

Student Handbook

Urban Forest Training Pty Ltd

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Student Handbook

WELCOME

Welcome to Urban Forest Training.

We look forward to helping you develop your vocational skills and knowledge to prepare you for a rewarding career.

The purpose of this Handbook is to provide you with all the information that you need to know about studying with Urban Forest Training.

STUDYING THROUGH URBAN FOREST TRAINING

Urban Forest Training aims to provide courses which are:

- Practical
- Informed by industry needs
- Flexible
- Affordable
- Delivered by friendly, professional and supportive staff

OUR OBLIGATION AS YOUR RTO

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015 which are part of the VET Quality Framework. To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and sales people where applicable.

As the RTO we have the responsibility to issue your AQF certification documents in line with our Student Completion policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

OUR CONTACT DETAILS

Address: 42 Burgess Drive, Shearwater, TAS, 7307

Phone: 1300 942 575

Email: training@uftac.com.au

Office hours are 8am – 5pm Monday to Friday.

COURSES PROVIDED BY URBAN FOREST TRAINING

Urban Forest Training offers the following courses, please click the link to view more information on the course page of our website: <https://uftac.com.au/>

- *AHC30820 Certificate III in Arboriculture*
- *FWPCOT2254 Maintain chainsaws*

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- *FWPCOT2273 Trim and cut felled trees*
- *FWPCOT3301 Time trees using a pole saw*
- *FWPHAR2208 Operate a mobile chipper/mulcher*

SELECTION AND ENROLMENT

Urban Forest Training accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, you must complete a pre-training review and Enrolment process. If you are applying for a course that has entry requirements you will also need to provide the necessary evidence (as indicated on the Course Outline) such as verified copies of qualifications, CV or other evidence.

If you are applying for Credit you should indicate this on your enrolment and supply certified copies of your transcripts so we can assess your application for Credit. See the section on Credits in this Handbook below.

You will be contacted within 10 days to let you know the status of your application and to confirm your details. At that point, if your enrolment is proceeding, we will arrange an entry interview to confirm your suitability and support needs. This may be done over the phone or face-to-face depending on your location.

To confirm your enrolment you will be required to sign the Student Agreement we send you and make payment of the deposit amount indicated.

Upon approval of your application, you will be sent further information about how to get started in your course such as when and where you will need to attend, which information or course materials you need to read prior and who to contact if you have any questions.

UNIQUE STUDENT IDENTIFIER (USI)

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

For information about exemptions for individuals please review this webpage:

<https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

CREDITS

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

Urban Forest Training can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit.

To apply, fill in the Credit Application Form and submit it as part of your /application. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.

You will be advised in writing of the outcome of your Credit Application.

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

Urban Forest Training has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment but you may also apply up to 2 weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Please refer to the Course Outline for an outline of applicable RPL fees.

For more information about submitting an application for RPL, contact the head office.

COURSE LOCATIONS

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Training location and placement sites will vary depending on your employer's circumstances. These locations will be discussed and agreed to prior to commencement of training to ensure consistency with learning and assessment.

COURSE INDUCTION

At the start of your course, you will be provided with an opportunity to undertake an induction. The induction will provide you with specific details about your course requirements, important dates, our online learning system and will be an opportunity to meet your trainer and the other students in your course.

The induction will also provide you with important information about health and safety requirements including incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we also make sure that we have all the required forms and paperwork filled in.

At your induction you will receive your first set of learning materials so that you can start on your learning journey.

General housekeeping arrangements are also discussed as stated in the section below.

STUDENT CODE OF CONDUCT

All students are expected to abide by this Code of Conduct during their participation in their course with Urban Forest Training. Students who do not abide by this Code of Conduct will be followed up through the disciplinary procedures.

1. Students' rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information Urban Forest Training holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to Urban Forest Training on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

2. Students' responsibilities

All students, throughout their training and involvement with Urban Forest Training, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.

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- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to Urban Forest Training in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify Urban Forest Training if any difficulties arise as part of their involvement in the program.
- Notify Urban Forest Training if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.

COURSE EXPECTATIONS AND REQUIREMENTS

The training and assessment offered by Urban Forest Training focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Some of our courses may be delivered in clusters. This means groups of similar units have been packaged together and to avoid repetition. You will receive training and assessment for all units in a cluster at the same time.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Generally, our courses may involve classes, online learning activities, a work placement component, workplace training and assessment visits and homework.

Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations.

ATTENDANCE AND HOMEWORK REQUIREMENTS

If you are enrolled in a course that requires physical attendance, it is an expectation that you attend every class so as to not fall behind. Please notify your trainer at least 12 hours prior to class if you are unable to attend for some reason.

There will also be an expectation that you complete a certain amount of homework each week in order to finish learning and assessment tasks required for completion of your course. Your trainer will guide you on what to do during this time and how much is expected.

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ASSESSMENT ARRANGEMENTS

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

Submitting your assessments

You must submit written assessment tasks via our online learning portal. You will be asked to complete a declaration upon submission that the work is your own.

Written work will be marked within 30 days of receipt. Your assessor will provide you with written feedback via the learning portal and will confirm the outcome of the task through your portal.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.

Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

Appealing assessment decisions

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If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

STUDENT PLAGIARISM, CHEATING AND COLLUSION

Urban Forest Training has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment documentation you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:

- One to one support from our trainers/assessors including providing you with their phone and email contact details
- Classes to assist with study skills.
- Study groups where you can work with your fellow students.
- Referral to relevant external services.

Contact us at our head office on 1300 942 575 to discuss your support needs.

EXTERNAL SUPPORT SERVICES

For students requiring additional support with their studies, work or life, Urban Forest Training provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

Reading and Writing Hotline

Telephone: 1300 655 506

Website: <https://www.readingwritinghotline.edu.au/>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to providers of courses in adult literacy and numeracy.

Lifeline

Telephone: 13 11 14

Website: <https://www.lifeline.org.au/>

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Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Reach Out

Website: <https://au.reachout.com/>

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

Healthdirect Australia

<https://www.healthdirect.gov.au/>

Phone: 1800 022 222

Symptom checker, medicines and health information.

MindSpot

<https://mindspot.org.au/>

Phone: 1800 614 434

Free service for Australian adults who are experiencing difficulties with anxiety, stress, depression and low mood. Provides online screening assessments and treatment courses, or can help find local services.

Butterfly Foundation

Phone: 1800 334 673 website: <https://thebutterflyfoundation.org.au/>

Support for those experiencing an eating disorder and want to talk to someone.

When: 8am to 9pm M-F (no public hols)

Rape & Domestic Violence Services Australia

<https://www.1800respect.org.au/>

Phone 1800 737 732 (1800 RESPECT)

A range of support services are available for people who have experienced sexual assault, domestic or family violence.

YOUR FEEDBACK

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

You may also be contacted by our regulating body ASQA (Australian Skills Quality Authority) to verbally interview or survey you in regards to the quality of the course we have provided you with or your experience studying with us. It is your choice to participate, responses may be kept confidential on request.

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We also welcome feedback from you at any time by email and phone or by completing a Suggestion for Improvement Form, available on request by email or at our head office.

ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that Urban Forest Training holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Administration Manager using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file
- emailing you reports or exports of data or by providing a link or portal to access records online.

Amendment to records

If a student considers the information that Urban Forest Training holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

NOTIFYING YOU IF THINGS CHANGE

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, Urban Forest Training will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or call you. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by writing to us at training@uftac.com.au

LEGISLATION AND YOU

As a student, you have both rights and responsibilities under applicable legislation.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, Urban Forest Training must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety

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and welfare. Urban Forest Training has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with Urban Forest Training emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

Harassment, victimisation or bullying

Urban Forest Training is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Urban Forest Training will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Urban Forest Training Complaints and Appeals procedure and detailed in this Handbook.

Equal opportunity

The principles and practices adopted by Urban Forest Training aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Urban Forest Training.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Urban Forest Training provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

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National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Student Identifiers Act 2014

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification of a statement of attainment for any student if we don't have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations, etc. as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to <http://www.usi.gov.au/About/Pages/default.aspx>

YOUR PRIVACY

In collecting personal information, Urban Forest Training complies with the requirements set out in the Privacy Act 1988, including Australian Privacy Principles 3 and 5 (in accordance with the National VET Provider Collection Data Requirements Policy clause 4.4) and the relevant privacy legislation and regulations of the states/territories in which Urban Forest Training operates.

Personal information, including sensitive information, is collected from individuals in order that Urban Forest Training can carry out its business functions. Urban Forest Training only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.

Sensitive information is only collected by Urban Forest Training if a permitted general or health situation applies in accordance with the Privacy Act (16A, 16B) such as, if:

- The collection of the information is required or authorised by, or under, an Australian law or a court/tribunal order.
- It is unreasonable or impracticable to obtain the individual's consent to the collection, use or disclosure.
- It genuinely and reasonably believes that:
- The collection, use or disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety.

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- Unlawful activity, or misconduct of a serious nature, that relates to Urban Forest Trainings functions or activities has been, is being or may be engaged in, and the collection, use or disclosure is necessary in order for the entity to take appropriate action in relation to the matter.
- The collection, use or disclosure is reasonably necessary to assist any APP entity, body or person to locate a person who has been reported as missing.
- The collection, use or disclosure is reasonably necessary for the establishment, exercise or defense of a legal or equitable claim.

Urban Forest Training ensures each individual:

- Knows why their information is being collected, how it will be used and who it will be disclosed to.
- Is made aware of any legal requirement for Urban Forest Training to collect the information.
- Is able to access their personal information upon request.
- Does not receive unwanted direct marketing.
- Can ask for personal information that is incorrect to be corrected.
- Can make a complaint about Urban Forest Training if they consider that their personal information has been mishandled.
- Is made aware of any consequences for not providing the information requested.
- Whether the information is likely to be disclosed to overseas recipients, and if so, which countries such recipients are likely to be located in.

Urban Forest Training retains evidence that that the student has acknowledged the following Privacy Notice and Student Declaration as part of their enrolment process.

Our full privacy policy is available on our website at: <https://uftac.com.au/student-resources>

FEES, CHARGES AND REFUNDS POLICY

1. Information about fees and charges

1. *Whilst Urban Forest Training maintains strict and prudent financial management practices to ensure any prepaid fees received from a Fee Payer are protected, Urban Forest Training will not require a Fee Payer to pay prepaid fees more than \$1,500 at any given time. You can pay via a payment plan of monthly instalments. These instalments are pre-paid.*
2. *Urban Forest Training will publish and have accessible on a prominent place on its website or within its Student Handbook:*
 - i) *A complete and transparent listing of Urban Forest Training's fees including associated terms and conditions known as the Schedule of Fees;*
 - ii) *Relevant fee information for individual courses within each course outline;*
 - iii) *Details of this policy; and*
 - iv) *Student consumer and refund rights including the method for requesting a refund known as the Refund Application Form.*
3. *Urban Forest Training will ensure that prospective Students are informed of all fees and charges associated with their course and individual circumstances prior to enrolment including any additional costs the students are likely to incur.*
4. *Should Urban Forest Training not be able deliver a course or any portion of the course, enrolled students will be automatically refunded for portions of the course where training services were not*

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provided. Note this only applied is in the extreme event Urban Forest Training ceases to operate or ceases to deliver a course.

5. *A learner is entitled to any statutory cooling-off periods after enrolment to withdraw from a course entitling them to a full refund if no training has commenced.*
6. *Regarding course fees:*
 - i) *A student enrolment is deemed incomplete until the course fee deposit (or the required prepaid instalment) is paid in full and acknowledged as received by Urban Forest Training;*
 - ii) *A student will not receive a testamur (certificate) or statement of attainment until all course fees are paid in full and acknowledged as received by Urban Forest Training;*
 - iii) *Includes all training and assessment and educational student support, up to three attempts at an assessment, all course materials, and the issuance of one set of certification documents including the testamur (certificate) and record of results and/or a statement of attainment (in the case of withdrawal or partial completion); and*
 - iv) *Does not include optional or recommended textbooks and materials, replacement course materials (if applicable), personal use items such as computers and stationery, re-issuance of certification documentation or any re-enrolment required due to failed completion of units.*
7. *Regarding credit transfer applications:*
 - i) *Urban Forest Training does not charge any fees associated with application and assessment of credit transfers and if deemed eligible, a student's course fees will be reduced accordingly.*
8. *Regarding recognised prior learning (RPL) applications:*
 - i) *RPL applications if received and approved by Urban Forest Training will incur an application fee and assessment fee per unit which are non-refundable as set out in the Schedule of Fees.*
9. *Regarding Refunds:*
 - i) *Refunds will only occur in the instance that Urban Forest Training withdraws or cancels a scheduled course, where the student formally withdraws prior to the course completion or where fees need to be adjusted to reflect any CT or RPL credits if processed after enrolment;*
 - ii) *A refund request from a Fee Payer must be provided to Urban Forest Training for assessment using the Refund Application Form;*
 - iii) *Urban Forest Training must be in receipt of a written notification from a student of their intention to withdraw from a course prior to processing of any associated eligible refunds using the Student Withdrawal Form;*
 - iv) *Urban Forest Training will not provide a refund to a student who has commenced a unit or course. Eligible refunds will be reduced by an amount of \$150 representing Urban Forest Training's enrolment cancellation fee which is a reimbursement for administration costs;*
 - v) *Urban Forest Training will not provide a refund for recognition of prior learning assessments after enrolment, where recognition resources and services have been supplied to the student;*
 - vi) *If Urban Forest Training cancels a course, students will not have to apply for a refund, Urban Forest Training will automatically process refunds and obtain fee payer deposit details (if necessary);*
 - vii) *A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund;*
 - viii) *The outcome of a Refund Application Form and eligible refund payments will be made within 30 days of a received application;*
 - ix) *All Fee Payers have the right to dispute and appeal to a refund decision made by Urban Forest Training through the Student Complaint and Appeals Procedures; and*
 - x) *Urban Forest Training's CEO has full discretion on fee payer refund eligibility especially in unique and unforeseen circumstances.*
10. *All documentation in relation to this policy such as student invoices and Refund Application Forms will be retained on a student's file.*

11. *Urban Forest Training’s payment terms are strictly 7 calendar days from the issue date of an invoice.*

2. Publication

- Urban Forest Training will publish in a prominent place on its website the following:
 - Costs for fee for service programs.
 - This Fees and Refunds Policy.

ADDITIONAL FEES AND CHARGES

Urban Forest Training has the following of additional charges which may apply in some circumstances.

Type and circumstance in which it applies	Charge
Re-issuing of testamur and statements of results All course fees include the cost for issuing of one copy of the AQF testamur and Record of Results and/or a Statement of Attainment. This fee applies to each additional copy of a certification document if required.	\$50 per document plus the cost of postage if required.
Printing and photocopying Printing costs as may be required to complete assessments, or homework activities, or if students require a copy of any records that Urban Forest Training holds about them.	Urban Forest Training provides printing or copying for a cost of 20c per page, however students may use their own or other printing facilities.
Re-enrolment fee (per unit) Where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, the student will need to re-enrol into the unit or units in question.	Pro-rata course fee based on the number of units required to be undertaken. Varies refer to Course Outline and Student Agreement for applicable fees.
Recognition of Prior Learning (RPL) Fees Application Fee & Fee per unit assessed by RPL <i>Total course fees may be reduced to account for the number of units undertaken via RPL or where Course Credit has been granted.</i>	Varies refer to Course Outline and Student Agreement for applicable fees.

COMPLAINTS AND APPEALS POLICY

1. *Urban Forest Training is committed to respond to any Complaints or Appeals in a transparent, consistent, objective, fair, sensitive, confidential, and timely manner upholding the principles of natural justice and procedural fairness.*
2. *Where a Complaint is made, all parties involved will be afforded the opportunity to be promptly notified and provide a response to the allegations.*
3. *Urban Forest Training’s policy and procedure to manage a Complaint or Appeal does not contravene any rights and remedies of any party under law.*
4. *Complainants or Appellants are advised to inform Urban Forest Training of their Complaint or Appeal as soon as possible using the Complaints and Appeals Form. This form initiates Urban Forest Training’s Complaint and Appeals Procedures that will commence by CEO acknowledgement of the form within 2 calendar days of receipt.*
5. *Urban Forest Training will aim to conclude its investigation and resolution of any Complaint or Appeal within 30 calendar days or as soon as practicable. During this period, all parties will regularly be*

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- informed on progress of the investigation and outcome as appropriate. On the exception that a matter is anticipated to take greater than 60 calendar days to resolve, Urban Forest Training will inform all parties in writing including reasons for anticipated duration to resolution and provide all parties with regular updates on the progress of the matter.*
6. *Whilst Urban Forest Training will seek to internally manage Complaints through establishing a Complaints and Appeals Procedure, should a Complaint be of such serious circumstance that would warrant notification to the authorities, the CEO will maintain full discretion.*
 7. *In the instance an Appeal is registered regarding the outcome of an assessment, Urban Forest Training at its own cost will seek an independent assessor to re-assess the original assessment again which will assist in informing an appropriate resolution.*
 8. *Urban Forest Training acknowledges that some Complaints and Appeals warrant an appropriate independent external party to be appointed for review, especially where Urban Forest Training's internal processes fail to resolve the matter or there is perceived, actual or potential conflict of interest. An engagement of external independent party may be requested by a Complainant or Appellant at their own costs. However, should Urban Forest Training decide in the best interests of a matter that this should be pursued through an independent external party, then Urban Forest Training will bear the costs of the engagement of the independent external party. In all instances, Urban Forest Training will maintain cooperation and support any investigation process and associated findings and recommendations made by an independent external party.*
 9. *Records of all Complaints and Appeals will be securely and confidentially recorded and retained as business records by Urban Forest Training in accordance with its Governance and Compliance Policy.*
 10. *Where a Complaint or Appeal leads Urban Forest Training to a conclusion that there may be potential recurrence of similar causes for future Complaints or Appeals, then Urban Forest Training will take reasonable corrective action to eliminate the cause or mitigate the likelihood or reoccurrence in accordance with its Governance and Compliance Policy.*
 11. *This Policy and the Complaints and Appeals Form will be made publicly available through publication on prominent place within Urban Forest Training's website and further located and provided to students in the Student Handbook during the pre-enrolment process.*

Publication

This policy and procedure will be published in the Student Handbook and on Urban Forest Training's website. <https://uftac.com.au/>

ISSUING OF CERTIFICATION DOCUMENTS

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

Urban Forest Training reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where Urban Forest Training is not permitted to do so by law.

Urban Forest Training must have a valid USI on file for the student for a qualification or Statement to be issued.

Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees and Charges section for the current fee.

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POLICY DEFINITIONS

Appeal means a request for a decision made by Urban Forest Training to be reviewed

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

Complaint means a person's formal expression of dissatisfaction with any product or service provided by Urban Forest Training

Fee Payer means the nominated payer of a student's course fees, usually either the student or the employer paying on behalf of the student

Services means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support

SRTOs means the Standards for RTOs 2015 – refer definition of 'Standards'

Standards means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from www.asqa.gov.au