.com.au) or e-mail the office with your individual enquiry [admin@tactilelearning.com.au](mailto:admin@tactilelearning.com.au).

The application and enrolment process for school students wanting to participate in our VET courses are asked to contact their school's VET coordinator directly.

Students wanting to access government funding will be required to produce a valid form of ID, proof of citizenship, proof of residency and a USI number (see USI policy below) . All applications will be considered according to any pre-requisites and any other course or funding eligibility requirements.

QLD students wanting to access VETiS funding, will be required to have a USI and LUI number, be in Grade 10-12, not have previously accessed and completed a Certificate I or II (exceptions for school RTO certificates), be an Australian or New Zealand citizen (some Visa's are permitted), be a resident in Queensland. Your school VET coordinator or year level coordinator will send you an e-mail with an enrolment link. Please complete the online enrolment with a parent/guardian and submit your enrolment. Once you have completed your enrolment, you will receive an e-mail to create a user account for our LMS (Learning Management System). We will conduct your eligibility searches and confirm your attendance of a QLD school.

If you are a QLD student who wishes to participate in our course as a fee-for-service student, you will still need to complete an enrolment form, but you will also be required to pay a deposit before we can activate you in our system.

Should you require any more information regarding the application and enrolment process, please do not hesitate to contact our office on [admin@tactilelearning.com.au](mailto:admin@tactilelearning.com.au) or contact us at 07 3348 3101.

## USI (Unique Student Identification) Policy

Tactile Learning is legally obliged to obtain and verify a USI number from our students who complete national accredited training with us.

What is a Unique Student Identifier (USI)?

“A USI is your individual education number for life. It also gives you an online record of your vocational education and training (VET) undertaken in Australia.

If you're at university, TAFE or doing other nationally recognised training, you need a USI. Without one, you can't get Commonwealth financial assistance or your qualification or statement of attainment.” <https://www.usi.gov.au/>

### USI Procedures

- ✦ Students are to provide their USI number on their online enrolment form.
- ✦ If the student does not already have a USI number, they are provided with instructions on how to register for a USI number or school students are asked to speak to their VET coordinator about obtaining a USI.
- ✦ Students are given the option to give Tactile Learning permission to create a USI number on their behalf. Students need to have a form of ID with them.
- ✦ Preferred Name:  
We have received permission from USI to print your preferred name on a Certificate or Statement of Attainment, as long as your preferred name is registered with USI. Please provide a screenshot to [admin@tactilelearning.com.au](mailto:admin@tactilelearning.com.au) as proof that your preferred name has been added, before the Certificate/Statement of Attainment is issued.

## Induction

Tactile Learning will undertake an induction for each new student prior to the commencement of training to ensure that all students are provided with all relevant information.

Induction includes:

- A language, literacy and numeracy assessment
- Student evaluation of enrolment and induction process.
- Advice about the training product, including codes, estimated duration; expected locations; work experience duration (as required)
- An overview of the organisational structure of Tactile Learning, and all relevant policies and procedures
- Student rights and responsibilities
- A discussion of fees, charges, refunds and student contribution fees
- Eligibility, details and restrictions with Government funding arrangements
- An overview of the facilities, and relevant health and safety issues. Where Tactile Learning is using a school or external facility to provide the course, Tactile Learning is covered by existing health and safety policies.
- An opportunity for all students to ask questions or raise any concerns regarding the course they are enrolling in
- Support services available

## Fees and Refunds

For our current fees please visit our website and select "Fees and Funding"  
<https://www.tactilelearning.com.au/student-info/>

### USER CHOICE - CONTRIBUTION FEES

In the event an apprentice/trainee either cancels their training contract or nominates to change to another SRTO, contribution fees paid for units not yet commenced will be reimbursed to the payee.

A request for refund will not apply as this will be processed automatically on cancellation.

### CERTIFICATE 3 GUARANTEE - CO-CONTRIBUTION FEE

In the event a student cancels or withdraws from their training, co-contribution fees will be reimbursed for any unit of competency not yet commenced.

### VET IN SCHOOLS

This training is fee free to eligible students - no refund of fees is applicable.

### **Fee Exemptions** for Funded Programs

In some cases, Apprentices/Trainees and Students funded under Queensland Government User Choice and C3G funded programs may attract partial or full co-contribution fee exemptions. Students must provide evidence of eligibility for fee concession prior to the commencement of training :

#### USER CHOICE

- Apprentice/trainee will be aged under 17, at the end of February in which training and Apprentice/Trainee hasn't completed year 12
- Student or is the partner/dependent of person who holds current Health Care Card
- Student or is the partner/dependent of person who holds current Pension Card
- Student identifies as Aboriginal or Torres Strait Islander
- Student has a extreme financial hardship
- School based Apprentice/Trainee
- Free apprenticeships for under 21s - high priority qualification
- Free apprenticeships for under 25s - high priority qualification

#### CERTIFICATE 3 GUARANTEE

- Student is enrolled in VETiS program (may include young people in detention)
- Student or is the partner/dependent of person who holds current Health Care Card
- Student or is the partner/dependent of person who holds current Pension Card
- Student identifies as Aboriginal or Torres Strait Islander
- Student has a disability
- Student is an adult prisoner



## Fees and Refunds cont.

### FEE FOR SERVICE

Fee for Service students will receive an invoice.

Payments can be made via direct deposit to:

Tactile Learning Centre Pty Ltd

BSB 484-799

Acct No 052790084

Please include your invoice number as a reference.

FFS school students on a student discount rate:

\$500 Deposit- Due before commencement of the course.

\$750 Progress Payment- Due when 50% of units are completed.

\$750 Final Payment- Final payment when all units are completed. The certificate will only be issued upon full payment of the course.

Please feel free to get in contact with us, should you wish to negotiate a payment plan as a FFS student.

The following guidelines for refund will apply to FFS training cancellations:

If a refund is requested for tuition fees prior to course commencement (but less than 14 days prior) and/or training delivery has not taken place, a full refund will be given, less a withdrawal fee.

## Fees and Refunds cont.

If a refund is requested for tuition fees for participants who have withdrawn after commencement of training delivery has taken place, a pro-rata refund will be given as a ratio of hours attended at training compared to the nominal hours of the unit of competency, less a withdrawal fee.

If a participant withdraws from any training, they must apply to the RTO for a refund in writing. Should the RTO cancel a training course, participants are entitled to a full refund or transfer of funds to another/ future course. In this event, participants will be given their preferred option.

### Withdrawal Fee

#### Full Qualification:

Students who wish to withdraw from a full qualification course, after completing a minimum of two days of training, will be required to email a completed Student Withdrawal Form (Go to our website to download) to the office:

[admin@tactilelearning.com.au](mailto:admin@tactilelearning.com.au) and pay the \$150 withdrawal fee; as outlined to all students on induction.

#### Short Course:

Students who wish to withdraw from the short course, after completing one day of training, will be required to email a completed Student Withdrawal Form to the office [admin@tactilelearning.com.au](mailto:admin@tactilelearning.com.au) and pay the \$150 withdrawal fee; as outlined to all students on induction.

### Other Fees

Reprint/reissue and e-mail an electronic copy of a Certificate/SOA: \$20 per application  
 Reprint hard copy and mail to your listed postal address for a qualification/SOA:\$40 per application

Administrative fee \$250 (Fee for Service only)

## Student Support

Tactile Learning is committed to supporting its students throughout their studies and is interested in their personal welfare. Tactile Learning provides support for all students including those with special needs or disabilities, and those from non-English speaking backgrounds.

Language, literacy and numeracy (LLN) assessment is undertaken at induction to determine any specific learning needs for each student. Students are encouraged to communicate with Tactile Learning Staff/Trainers if they are experiencing difficulty with the method of assessment, or in submitting assessment by the required due date. Tactile Learning maintains a flexible approach to assessment and will make reasonable adjustments to methods of assessment, to ensure all learners have every opportunity to complete training successfully.

Tactile Learning promotes the involvement of employers and other parties who contribute to the student's training and assessment. Employers who undertake supervision of training in the workplace will be assisted by Tactile Learning to ensure the best outcome for both the student and the employing organisation. Tactile Learning encourages open communication and seeks feedback on the suitability of training and assessment methods, and the application of the student's skills in the workplace.

## Student File Access

Students can access their own records at any time provided they forward a written request to the training manager, which clearly identifies them as the person wishing to gain access. With regard to access to student records by other people (such as employers), this request for access to records has to be authorised by the student in writing. Please refer to our Privacy Policy in this student handbook. All requests for gaining access to student records should be addressed to [admin@tactilelearning.com.au](mailto:admin@tactilelearning.com.au). Tactile Learning maintains a file for each student, containing records of their enrolment and progress of study. Each student has the right to access their own file to view the contents and may request that personal information be amended or updated as necessary.

In order to preserve the integrity of the records, corrections to personal information will be made by adding an additional record rather than deleting or altering the original record, where possible.

Students will be informed if any documents have been sealed or removed prior to their access. Access will be supervised.

## Privacy Policy

Tactile Learning is committed to providing quality services to students and this policy outlines our ongoing obligations to our students in respect of how we manage their personal information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at [www.aaic.gov.au](http://www.aaic.gov.au)

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, mobile numbers. We collect students' personal information for the primary purpose of providing our services. When we collect Personal Information we will, where appropriate and where possible, explain to students why we are collecting the information and how we plan to use it.

### Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

### Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

## Privacy Policy cont.

We may also be required by law to provide some personal information to government agencies for AQTF auditing purposes.

### **Security of Personal Information**

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in student files which will be kept by us for a minimum of 7 years.

### **Access to your Personal Information**

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing. We will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information, we may require identification from you before releasing the requested information.

### **Maintaining the Quality of your Personal Information**

It is an important to us that your personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

## Complaints

Tactile Learning encourages and promotes the timely and effective resolution of complaints and grievances through clearly defined processes and in accordance with relevant legislation and regulations. The resolution of complaints contributes to the improvement of Tactile Learning processes and services.

Students are encouraged to first discuss their complaint with the staff/trainer member concerned. If this is not possible, or the student is uncomfortable directing their complaint to the staff/trainer member, the complaint should be put in writing and forwarded to the training manager at [tom@tactilelearning.com.au](mailto:tom@tactilelearning.com.au).

All discussions and resolutions with a student are documented on our 'Complaints & Appeals Interview Record Form', which is signed by both parties and filed in the student file. Upon finalising a complaint, the manager will complete the 'Complaints Register' to record the action taken to address root cause of the complaint and to note changes we have to make to our systems to avoid future complaints. Improvements resulting out of a complaint or appeal will be recorded in our 'Continuous Improvement Register'.

Independent complaint handling authorities

Either party may choose to engage a third party mediator at any stage throughout the process. Tactile Learning encourages all complaints to be brought to their attention in order to improve practice and experience.

Australian Skills Quality Authority (ASQA) <http://www.asqa.gov.au/complaints/making-a-complaint.html>

Queensland Training Ombudsman Phone: 1800 773 048 Email:  
[info@trainingombudsman.qld.gov.au](mailto:info@trainingombudsman.qld.gov.au)

## Appeals

Tactile Learning 's appeals policy strives to ensure that justice and procedural fairness are promoted at every stage of the appeal process.

We firstly encourage our students who are dissatisfied with an aspect of assessment to contact the staff/trainer most directly involved, within seven (7) working days of the result being presented to them.

The trainer will take action to resolve the matter. This may include re-marking the work, discussing the result in detail with the student, allowing the student to resubmit portions of the assessment where the guidelines were misunderstood, or any other action deemed appropriate.

Students who are still dissatisfied with the outcome determined by the trainer should submit their appeal in writing to the training manager [tom@tactilelearning.com.au](mailto:tom@tactilelearning.com.au) and in some cases straight to the CEO [david@tactilelearning.com.au](mailto:david@tactilelearning.com.au)

The manager will conduct a meeting with the student and trainer to complete the 'Complaints & Appeals Interview Record Form' and to consider the appeal and take action to resolve the matter. This may include verifying that appropriate assessment processes were followed, and arranging for the work to be independently assessed.

The manager will advise all parties of the outcome of their review within 30 days.

Any student dissatisfied with the outcome of the manager review can request arbitration by an external party.

All complaints and appeals are recorded in our 'Complaints Register' to identify improvements and issues which require actions.



## RPL – Recognition of Prior Learning

Students may seek to have their previous experience and current skills credited towards their studies through the RPL process. Tactile Learning has developed RPL tools for each unit of competency, that it delivers, to facilitate this process. Students who wish to pursue a RPL are encouraged to contact the office to request our RPL application.

RPL fees will depend on how many units of competencies you require and will be negotiated on an individual level. Please send an enquiry to our office [admin@tactilelearning.com.au](mailto:admin@tactilelearning.com.au) to obtain a quote.

## Credit Transfer

All AQF qualifications and statements of attainment issued by other RTO's are recognised by Tactile Learning.

Students applying for a credit transfer need to provide us with a Statement of Attainment and the official certificate from their previous RTO or a USI transcript.

We reserve the right to verify the documents, before issuing a credit transfer.

## Governance

Tactile Learning strives to assure a high standard in the quality of our training and assessment services.

We are a Registered Training Organisation (RTO) and our RTO number is 30922. To fully operate as a National Accredited RTO, we cooperate with several governing bodies:

National:

- The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

State:

- Queensland: Department of Youth Justice, Employment, Small Business and Training (SAS provider) <https://desbt.qld.gov.au/training>
- South Australia: Department of Education <https://skills.sa.gov.au/>
- Tasmania: Department of State Growth <https://skills.tas.gov.au/home>
- ACT: Skills Canberra, Chief Minister, Treasury and Economic Development Directorate <https://www.act.gov.au/skills/home>

Tactile Learning also complies with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations. We hold a current public liability insurance.

Please check our website for regular updates  
[www.tactilelearning.com.au](http://www.tactilelearning.com.au)