Participant Handbook

Preface

The contents of this handbook are accurate at the time of publication but are updated regularly and it is therefore necessary to ensure that the information is the latest that is available. Enquires about any information contained in this handbook is available from Kallibr Training by contacting:

Kallibr Training

492 Beaudesert Road

Salisbury QLD 4107

P: 1300 668 141

E: customerservice@kallibr.com.au

Web site: www.kallibr.com.au

The purpose of this Participant Handbook is to provide participants with information in resolving any questions that may arise during study. In this handbook participants will find information regarding:

- The structure and operations of Kallibr Training
- Training & assessment services on offer
- Procedures for recognition of prior learning (RPL)
- Complaints and appeals processes.
- Safety and discrimination
- Participant services and the privacy of your information.

Please refer to this handbook to support you in your study. The information contained within this document is consistent with our approved policies and procedures. If the information contained is not clear or you require further clarification/direction or wish to view our full suite of policies and procedures, please contact our team on 1300 668 141.

Kallibr Training takes responsibility and follow processes to ensure our training and assessment practices comply with the National Vocational Education and Training Act and Training Regulator Act 2011.

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We respectfully acknowledge the Tharawal, Turrbal, Dharag, Wurundjeri Woi Wurrung, Bunurong, Mooro, Beeloo and Beeliar People, and their Elders past, present and emerging, who are the Traditional Owners of the lands on which Kallibr Training campuses are located.

Welcome and message from the CEO

Congratulations on your decision to choose Kallibr Training for your training.

Kallibr Training prides itself in providing excellent customer service and on delivering high quality training products that meets the needs of our clients – you.

Our qualified Trainers and Assessors are subject matter experts. Our training has been developed with industry to ensure you are getting the training industry requires. This results in getting the valuable training you need to work in the industry and not just a piece of paper.

This handbook guides you through key policies and procedures that we have in place to maintain a positive learning environment where you can gain skills in your chosen field.

Thank you for choosing Kallibr Training.

Yours sincerely

Gerard

About Kallibr Training

Real experience is everything.

Real equipment and real site conditions are what you get when you train with Kallibr Training. Whether it's at your site or ours, our realistic training conditions prepare you for the best outcomes on the job.

Kallibr Training is a Registered Training Organisation (RTO 32365) accredited to provide training and assessment for licences to perform high risk work and other competencies.

We're specialists in high-risk work licences, with experienced and knowledgeable trainers across a range of areas including lifting, access, earthmoving, and safety.

With large and well-equipped training facilities centrally located in Sydney, Brisbane, Melbourne, and Perth, we're here to make your training experience as true to life as possible!

Real experience

We replicate a real working construction site using our own equipment, so you can get a true to life training experience. Our trainers guide you through your chosen course, helping you gain the skills and confidence to operate equipment, erect scaffolding, rig loads or work in high-risk environments.

Real conditions

Our modern facility in Salisbury spans 12,000 sqm and includes 13 training rooms. We also have expansive sites located in Sydney's industrial heart, Ingleburn. Huge indoor and outdoor training areas ensure plenty of space to practice new skills, shift loads and move large equipment. Our Melbourne and Perth sites are shaping up to be just as impressive.

Real training

Train on a real working construction site under the guidance of experienced instructors. Our trainers have extensive industry experience in their chosen field. With backgrounds covering construction, mining, manufacturing, transport, utilities, and communication, all our trainers are Certificate IV in Training and Assessment accredited and skilled at delivering vocational training.

Real quality

Our trainers and support team are committed, positive people. We provide a safe and structured learning environment promoting and teaching safety, self-awareness, and duty of care in the workplace.

Our class numbers are capped at small numbers to ensure quality training. Plus, we're fully accredited, insured, and licensed so you can rest assured you're getting the right skills to drive your career forward.

All training delivered by Kallibr Training is undertaken in accordance with the Vocational Education Training (VET) Quality Framework. Further information about the VET Quality Framework can be found here: http://www.asqa.gov.au/about-asqa/national-vet-regulation/vet-quality-framework.html. The VET Quality Framework provides a range of standards and requirements that ensure candidates receive best practice in training and education.

Code of practice

The commitments set out in the Kallibr Training Code of Practice underpin the operations of the organisation. All employees will abide by its provisions. Our Code of Practice outlines our operational policies and our commitment to our students, Kallibr Training:

- Is committed to the continuous improvement of its training delivery and assessment services.
- Consults with industry bodies such as Office of Fair Trading and Workcover.
- Complies with all State and Territory regulatory and legislative requirements.
- Advertises and markets its training delivery services openly, honestly and with integrity.
- Provides accurate, relevant, and up-to-date information on enquiry.
- States its fees and charges on enquiry and on its website.
- Outlines its fees refund policy in the participant handbook and on our website.
- Enrols applicants to its courses based on access and equity.

- Recognises qualifications issued by registered training organisations within the Australian Qualifications Framework
- Provides up-to-date facilities and equipment in a safe and healthy environment.
- Prohibits discrimination in any form towards any group or individual.
- Employs suitably qualified and experienced employees.
- Conducts fair, flexible, valid, and reliable competency-based assessments.
- Provides an assessment appeals procedure and opportunities for re-assessment.
- Provides academic support to students or referral to external agencies for additional learning support.
- Refers students to external expert advice for personal and financial support.
- Encourages feedback and evaluation from its stakeholders.
- Maintains accurate, confidential, and secure training and financial records.
- Provides timely and accurate information to government agencies and funding bodies.

Our Commitment

To ensure we provide training and assessment services that meet your needs and industry, we employ qualified and experienced trainers, secure appropriate facilities; ensure sufficient opportunities for learning with applicable resources and assessment that is fair and flexible.

Prior to undertaking training, should Kallibr Training cancel a confirmed training course, you will be offered alternate dates. If the training is not rescheduled or the dates offered do not suit you, all fees paid will be refunded in full within 10 days of the training being cancelled.

For training that has commenced, in the unlikely event Kallibr Training is unable to deliver the training, you will be offered the option to enrol with another RTO and Kallibr Training will assist in both finding a suitable RTO and in the transition to the new RTO. Any fees paid in advance held by Kallibr Training and not attributed to training completed will be refunded and a statement of attainment issued for any units successfully completed.

Our Service Commitment

- Your questions are important to us. Please be aware our trainers are working with other participants as well as yourself. We are committed to returning your calls and emails, but we ask you allow us two (2) working days to respond.
- Assessment feedback will be given within 10 working days of our receiving the assessment
- Statements of Attainment/Qualifications are issued as soon as practicable possible, but always within thirty (30) calendar days of your completion.

Course Information

We provide training and assessment services around Civil Construction, Infrastructure and High-Risk Licences. Our current list nationally recognised qualifications, short courses and single units are available at www.kallibr.com.au

General Enrolment Information

Kallibr Training offers a range of study and delivery modes to suit various pathways. You can enrol with Kallibr Training under a fee for service arrangement or alternatively if eligible, you can enrol with Government funding which may include an apprenticeship/traineeship arrangement with an employer.

It is important that you read this student handbook and some of our policies and procedures before you finalise your enrolment. As you progress through the student handbook you can click on the policy links located in each section on the handbook for more information. You will find details of policies and procedures on our website and the most up to date student handbook.

Guarantee

As a course services provider, Kallibr Training supplies services and guarantees that these services will be:

- Provided with due care and skill; and
- Fit for the specified purpose; and
- Provided within a reasonable time.

Kallibr Training ensures it uses an acceptable level of skill or technical knowledge and takes all necessary care to avoid loss or damage when providing course services.

Legislation

Kallibr Training ensures it complies with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations. Our operations are subject to a variety of legislation related to training and assessment, as well as general business practice.

This includes, but is not limited to, compliance with:

- The National Vocational Education and Training Regulator Act 2011, and the legislative instruments it enables.
- Workplace health and safety legislation and regulations.
- Anti-discrimination legislation and regulations.
- Consumer protection requirements.
- Anti-discrimination and Equal Opportunity legislation.
- Privacy legislation.
- Child safety legislation.

Student Safety

Kallibr Training has an obligation under the Work Health and Safety Act 2011 to ensure the health and safety of each of its employees, and to ensure that students and visitors are not exposed to risks to their health and safety arising out of its activities.

Students and visitors are required to:

- comply with Kallibr Training health and safety policies and procedures when attending class.
- conduct their activities in a manner which prevents personal injury or injury to others, and/or damage to property.
- cooperate with and actively participate in Kallibr Training safety practices.

Emergency evacuation procedures are in Kallibr Training classrooms and are specific to each venue. These procedures must be followed in the event of an emergency or if you are otherwise directed to evacuate.

Kallibr Training complies with all relevant Work Health and Safety legislation including the provisions of the Work Health and Safety Act 2011.

Trainer / Assessors will actively take steps to identify hazards that could cause harm to students in the learning environment. Where possible, the Trainer / Assessor will take action to remove or control these hazards and will report the hazard to the appropriate onsite representative.

Where practicable, you must take responsibility for your own health and safety, and that of your fellow students. This means you must follow all safety rules, procedures, and the instructions of your Trainer / Assessor while attending a training session.

Alcohol and other drugs awareness

Kallibr Training is committed to supporting the prevention and minimisation of drug and alcohol problems in the community. Kallibr Training requires you to be in a fit state to carry out your duties and must not possess, consume, or be under the influence of drugs, alcohol, or any other impairing substance. At no time are you permitted to attend classes or operate machinery while under the influence of drugs or alcohol.

The possession, cultivation, consumption, distribution, or sale of illegal drugs whilst on Kallibr Training premises is prohibited. Any breach of this will lead to immediate disciplinary action and police involvement as required.

The consumption of other substances, which may affect your ability to study or behave safely are also prohibited. All individuals have a responsibility to take prescription and pharmacy drugs in accordance with their instructions or a medical practitioner's advice.

Kallibr Training may carry out screening for drugs and alcohol on reasonable suspicion or following an accident or incident. Anyone suspected of being under the influence of alcohol or drugs (legal or illegal) or refusing to participate in testing must immediately be removed from the workplace or classroom.

Vulnerable Person and Child Safety

Kallibr Training is committed to the safety and wellbeing of all children and vulnerable adults who interact with Kallibr Training staff. Kallibr Training does not tolerate any behaviour which is inconsistent with this commitment by any staff member of or the public on a Kallibr Training site.

The achievement of a safe environment for children and vulnerable adults requires the commitment of all members of the Kallibr Training community.

Activities and behaviour of all Kallibr Training staff, whether on Kallibr Training sites or elsewhere, must contribute to the safety and wellbeing of children and vulnerable adults and not expose them to harm. Harm can be caused by action or inaction. Therefore, all Kallibr Training staff share responsibility for the safety and wellbeing of children and vulnerable adults by complying with this policy and other components of the Kallibr Training commitment to protecting children and vulnerable adults.

'Concerning behaviour' is the actions or inactions of a person that cause or are perceived to cause or could potentially cause harm to a child or vulnerable adult.

'Harm' is defined as the detrimental impact on the physical, psychological, emotional, or social safety, wellbeing and development of a child or vulnerable adult.

Kallibr Training students and prospective students can include children and vulnerable adults.

Kallibr Training staff that may interact with students and prospective include, but is not limited to:

- Trainers and assessors
- Student Support Staff
- Staff responsible for enrolment
- Sales staff
- Compliance Staff
- Training Managers

Records and Information Access - How Kallibr Training protects your privacy

Records and information relating to each student enrolled are held in confidence. Should access to these records and information be required by the student, disclosure can be granted upon written application.

The statistical information collected on your enrolment form will be used at a state and national level to enable the accurate, reliable, and consistent measurement of activity in the Vocational Education and Training sector. Strict privacy and confidentiality precautions are taken by the relevant Training Authorities and NCVER to ensure no collected data can be associated with an individual.

We are committed to protecting your privacy. It is our policy to protect your personal information and ensure confidentiality.

How we collect information

The personal details we collect include information required for your enrolment into a training program of choice, these details are sourced from the enrolment form. Details are also collected which relate to your progress through a training program or Recognition of Prior Learning application. These details are primarily obtained from you to fulfil unit requirements but may also include second and third-party contributions related to the training program requirements.

How we store your information

All your personal details are stored electronically in a secure database and physically in a secure location on our premises. Access to this database is controlled and limited to employees who manage enrolments, results, certification, accounts, training, and assessment. Kallibr Training takes responsibility for the storage and maintenance of your information and records seriously. Kallibr Training stores records in line with different contractual arrangements. Kallibr Training ensures the integrity of these records by the implementation of security measures.

All records are stored in line with the Privacy Act 1988 (Cth) and the Privacy Amendment (Enhancing privacy Protection) Act 2012 (Cth).

Ensuring accuracy of information

We make every effort to keep student and client details accurate and up to date. Information is immediately updated if errors or changes are brought to our attention, which is why we recommend that you:

- let us know straight away if you find errors in your personal information.
- keep us informed of changes to such personal information as your name, address or telephone numbers or any anomalies in enrolment.

Disclosure and protection of information

No personal information is taken off-site or otherwise disclosed to a third party except as required to report statistical and program progression information, i.e., completion details of training programs for apprentices/trainees. In such cases, information is protected by confidentiality principles practiced by government authorities.

Kallibr Training will only disclose information to a third party if you have provided us with written authorisation to do so.

Accessing your personal information

It is your legal right to know exactly what personal information and training program records we hold. Client information is always available either over the telephone or in writing. To protect the privacy of clients, our employee will confirm personal details before providing any information over the telephone.

Please see our Privacy Policy for further information located on our website.

Changes to our Privacy Statement

This information relates to Kallibr Training's current privacy policy and standards. Kallibr Training may vary their privacy standards from time to time. Kallibr Training will make public statements such as this of any changes by publishing them on its website. Kallibr Training will not separately notify individuals of any changes.

If you have any comments regarding our privacy statement and policy, please direct these via email to: contracts@kallibr.com.au

Kallibr Training Commitment to Equity

All Kallibr Training employees will adhere to the principles and practices of equity in education and training; they will treat you fairly and without discrimination. Kallibr Training has procedures in place to ensure your concerns are dealt with promptly and appropriately. Kallibr Training will not engage in discrimination towards any group or individual in any form, inclusive of, gender, race, nationality, religion, physical or intellectual disability, age, or physical disease where there is no risk to others. This policy applies to all services and operations of Kallibr Training. Kallibr Training will make reasonable adjustments to training and assessment strategy, and services to assist people with special learning needs, or those facing difficulties so that they receive the best possible help in achieving the competency outcomes.

Although Kallibr Training will make every effort to accommodate the special needs of individuals, as a matter of ethical conduct we will not enrol a student if it becomes clear that it would be impossible for the student to successfully complete the course. In those circumstances, Kallibr Training will assist the student in choosing a suitable alternative to ensure that the training needs are met.

Consumer Protection

Australian Consumer Law

Kallibr Training maintains compliance with the national Competition and Consumer Act 2010 and associated Australian Consumer Law (ACL) requirements as specified in the Act and enacted in various state legislation across Australia. The ACL protects clients and ensures fair trading in Australia. Under the ACL clients have the same protections, and businesses have the same obligations and responsibilities, across Australia.

Kallibr Training has implemented a Consumer Protection Policy and aligned Consumer Protection Strategy to protect the needs and interests of all clients. A designated Consumer Protection Officer has also been implemented:

National Quality and Compliance Manager

Email: compliance@kallibr.com.au

Phone: 1300 668 141

Consumer Protection Strategy

Kallibr Training Obligations - Kallibr Training ensures it:

- Provides the training and support necessary to allow students to achieve competency.
- Provides quality training and assessment experience for all students.
- Provides a clear and accessible feedback and consumer protection system, including a designated and identified consumer protection officer.
- Maintains procedures for protecting consumers' personal information.
- Has established, documented and accessible consumer feedback and complaints handling policies and procedures; and
- Provides clients with details of these pathways for resolving or escalating complaints.

Clients' Rights and Obligations

Kallibr Training clients have the right to:

- Expect that the quality of your training meets the standards, regulations and requirement set down by the Australian Skills Quality Authority (ASQA) and relevant government subsidy body (where applicable).
- Be informed about the collection of personal information and be able to review and correct that information; and
- Access Kallibr Training's consumer protection complaints process.
- Clients' obligations include:
- Providing accurate information to Kallibr Training; and
- Behaving in a responsible and ethical manner.

Consumer Protection Complaints

If an individual feel that Kallibr Training or one of its third-party representatives has breached its obligations in the undertaking of marketing and sales activities, they may raise a complaint. We encourage individuals to discuss the situation with their Kallibr Training representative in the first instance, before making a complaint.

Complaints and Appeals

Kallibr Training is committed to providing the highest quality training services and to ensuring that all students and clients have a positive experience when dealing with us. However, we recognise that there may be times that we do not live up to your expectations.

We view grievances and complaints as an opportunity to review continuous improvement opportunities. Kallibr Training has mechanisms in place to ensure that it reviews all complaints and grievances formally lodged.

Kallibr Training will address all complaints in a fair, constructive, and timely manner.

Please see our Complaints and Appeals policy located on our website.

Pre-Enrolment Information

Kallibr Training ensures that students and employers (where applicable) are fully informed prior to enrolment by providing general course specific information.

Students who contact Kallibr Training directly or via our website will discuss with a Kallibr Training Representative the following information:

- The course code, title, and currency
- Course outline
- Proposed units
- The modes of delivery
- Commitment by student (including study time outside of class)
- Timeframe for completion
- Funding eligibility (and implications on future funding entitlements)
- Costs and payment options
- Recognition of existing skills (Recognition of Prior Learning and / or Credit Transfers)
- Where and how training and assessment will be undertaken.
- The duration of course and attendance at Kallibr Training campuses
- A broad overview of assessment methods used.
- Student requirements (e.g., Prior qualifications held, materials, tools, Personal Protective Equipment requirements etc)
- Entry requirements (including language, literacy, and numeracy; prior qualifications / courses / units required, age, physical health requirements etc)
- Support services available (if required)
- Course suitability for the student
- Fees, charges, and refund information
- That Kallibr Training will issue a Certificate and Record of Results upon successful completion of a qualification, or a Statement of Attainment for short courses or where a withdraws and has successfully completed one or more units.
- Kallibr Training procedures and processes

Student advice and selection

Student entry procedure

On application for enrolment, Kallibr Training ensures that all students can seek admission to a course program on the same basis. Where students have needs, these are discussed in open consultation with the student, and where appropriate, reasonable adjustments will be made to facilitate the student's enrolment.

Kallibr Training provides high quality course services, including training and assessment that is suitable and appropriate for each student.

To maximise the chance of students successfully completing their training, Kallibr Training:

- Identifies any support individual students need prior to their enrolment; and
- Provides access to that support throughout their training.

Kallibr Training focuses on supporting a prospective student to understand how their options may affect their future and, ultimately, helping them to choose the right training. This includes being prepared to suggest, in some instances, that none of its offerings are right for an individual. Where this is the case, Kallibr Training refers prospective students to relevant government websites in their jurisdiction as a good place to start to determine more suitable course options.

NOTE: By completing and signing an Enrolment Application form, you acknowledge you have read and understood this Participant Handbook. If there is anything in this handbook or on the enrolment application form you do not understand, please ask one of the Kallibr Training staff.

Academically Suitable and Appropriate Training

Kallibr Training has implemented this student entry procedure to ensure that you as a student are confirmed to be academically suited to undertake the course that you wish to study and to also ensure that the course is appropriate to your future needs.

To ensure that training is suitable and appropriate for each individual student, Kallibr Training's student application and enrolment processes include the requirements that:

1. The student satisfies minimum academic admission requirements; and
2. The student satisfies any other specified entry requirements for the VET course of study; and
3. Kallibr Training believes that the student is academically suited to undertake the VET course of study.

PLEASE NOTE: If you are undertaking a course for a High-Risk Work licence, Workplace Health and Safety Queensland (WHSQ) mandates all assessments must be conducted in English without the use of an interpreter (the only exception will be for persons with hearing difficulties) and that all calculation questions must be answered in writing (not orally).

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

Kallibr Training offers all students a skill assessment through the recognition of prior learning and current competencies. Kallibr Training is committed to providing up to date and relevant information regarding Recognition of Prior Learning (RPL) and Credit Transfer (CT) to all students prior to enrolment and whilst enrolled with Kallibr Training.

Kallibr Training actively promotes RPL and will conduct RPL assessment in accordance with the principles of assessment and the rules of evidence. Kallibr Training has qualified RPL Assessors who are responsible for a fair, equitable and consistent RPL process.

Student Identification Requirements

Kallibr Training requires student identification to be confirmed and verified identification evidence to be retained on file on admission to any nationally recognised course program. This may include:

- Evidence of student identity (drivers' licence and Medicare card)
- Evidence of student eligibility to participate (for example, citizenship)
- Evidence of pre-requisites being met (for example, previous qualifications/study)
- Evidence of residency where State government subsidies are being sought.

Student Enrolment Information

All prospective students must complete and provide relevant enrolment information and personal data as a part of their enrolment application. This includes relevant AVETMISS data collection information and relevant student identifiers including the USI.

The Enrolment Application Form is signed by the student as a part of the enrolment process, to confirm that the information being provided is a true and accurate record relating to their individual situation. This confirms the application process but does not constitute formal acceptance of the student's enrolment into the course.

Unique Student Identifier (USI)

From 1 January 2015 students enrolling in nationally recognised vocational education and training in Australia need a Unique Student Identifier (USI).

The USI gives students access to their online USI account which is made up of ten numbers and letters. The USI account will link students to their training records and results which are held in the national training collection. Students will be able to access their records online, download them and share them with future training organisations electronically.

With the student's permission, Kallibr Training will be able to see their students' entire nationally recognised training record with records collected post 2015. Kallibr Training will find it easier to assess prerequisites and credit transfers and assess students' eligibility for government funded training places. Further information is available from www.usi.gov.au.

Non-Acceptance of Enrolment Application

Should a prospective student not be accepted into the course program they have applied for, the individual will be provided with formal notice of this non-acceptance:

- In writing.
- With reasons provided for this non-acceptance.
- With any alternate options or actions recommended by Kallibr Training; and
- With relevant information on how the prospective student may raise a complaint or seek to have the decision reviewed.

Student Support Services

Kallibr Training is committed to protecting and promoting the welfare of our students. Kallibr Training recognises that individual students have individual needs, and some may need additional support. Kallibr Training is committed to giving every student an opportunity to successfully complete their chosen course and recognises that our students come from a diverse range of backgrounds and have a diverse range of work and life experiences.

Student welfare and support aspects includes, but is not limited to:

1. Academic support
2. Non-academic support
3. Providing additional support to students who may have special needs (i.e., Students with specific health issues, students with disabilities and students needing support with Language Literacy and Numeracy)

Students Needs

Support is provided to students as part of the enrolment process and throughout the duration of their studies.

As part of the enrolment process, Kallibr Training determines the amount of training it will provide to each student regarding:

- The existing skills, knowledge, and the experience of the student.
- The mode of delivery; and
- Where a full qualification is not being delivered, the number of units and/or modules being delivered is a proportion of the full qualification.

Kallibr Training's individual needs process includes:

- Identifying requirements such as literacy, numeracy, English language, or physical capabilities students would need to complete each course.
- Student learning styles and identification of any special learning needs; and
- Developing strategies to make support available where gaps are identified.

Kallibr Training provides a range of educational and support services to its students that include, but are not limited to:

- Pre-enrolment materials.
- Study support and study skills programs.
- Language, literacy, and numeracy (LLN) programs or referrals to these programs.
- Equipment, resources and/or programs to increase access for students with disabilities and other students in accordance with access and equity.
- Referral to Mediation Services.
- Flexible scheduling and delivery of training and assessment.
- Referral to Counselling Services.
- Information and communications technology (ICT) support.
- Learning materials in alternative formats, for example, in large print.
- Learning and assessment programs contextualised to the workplace for Apprenticeship & Traineeship Programs; and
- Any other services that Kallibr Training consider necessary to support students to achieve competency.

As part of our student support, Kallibr Training schedules 'support classes' where students can book a one-on-one time with a trainer to catch up on topics or assessment, they may require assistance with. These classes are run at different times and locations.

Support services are made available either directly or via arrangements with a third party.

Some of the available External Support Agencies are.

Support Service	**Contact Number**
Personal Counselling Aust Counselling Association	1300 784 333
TAFE Queensland Metropolitan South Institute of TAFE	07 3826 8376
Alcohol and Drug Info Service	07 3236 2414
Drug Arm	07 3368 3822
Centacare	1300 236 822
Relationships Australia	1300 364 277
Lifeline	131 114
Gambling Help Line	1800 222 050
Drug and Alcohol - Alcoholics Anonymous	07 3229 2501

Government funding, subsidy, or other support

Where participants would be accessing a government loan or subsidy, Kallibr Training provides details of these arrangements. Details include:

Any costs associated (including interest or similar costs).

Any debt that may be incurred; and

Any loss of entitlement from the participant undertaking a course at Kallibr Training.

This includes, in the cases of limited entitlement schemes, where participants are only able to access one course or there are restrictions on what courses may be subsidised after completing their study at Kallibr Training.

For further information please see details on the Kallibr Training website, you can also refer to your enrolment pack or give us a call on 1300 668 141.

As a component of the enrolment process, Kallibr Training undertakes an eligibility assessment on particular government subsidy or support initiatives that you may be eligible to access.

Construction Skills Queensland (CSQ)

Construction Skills Queensland (CSQ) is an independent industry-funded body supporting employers, workers, apprentices and career seekers in the building and construction industry.

CSQ's core programs focus on attracting, developing, and retaining new entrants and existing workers to underpin the future prosperity of building and construction in Queensland. The core programs are developed based on evidence-based information derived from a combination of emerging market conditions, industry consultation and learnings from program implementation. CSQ also supports strategic and innovative skilling solutions to respond to emerging issues in the Queensland building and construction industry.

If you're considering upskilling in construction, you may be able to receive support from CSQ funding. Where CSQ funding doesn't cover the full cost of the program, you will be required to contribute towards the remaining course fees.

User Choice - PQS Agreements: Apprenticeship and traineeship funding (Queensland)

The User Choice program provides a public funding contribution towards the cost of training and assessment services for eligible Queensland apprentices and trainees.

The program aims to provide funding aligned to the skills needs of industry and respond to changing government priorities.

The program provides the flexibility for apprentices, trainees, and their employers to select a preferred registered training organisation (RTO) from a list of pre-qualified suppliers for the delivery of nationally recognised, accredited training to meet their specific needs.

The program works in conjunction with the Commonwealth Australian Apprenticeships System, under which apprentices and trainees (also known in some jurisdictions as "Australian Apprentices") enter into legally binding training contracts with their employers and receive structured training to achieve a nationally recognised qualification.

Course Advisors will discuss requirements and assess a student's eligibility for Government Subsidised training, at the pre-enrolment stage. If the student meets the eligibility requirements of the funding program, they may also be eligible for a concession or an exemption from the Tuition Fees

Students eligible for Government Subsidised training, concession, or exemption from student Tuition Fees, will need to provide appropriate evidence that meets the specific government requirements, including evidence of receipt of a benefit, pension, or allowance at the time of enrolment.

Note: Funding through the User Choice may impact further funding opportunities for eligible individuals. Information about further funding opportunities will be provided by the Course Advisor's prior to the student's enrolment in a course.

Pre-Apprenticeships

A pre-apprenticeship course is a steppingstone to get into the industry of your choice. Completion of a pre-apprenticeship course will help to:

- Prepare you for the working environment in the selected industry.
- Give you basic skills or improve your existing skills.
- Pave the way for the learning you will get as part of your apprenticeship.

Do I need an employer before commencing a pre-apprenticeship?

You do not need an employer to commence a pre-apprenticeship however undertaking a pre-apprenticeship does provide you with the skills, knowledge and experience that prepares you for an apprenticeship.

Will a pre-apprenticeship guarantee me a job?

A pre-apprenticeship does not guarantee you a job, but it does provide you with the best preparation for a formal apprenticeship by teaching you basic skills associated with your vocation of choice.

Many employers, when deciding who to take on as an apprentice, will give preference to an applicant who has completed a pre-apprenticeship because they are 'work ready'.

Apprenticeships/Traineeships

An Australian apprenticeship or traineeship can be undertaken on a full-time or part-time basis, and it can be used as a valuable steppingstone to a career in an industry you want to work in.

If you are employed as an apprentice or trainee, you will combine work for your employer with structured training organised through Kallibr Training using a block release delivery model and receive a nationally recognised qualification which may be subsidised by the Victorian Government. A special feature of apprenticeships and traineeships is that a formal contract of training exists between the employer and the apprentice or trainee, which sets out the responsibilities of each party.

Apprenticeships and traineeships are not just for students leaving school. They are suitable for students of all ages who are interested in jobs that have career prospects in particular industries. As an apprentice or trainee, you will become more employable by holding a qualification that the industry recognises throughout Australia.

Apprenticeships and traineeships may also be a way for existing workers to gain formal recognition for any skills they have attained and to consolidate these skills by undertaking further/supplementary training.

Workplace Training

Workplace training is an integral part to your Apprenticeship/Traineeship.

This model combines on-the- job, work experiences and structured training relevant to the student, employer, and enterprise.

- For those studying under an apprenticeship or traineeship see the workplace as your classroom. The resources you need to develop your skills are found in your colleagues and the equipment and facilities of your workplace.
- You should actively participate in your training by asking questions to help with your training and by practicing what you learn so that you can become competent in the skill.
- Self-manage your training by regularly ensuring you are learning what needs to be learned. Your training plan will help you in this regard.
- Participate in your learning experience by using opportunities such as busy times and special projects to provide you with new and improved skills.
- Use the people in your workplace as well as outside to maximize your learning.
- Be professional and take pride in your work. It will improve your performance and further advance your quest for learning.
- Timeframes set on the training plan must be met.
- Get to know your supervisor and Trainer / Assessor and their roles and responsibilities. They are there to support you and will also seek guidance from you as to what you need. You can meet with your Trainer / Assessor at any time to work on any aspects of your training; this may be at your premises or the RTO premises.

Fees and charges

The tuition fee is the base cost of your course and does not include the costs of additional material and incidental fees and costs. Tuition fees vary by course and by state.

Tuition fees will also vary if you are eligible for recognition of existing skills via a Recognition of Prior Learning (RPL) process or are eligible to be granted Credit Transfer for some units.

Your course fees will be agreed with you prior to enrolling in a course. Where formal training agreements are entered into between us and your employer, and your employer has agreed to pay for your course, we will agree course fees with your employer.

Kallibr Training requires payment of the full course fee before the course starts unless other arrangements have been made with Kallibr Training Management or an approved purchase order has been provided.

Kallibr Training does not collect more than $1500 in pre-paid fees. Where a course fee is higher than $1500 you will be invoiced accordingly so as we only hold a maximum of $1500 in pre-paid fees.

PLEASE NOTE: COURSE BOOKINGS ARE NOT GUARANTEED UNTIL PAYMENT HAS BEEN RECEIVED OR AN APPROVED PURCHASE ORDER HAS BEEN PROVIDED.

Payment

CREDIT CARD - Kallibr Training accepts payment by Visa and MasterCard (No surcharge). For payments by credit card please contact our admin team on 1300 668 141 and we will be able to assist you in processing your payment.

BANK TRANSFER - When paying by direct bank transfer please quote the invoice number stated as payment reference. Failure to state the invoice number may result in a delay in securing your course booking. Payment should be made to the Kallibr Training account which is provided on your invoice. Remittances should be sent to accounts@kallibr.com.au

EFTPOS/CASH - For your convenience Kallibr Training accepts EFTPOS and cash payments during office hours.

Other Fees

RPL Application Fee.

There is a non-refundable application fee of $175 for students applying for RPL.

Materials fee

Material fees cover specific resources that you will need during your study, such as: textbooks, protective clothing, specific tools, and other items relevant to your course that you will purchase from us.

We charge a separate fee for these as you may be able to source these elsewhere, buy them second hand or may already own them. An example of an optional cost is where you request for us provide printed copies of courseware that is made available to you online that you could print yourself.

Material fees do not apply to all courses – if it applies this will be specified to you before enrolling.

Any applicable material fees are listed with our tuition fees our website www.kallibr.com.au on the ‘Fees’ page.

Testamur reissue fee

The reissue of a certificate and record of result or statement of attainment will incur a charge of $65.

Reassessment fee

If you do not pass a unit on your first attempt, you are entitled to a second attempt at no cost, provided a reasonable attempt has been made in the first instance. If you are deemed not yet competent after a minimum of two attempts and wish to continue, Kallibr Training will charge you a unit re-enrolment fee to re-attempt the unit that you have not passed, this will be charged a fee for service rate.

Refunds

Refund of tuition fees is granted under specific circumstances where a student has withdrawn from a course.

Subject to any cooling off right the student may have, the circumstances in which a student may obtain a refund for cancelling or rescheduling their course are outlined below.

Where a commercial client books staff for training, they may book substitute staff prior to the day of commencement of a course. Additional charges may apply.

Refunds will only be made to the person or organisation who made the original payment.

Cancellation Circumstances	Refund Applicable
Cancellation or reschedule more than seven days prior to the course commencement date	Full refund of course fees, less $50.00 administration and processing fees
Cancellation less than seven days prior to the course commencement date	No refund
Rescheduling less than seven days prior to the course commencement date	Because it is highly unlikely we'll be able to fill your original spot, you will forfeit your payment and will be required to make full payment for your new course
No attendance on commencement of the course	No refund
Scheduled course is cancelled by Kallibr Training	Full Refund where the course cannot be rescheduled
Returning late from a break in course delivery, or not returning at all.	Your trainer will advise of return time from breaks. At their reasonable discretion, if you arrive back late you may be excluded from class. It is common courtesy towards your trainer and other students. No refund. Similarly, if you do not return from a break then no refund applies.
Unable to commence an online or connected in real-time course as you do not have the requirements as agreed upon at enrolment and induction	No refund

** Business days means Monday to Friday 6.30am – 5.00pm*

How to request a refund

A participant may apply for a refund by:

- Completing the Cancellation Application Form available from Kallibr Training or on the website www.kallibr.com.au

Withdrawal due to illness or hardship

In the case of a participant withdrawing from a qualification or unit due to illness or extreme hardship, Kallibr Training may, at its discretion, allow a partial or full refund of the fees if the participant produces satisfactory evidence of the circumstances of his/her withdrawal. Application can be made to management in writing no less than five (5) working days from withdrawal. Where the illness is due to COVID-19 Kallibr Training will require an official PCR test result for the time of illness requested.

Course postponement or cancellation

If we postpone a course, you have paid for to an alternative start date, you will receive a refund for that course or be offered an opportunity to transfer to the next available course. Please note that any fees paid for units granted under Recognition of Prior Learning (RPL), will not be refunded. If we cancel your course after it has commenced if paid, your co-contribution fee will be refunded.

Kallibr Training Closure or no longer approved to offer funded training

If Kallibr Training closes or is no longer approved to offer funded training, you will receive a full refund.

- It is important to note that students will not be refunded fees paid by government funding, their employer or by a third party.
- Where no co-contribution fee is paid, no refund is applicable.

Please see our Fee Cancellation and Refund Policy for further information located on our website.

Commencement of studies

Once your enrolment documentation has been processed, you will be provided with a proposed training plan outlining the units of competency for your course, the proposed start and end date, assessment methods, any credit transfers that may have been granted and units eligible for consideration for RPL, and the trainer responsible for your training. You must review the training, returned a signed copy in agreement of the proposed plan.

Students who require any support are provided with an individual learning plan during the induction process. However, these plans can be implemented later if requested by the student or the trainer.

Students who are eligible for funding, may also need to sign a funding contract.

If you are eligible for a traineeship or apprenticeship, both your employer and you will need to complete paperwork through an Australian Apprenticeship Support Network. This may be done prior to enrolment.

If you are undertaking workplace-based training, an initial workplace visit, and provisional schedule will be provided. A training plan will also be completed in agreement with timeframes for delivery and assessment with both you, the apprentice or trainee, and your employer and you will receive a training record book.

All students will undertake a face-to-face induction of their studies (whether this is face to face or workplace based) which reinforces student expectations, student commitments, student rights and responsibilities, Kallibr Training's obligations to the student, that Kallibr Training is responsible for the quality of the training, how the student will submit assessments and what to do if they need extension to assessment due dates as well as introducing the trainer and their background.

Your trainer will give you information about:

- WHS and Housekeeping
- About Kallibr Training and its history
- Course Information
- Attendance
- Policy, Procedures and Key Documents
- Student Support
- Kallibr Training Learning Management System (CloudAssess)

Attendance

Students are responsible for their own attendance, and you are expected to attend 100% of scheduled classes or workplace training.

Kallibr Training understands that there will be times where circumstances which are beyond your control will prevent you from attending training, these may include, but are not limited to:

- Illness or injury
- Personal/family reasons
- Work commitments
- Bereavement

Kallibr Training is committed to giving every student an opportunity to successfully complete their chosen course and provides support for individual circumstances when a student begins to disengage from their learning or when regular attendance is not consistent. You must notify Kallibr Training or your Trainer if you cannot attend training or a class.

Assessment

Student assessment is a vital part of the learning process. Assessment is the process whereby student learning outcomes are determined; feedback is given to students on their progress and a result grade is awarded.

It is the responsibility of students to:

- Engage actively in the learning process and participate according to unit and assessment requirements.
- Complete assessment tasks diligently and honestly to provide evidence of learning achievements in a unit.
- Meet assessment requirements as specified in the unit outline, including submission of work by the due date; and
- Discuss any concerns they have regarding their progress in coursework and assessment as early as possible with relevant trainers and / or a Training Supervisor. If you are experiencing a welfare issue, then you may be referred to Student Support / Customer Services.

Please note that if your course is partially or fully subsidised by state, territory, or federal funding, that you are obliged to maintain appropriate progress as part of your eligibility to receive this funding.

Competency is built over time; as such you will be assessed at various points as you gain knowledge and master skills. Each assessment task is reviewed by a Kallibr Training Trainer / Assessor and an outcome of Satisfactory/Not Yet Satisfactory is determined for each completed assessment task.

To demonstrate competency in a Unit, you must satisfactorily meet the requirements for all assessment tasks and be deemed competent at the completion of assessment. For students who are deemed not yet satisfactory in the assessments tasks of a unit you will have the ability to complete the assessment again.

To maintain access to Kallibr Training Systems you must be actively engaged in the completion of any outstanding assessments. This engagement must include at least one of the following in a two-week period:

- LMS login
- Contact with a Kallibr Training Trainer, include a signed Student Contact Record
- Assessment Submission via the LMS
- Progress towards an Assessment Submission via the LMS – at a minimum this must include the completion of elements of an assessment.

Failure to meet the minimum engagement required will see you progress towards withdrawal from training and all access to Kallibr Training systems will be removed.

An extension beyond this timeframe may be considered by Kallibr Training on request from you or if it becomes clear to Kallibr Training that you are at risk of not completing or submitting all outstanding assessments as per the signed agreed Training Plan. Kallibr Training and/or you must either provide supporting reasons for the request or you must have actively engaged in the progression of any outstanding assessments within 30 days prior to the extension request. Should you request an extension to the timeframe outlined in your signed agreed Training Plan, Kallibr Training reserves the right to apply an administration fee payable by you prior to any extension being granted.

"What happens if I am deemed 'Not Yet Competent'?"

Kallibr Training provides end-to-end learning and assessment support to students. After 2 assessment attempts, if you are still unable to demonstrate competency, we may recommend that you re-enrol in that unit(s) and take part in the delivery and assessment of the unit again.

In the VET sector, or competency-based training like the course that you are enrolling into, there is no pass or fail. Put simply:

a) You are deemed "competent" when you have met all the requirements for a unit of competency or
b) You are seen to be "not yet competent" as you have not been deemed "satisfactory" in one or more assessment tasks, hence more evidence needs to be provided, and can be continued to be provided, until you have met all the requirements to be seen as competent, based on the parameters given to us.

It is important to us that you understand there is no 'fail' in our industry. There are no exams or 'just one shot' at it. It is a partnership where together, through coaching from us and effort on your part to demonstrate you have gained the skills and knowledge – a certificate is not far away.

If you have any difficulty understanding an assessment speak to your trainer or call customer services on 1300 668 141. Kallibr Training has several assessment support options available to assist you.

Discipline

Kallibr Training is committed to the principle of ensuring that every participant has the right to participate in training programs, free of inappropriate behaviour that may impair the learning processes, or the wellbeing of individuals.

Participant Responsibilities

Each Kallibr Training participant is expected to:

- Treat other and Kallibr Training personnel with respect and fairness.
- Follow any reasonable direction from Kallibr Training personnel.
- Be punctual and regular in attendance.
- Refrain from using mobile phones in workshops.
- Excessive or offensive swearing.
- Return Kallibr Training equipment / materials on time.
- Observe normal safety practices, such as wearing approved clothing and protective equipment.
- Refrain from smoking in Kallibr Training buildings and designated areas; and
- Submit assessment events by the due date or seek approval to extend the due date.

Kallibr Training participant must not at any time:

- Harass fellow participants or Kallibr Training personnel.
- Damage, steal, modify or misuse property (including electronic records).
- Be under the influence of alcohol or drugs.
- Engage in any other behaviour which could offend, embarrass, or threaten others; or
- Engage in plagiarism, collusion or cheating in any assessment activity.

Plagiarism and collusion

Plagiarism occurs when a student passes off as the student's own work, or copies without acknowledgement as to its authorship, the work of any other person. Collusion occurs when a student obtains the agreement of another person for a fraudulent purpose with the intent of obtaining an advantage in submitting an assignment or other work.

Students are required to complete a declaration when submitting assignments that certifies the work is entirely their own except where quoted or acknowledged in the text. If plagiarism is detected the consequence may be failure in the unit of competency or withdrawal/cancellation from the course/program

Surveys

Kallibr Training strives to provide a high quality, flexible training service. Gaining feedback is extremely valuable in assisting Kallibr Training to achieve and maintain this goal. It is, therefore, our intention to regularly collect and analyse stakeholder and client feedback and satisfaction data on the services we provide.

To assist Kallibr Training in providing an ongoing, efficient service, students and employers may be asked to complete a survey at various stages of the training program. The results of these surveys are used to provide valuable feedback on the services we provide. They assist Kallibr Training in meeting a range of quality standards that we aim for, and which are required of Registered Training Organisations.

Your feedback, obtained through the completion of such surveys, further helps us to improve our level of service and maximize the opportunities and benefits our students can enjoy.

Results and comments made within surveys may also be used in marketing material produced by or on behalf of Kallibr Training. Where this occurs, consent is sought prior to use and a signed agreement is used to document the consent process.

NCVER Surveys

There is also a possibility you will receive a survey by the National Centre for Vocational Education and Research (NCVER) which collects data to enable the accurate, reliable, and consistent measurement of activity in the Vocational Education and Training sector. The NCVER may also invite you to participate in a department endorsed project or you may be contacted the Department (or authorised persons) for audit purposes.

State and Federal Government Surveys

You may also be selected to complete an annual government survey issued either via a state or federal Government Body.

Continuous Improvement

Kallibr Training collect feedback from employers, students, Facilitators/Assessors, and other employee members on a systematic and regular basis. We are committed to continuous improvement, seeking to enhance our services the best we can to meet collective expectations.

Cancellations, Withdrawals and Deferrals

Kallibr Training recognises that sometime circumstances can reduce a student's capacity to complete their course, therefore students may withdraw. If this is done prior to commencement, it is considered a cancellation.

Kallibr Training also recognises that there may also be times where students would like to defer their training due to personal reasons. Kallibr Training will make reasonable efforts to assist students in completing their studies but will also assist those students who would like to discontinue their studies.

Students who wish to cancel, withdraw, or defer from a course must do so either by:

- Phone: 1300 668 141
- Email: admin.QLD@kallibr.com.au
- Advising Kallibr Training when staff contact the student.

If the reason for withdrawal is due to the performance of Kallibr Training or Kallibr Training believes that extra support can be provided to the student, then Kallibr Training employee will make reasonable efforts to address the concerns of the student to assist them in completing their studies.

Students are also required to contact their Australian Apprenticeship Support Network (AASN) and advise of their cancellation date and complete any necessary forms with their employer if they are an apprentice or trainee.

Kallibr Training may also withdraw students in some circumstances such as:

- Student misbehaviour resulting in severe breach of Kallibr Training's Code of Conduct for Students
- Non-payment of fees
- Ongoing non-submission of assessments
- Lost contact.

Deferrals

Under special circumstances, students may defer their subsidised training for a period. Kallibr Training will make every effort to assist the student to continue training where possible by implementing strategies to accommodate the student in completing their qualification. Should the student still wish to defer their studies then Kallibr Training will advise the student of any fee implications of deferral. If the student does not restart their training, Kallibr Training will contact the student and discuss options.

If the student is unable to commit at this time, Kallibr Training will withdraw the student, and should they wish to recommence their studies in the future then they will be treated as a new student. Exceptions may apply.

Post Completion Information

Issuing of Qualification Certificates and Statements of Attainment

Qualification Certificates and Statements of Attainment will only be issued if the student has paid all outstanding fees in relation to their training program. This includes tuition and material fees.

We reserve the right to withhold the issuing of formal results relating to the training program undertaken if any accounts remain outstanding.

Obtaining Your Qualification Certificate

Upon the successful completion of your training program and/or apprenticeship/traineeship you will receive a formal qualification certificate. Qualification certificates are issued under the AQF guidelines. No responsibility is taken for certificates discovered missing in the mail where the address of the student is different to the address recorded and where confirmation of the mail dispatch has been established and mail is lost/missing at destination.

Re-Issue of Qualification Certificates and Statements of Attainment

Where a Qualification Certificate or Statement of Attainment is requested to be re-issued a minimum charge of $65.00 will apply. We suggest that you keep your certificate(s) in a safe place to avoid losing or misplacing them and that you ensure we have your correct address on record for forwarding your certificate(s).

Further enquiries and assistance

If you require further information or assistance with any aspect of your training program, please ask a Kallibr Training employee member. They will assist and provide you with information and guidance.

Our course advisors are available to provide information and direction to individuals, groups and organisations regarding courses offered through Kallibr Training. Our Course Advisors are available to assist you with:

- support in the enrolment process including advice on fees and concessions.
- information sessions tailored to individual needs.
- pathways to higher education and university

Sources of further information

- Australian Apprenticeship and Traineeship Information Centre www.aatinfo.com.au
- QLD Government Training https://training.qld.gov.au/training/incentives/userchoice
- Australian Skills Quality Authority (ASQA) https://www.asqa.gov.au/
- Construction Skills Queensland www.csq.org.au

Frequently asked questions

"How can I get the most out of my training?"

- Prepare for each training session and actively participate in all scheduled activities.
- Complete all training and assessment requirements including classroom activities and workplace tasks.
- Access the student support services made available to you during the classroom session and while completing the assessment at the workplace.
- Participate in survey activities and offer constructive feedback regarding the course.
- Expect that Kallibr Training Trainer / Assessors and other employee members will treat you with respect.
- Treat employee members of Kallibr Training and your fellow students with courtesy
- Talk to your Trainer or call our office if you experience any difficulties and we will assist you.

"What does competency mean?"

Competency is the formally recognised ability to perform a task under specified conditions to a precise standard. Units of competency are national industry approved standards that outline the knowledge and skills necessary for effective performance in the workplace. National Training Packages or accredited course curricula consist of units of competency covering a wide range of topics, for example OHS, technical skills, communications, quality control and many other aspects of a vocation/job.

"How long does it take for me to receive my Statement of Attainment or Certificate?"

We will issue your Statement of Attainment or Certificate within 30 days of being deemed competent.

Once we have received all your work as satisfactory from the trainer/s, we perform a check of your documentation to ensure we have sufficient evidence of your competency. At this point we complete your electronic records to reflect the successful completion of your studies.

"What happens to my assessment documentation after I receive my Statement of Attainment or Certificate?"

We keep your assessment documentation in our secure storage for 6 months to 7 years from the date you are deemed competent. Please make copies of your documents before sending them to us, as we will not return the original documentation to you after marking is completed.

"What is the difference between a Statement of Attainment and a Certificate?"

A Statement of Attainment is issued when a student has been deemed competent in 1 or more unit(s) of competency from a qualification. A Certificate is issued when a student has been deemed competent in all units that make up a full qualification.

Contact Information

Head Office: 492 Beaudesert Road
Salisbury QLD 4107
P: 1300 668 141
E: customerservice@kallibr.com.au

Delivery Locations:

Kallibr Training – QLD
The Construction Training Centre
460 / 492 Beaudesert Road
Salisbury QLD 4107

Kallibr Training – NSW
3A Williamson Road
Ingleburn NSW 2565

Kallibr Training – Melbourne
20 Industry Boulevard
Carrum Downs VIC 3201

Kallibr Training – Berkshire Park
688-696 Richmond Road
Berkshire Park NSW 2765

Kallibr Training – Perth
6 Riversdale Road
Welshpool WA 6106

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