STUDENT HANDBOOK

Rapid Training

RTO #: 6556

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Phone: 1300 309 169
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rapid TRAINING

ABOUT US

Thank you for choosing to study with Rapid Training, we look forward to working with you to achieve your training and career goals.

Rapid Training is committed to providing high quality standards of vocational education and training, we aim to provide a happy and user-friendly atmosphere in which to learn.

Rapid Training will ensure that you will receive the opportunity to fulfil your personal potential during your training and every endeavour will be made by staff to accommodate the training to meet your individual needs.

It is important to keep this handbook on hand during your training, as it will provide additional guidance as you progress throughout your training. In this handbook, you will find information about Rapid Training's policies and procedures, together with forms and documents that you may need to refer to and/or complete.

If you have suggestions on how we can improve our training services, please email the RTO Manager.

We sincerely hope your experience with Rapid Training is an enjoyable learning experience. If you require any assistance with understanding these Policies and Procedures, please do not hesitate to contact us for assistance, or explain the process further.

CONTACT DETAILS	
Phone:	1300 309 169 (option 3)
Email:	training@rapidsolutions.com.au
Web:	https://www.rapidsolutions.com.au
Postal Address:	PO Box 550, Kotara NSW 2289
RTO ID:	6556
Office Hours:	Monday – Friday 9.30am – 4.00pm *(Closed Australian & NSW Public Holidays)*

Please Note: the most effective method of communication is via email, as:

- your correspondence is written
- contact information is readily available for response
- available 24/7

Contacting our Trainer/Assessors

For assistance in completion of training & assessment activities, you can email one of our trainer/assessors at anytime with your query or request to be contacted.

Below are the trainer/assessors email addresses:

Chris Ryan	Chris.Ryan@rapidsolutions.com.au
David Wilson	David.Wilson@rapidsolutions.com.au
Jay Turner	Jay.Turner@rapidsolutions.com.au
Trent Chapman	Trent.Chapman@rapidsolutions.com.au

OUR COURSES

What is Nationally Recognised Training?

Nationally recognised training is any programme of **training** leading to vocational **qualifications** and credentials that are **recognised** across Australia. It includes studying at a public (e.g. TAFE) or private **training** organisation, completing an apprenticeship, certificate or diploma **course**.

Rapid Training's accredited courses are nationally recognised training products.

What courses do we offer?

Rapid Training has two types of course accredited and non-accredited.

Our accredited courses are built from units from the qualification CPP30115 Certificate III in Urban Pest Management. Achievement of one of these accredited courses, will lead to a nationally recognised certification.

The accredited courses we offer include:

- CPP30115 Certificate III in Urban Pest Management
- Pest Technician course
- Timber Pest Manager course

Our non-accredited courses have been specifically designed to close an identified skill gap in the industry. Achievement of one of these non- accredited courses, will lead to a Statement of Participation.

The non-accredited courses we offer include:

- Pest Management for Office Staff
- Pest Management for Office Managers
- Reporting Insights

Rapid Training may from time to time schedule Masterclasses. These classes will be designed to cater to an industry skill gap or area for professional development. The classes will be scheduled upon demand and will be dependent upon enrolment numbers. If a class is cancelled due to minimum numbers not being reached, the enrolled student will be given the option to be scheduled into the next course date or be offered a course refund. All masterclasses will be offered as non-accredited course.

STUDENT RESPONSIBILITY

Our students consist of new and existing members from the pest management & building industry. There exists diversity in our students, covering a range of ages, gender and cultural backgrounds.

Applications for enrolment into a Rapid Training course is open to any persons, so long as they meet the minimum levels for eligibility.

Student Code of Conduct

The Student Code of Conduct details the principles that guide the behaviour and responsibilities of students, and the standards of conduct and ethical standards expected of students.

All students are members of the Rapid Training community and are responsible for maintaining a safe, harmonious and tolerant environment. In addition, students are expected to:

- Act in accordance with this student code of conduct
- Acquaint themselves and comply with rapid training's policies and procedures and all course and unit requirements relevant to their enrolment
- Ensure personal details (including electronic contact details) are current
- Read relevant correspondence sent to them by Rapid Training
- Pay all course fees prior to course commencement, or by the payment due date.
- Comply with all health and safety requirements and instructions given by Rapid Training staff and act in accordance with the current legislation

In all interpersonal interactions with other members of the Rapid Training community, students are expected to:

- Treat others with respect, dignity, courtesy and sensitivity, and maintain privacy of another student or Rapid Training staff
- Act with impartiality, integrity and honesty in all their dealings with another student or Rapid Training staff
- Behave in a manner which does not to discriminate, harass or bully another student or Rapid Training staff
- Maintain a collaborative and cooperative approach
- Behave in a manner which does not adversely affect the freedom or privacy of another student or Rapid Training staff, in order to pursue their studies, duties or activities
- Comply with directions given by Rapid Training staff to promote the good order and management of Rapid Training

In undertaking their studies, students are expected to:

- Meet unit and course requirements to the best of their abilities
- Make genuine attempts to progress successfully in their course by meeting course requirements and deadlines for assessment and by regular attendance and/or engagement with learning activities
- Communicate with the RTO manager regarding any struggles that you may be having, especially if it will affect your training and assessment.
- Cooperate with trainers, assessors, and RTO staff for completion of training and assessment.
- Maintain the highest standards of professional ethics relevant to the profession or industry for which they are being trained
- Track your own course progression and allocate the appropriate amount of time to complete your enrolled course. *Note: you can track the remaining days, displayed on course in coassemble.*

Students who do not act in accordance with this Code of Conduct may face disciplinary action.

Students are required to agree to abide by this Code of Conduct during enrolment, and again on the student induction. Please ensure you have read and understood this code, prior to enrolment.

Cheating and Plagiarism

Rapid Training will not condone cheating or plagiarism in any form by students of Rapid Training and will ensure that these standards are upheld. Trainers will be diligent in reducing potential opportunities for cheating and plagiarism to occur.

Cheating

Cheating is defined as obtaining or attempting to obtain, or aiding another to obtain credit for work, or any improvement in evaluation of performance, by any dishonest or deceptive means.

Cheating includes, but is not limited to:

- lying;
- copying from another's assessment;
- Discussion at any time of answers or questions on an assessment, unless such discussion is specifically authorised by the assessor;
- Taking or receiving copies of an assessment without the permission of the assessor;
- Using or displaying notes, "cheat sheets," or other information devices inappropriate to the prescribed test conditions;
- Allowing someone other than the officially enrolled student to complete assignments.

Plagarism

Plagiarism is defined as the act of using the ideas or work of another person as if they were one's own work.

Plagarism includes, but is not limited to:

- Use other people's ideas where they are not acknowledged in the appropriate way
- Copy online internet content, and submit as own work.
- Failing to give proper credit to the source.

Disciplinary Action

If Rapid Training management determine a student has not observed the code of conduct, or is failing to meet their obligations of their enrolment, they will implement the following steps of disciplinary action:

Notice of Non-Compliance

- If a student commits a Minor breach of the code of conduct or has unsatisfactory course progression, Rapid Training have the right to issue a Notice of Non-Compliance, providing an outline of the issue and provide direction for corrective action to be taken within a reasonable timeframe.

Written Warning

- If a student has does not comply with a warning within a reasonable timeframe, Rapid Training have the right to issue a written warning that the students enrolment will be withdrawn if immediate action is not taken.
- If a student commits a Major breach of the code of conduct e.g. plagerism, ongoing unsatisfactory course progression, Rapid Training have the right to issue a written warning that the students enrolment will be withdrawn if immediate action is not taken.

Enrolment Withdrawal

- If a student has does not comply with a written warning within a reasonable timeframe, Rapid Training have the right to withdraw the students enrolment immediately.
- If a student commits a Serious breach of the code of conduct e.g. cheating, harrassment, Rapid Training have the right to withdraw the students enrolment immediately.

If any of these disciplinary actions are implemented, a written notice will be emailed to the student within 7 working days of the offense being brought to the RTO Managers attention. The written warning will outline the details of the offense/non-compliance, with options for rectification or appeal.

Students may lodge an appeal to the decision in writing to the RTO Manager, within 14 days of receipt of the notice.

ENROL WITH US

How to enrol & when?

Students can enrol in any of our courses on our website.

You can enrol at any time using the online enrolment form. Enrolments will be processed within 3 business days. After being processed an invoice will be issued to the identified party. Once payment is remitted and received, students will be placed on the next course intake (each Friday).

Eligibility - Is this course for you?

It is important to fully read the course flyer, prior to enrolment, these flyers can be found on our website.

The flyer contains a description of the courses:

- Units of competency/ module of study
- Course Term
- Course Fee
- Entry requirements
- Outcome pathways
- Training & Assessment requirements

By enrolling in the course, you are agreeing to meet and complete all the course requirements outlined in the course flyer. Therefore, ensure that you will be able to satisfy these requirements prior to enrolling.

Enrolment, including the following three core entry requirements.

Entry Requirements

Employment or Work Placement

To ensure our students can apply their training in an industry environment, Rapid Training requires all students enrolled in any of our accredited course to either be:

- Employed, under a licensed/accredited technician; or
- have pre-arranged & documented work placement, under a licensed/accredited technician.

The students will be responsible to source and maintain these arrangements throughout the term of their course. If these arrangements change during the term of the course, students must source alternate arrangements and advise us via email within 10 business days.

Failure to maintain employment or work placement arrangements in order to meet the course requirements, may result in Rapid Training management withdrawing the student's enrolment, as incomplete.

Documented Work Placement options can include, either:

- The completed Work Placement Agreement form; or
- A company letter or email, from the licensed/accredited technician confirming their willingness to facilitate the work placement requirements of the course

A completed copy of the Work Placement Agreement must be submitted with your enrolment application.

USI

The Unique Student Identifier (USI) scheme, enabled by the *Student Identifiers Act 2014*, allows students to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these

achievements by employers and other RTOs. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life.

You can access your USI account online from a computer, tablet or smart phone anywhere and anytime. A USI gives you access to your online USI account, which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5. For more information please visit: https://www.usi.gov.au/.

Do you need a USI to enrol with Rapid Training?

During enrolment students will be *required* to provide their USI number on our online enrolment system. If you do not already have a USI, or cannot find it, the enrolment form will provide you with a link and instructions to the USI website to create or retrieve your number.

If you are an international, overseas or an offshore student please visit www.usi.gov.au for more information.

Unless exempt, Rapid Training will only issue a qualification or statement of attainment to a student after the student has provided Rapid Training with a verified USI.

Security of the Student USI

Rapid Training will ensure the security of USIs and all related documentation for verifying the student identity will be destroyed in manner that will keep all personal information confidential, this includes digital and hard copy of records. Please refer to our Records Management section.

LLN

LLN support is available to provide students with advice and support services in the provision of language, literacy and numeracy assessment services. Student's needing assistance with their learning should be identified upon enrolment. Trainers and staff within Rapid Training can provide students with support to assist the student throughout the learning process.

Language, Literacy and Numeracy skills are generally included and identified in Training Products and accredited course programs. In identifying language, literacy and numeracy requirements, students are required to have basic skills in:

- Count, check and record accurately
- Read and interpret
- Estimate, calculate and measure

Students undertaking accredited course will be required to undertake an LLN Assessment:

- If they have not completed Year 12
- Have not completed a Certificate III qualification or above or can demonstrate equivalent industry experience.
- English is a second language
- Upon the discretion of Rapid Training management.

If the LLN assessment does not show a minimum AQF 3 level result in all categories, the student will be asked to complete a supplementary assessment. If not achieved at this point, their enrolment will be withdrawn, and they will be referred to another provider for training on the identified skill gap. To reenrol, they must complete a new application process.

Credit Transfer

Not to be confused with RPL, Credit Transfer is the process for recognising units that have been completed by a student that is a direct equivalent to units within the desired qualification. Rapid Training as a Registered Training Organisation recognises direct equivalent units issued on a transcript by other RTO's who are registered as a Registered Training Organisation.

What is the Credit Transfer process?

To apply for Credit Transfer, during enrolment students must:

1. Select YES, when asked if they wish to apply for RPL
2. Select YES, when asked if they wish to apply for Credit Transfer
3. Upload a certified copy of their nationally recognised Certificate, Transcript or Statement of Attainment into the enrolment system.

For Credit Transfer to be applied, each unit of competency must be provided nationally recognised Certificate, Transcript or Statement of Attainment, and will be assessed individually to ensure equivalency and currency against each enrolled unit.

Course fees and enrolled term will be adjusted accordingly to cater for any applied Credit Transfer. Students will be advised, in writing, with 5 business days of the changes applied to their enrolled course.

What is Recognition of Prior Learning?

RPL is the formal acknowledgment of skills and knowledge that you currently have. RPL recognises that students need not undertake training for skills they already possess.

The skills and knowledge may have been obtained through:

- Formal training/informal training/in hour workplace training/workshops, etc.
- Work experience
- Life experience

What is the RPL Application process?

1. To apply for RPL, during enrolment students must select YES, when asked if they wish to apply for RPL
2. Upload Submit evidence of the skills and knowledge gained in other contexts and which are relevant to the unit(s)
3. The enrolment will be processed, and additional evidence may be requested at this time
4. The course fee will be determined and a preliminary plan for the RPL assessment will be discussed with the student.
5. A minimum $450 fee will be charged to the student and be required to be paid for further assessment. Fees may vary based on the type the number of units to assessed, the complexity of the RPL assessment
6. The Assessor will conduct an initial assessment on the evidence. This may include knowledge test, work examples and documented evidence.
7. The Assessor will conduct the supplementary assessment. This may include workplace observation, interviews, professional conversations.
8. An assessment judgment will be made and discussed with the student.
9. Additional fees may apply, if any additional assessment is required to demonstrate competency.

To achieve competency throughout the RPL process requires students must provide evidence of, or demonstrate, their current ability to perform the requirements of each of the performance criteria of each of the performance criteria within the unit of competency of a qualification.

Student Induction

On course commencement, within 30 days, every student will be required to complete a Student Induction, on the online portal.

This induction will provide you with:

- This student handbook
- Key contact details
- Instructional guide to the online training portal.

You will then be asked to confirm your agreement with the policies and procedures contained in this Handbook.

COURSE FEES

Enrolled students will receive an invoice(s) for all course fees. The amount you pay depends on the type of course you study and on your personal circumstances. As per legislative guidelines, for fees that are more than $1,500, a payment plan or multiple installments will be required.

Registered NSW New Entrant Trainees accessing Smart and Skilled subsidised training will be eligible for the capped qualification funding. For more information, please visit: https://smartandskilled.nsw.gov.au/.

You must ensure you have paid your fees, or your fee instalment, by the due date, or you won't be allowed to start or continue your course, or have access to training materials and services, and you will not be issued a certification.

Payment Options

During enrolment, students will have the option to identify who the invoice should be made out to, as well as their preferred payment method.

- *Direct Deposit:*

  Invoices issued by Rapid Training include our bank account details, which can be utilized to remit course fee payment through an electronic bank transfer.
- *Payment Plans:*

  Rapid Training can make it easy for students to pay for their course overtime, with manageable weekly or fortnightly instalments which can be debited from a bank account or credit card.

  When completing our online enrolment form, students can select the payment plan option, and once their registration has been processed, they will be provided with a link to establish the payment plan agreement with our external provider, Debit Success. The payment plan establishment fee and ongoing transactions fees will be payable by the student.

Refund Policy

Student course fees must be paid in full or an approved payment plan in place prior to course commencement. Once the course term has commenced*, the course fee is ***non-refundable***.

Prior to commencement*, applicants may request a refund of all but a ***$150.00 administration fee***, and any payment plan fees charged.

All refund requests must be in writing from the invoiced party. Refund requests must be emailed and made to the attention of the RTO Manager. Refunds approved by the RTO Manager will be issued through an electronic transfer within 14 days of receipt of bank account details.

** Course commencement is defined as the course start date outlined in the course welcome email sent from Rapid Training.*

TRAINING & ASSESSMENT

Competency Based Training

Competency-based training is a method of training which develops the skills, knowledge and attitudes required to achieve competency. All training and assessment conducted by Rapid Training is competency based.

Training & Resources

All required course materials are contained on our online training portal comprising of interactive and engaging content. Webinars are available to students, with our industry trainers covering various course topics, as well as scheduled and on demand Q&A sessions. Students also have immediate email access to trainers for additional assistance or direction.

To provide additional support & reference, students may be provided with textbook purchase recommendations. These may include but are not limited to the textbooks: "Urban Pest Management in Australia" & "Australian Termites".

Assessment

Depending on the course you enrol in, Rapid Training will utilize a range of assessment methods to assist you help show competence. The collected assessment evidence may include, but is not limited:

- Primary Assessment Evidence:
  - Theory: Questioning
  - Theoretical Application: Case Study
  - Practical: Video Assessment
- Supplementary Assessment Evidence:
  - Workplace activity logbook
  - Workplace documentation

To find out about a course's specific assessment modes, please refer to the course information /flyer on the website, or if already enrolled, the Course Welcome email and the online training portal.

Understanding your results

If you have been assessed as competent you will be resulted with a C (competent).

If you have awarded a NYC (Not Yet Competent) on your assessment, you will be granted a reattempt. You will be provided with three attempts to demonstrate competence on each assessment during the course term.

By the end of the enrolment period, if you have attempted but were not able to demonstrate competence on single or numerous assessments on the unit of competency, you will be resulted with an NYC (Not Yet Competent) and will need to re-enrol in the unit of competency.

Grading Turnaround

An assessor will aim to grade your submitted assessment within 10 days from the submission date. If grading extends beyond this point, please email us for support.

If, at any time, these timeframes need some flexibility, Rapid Training will post a notice on the online portal to advise of the extended timeframes, such as grouped multiple public holidays e.g. Easter & Christmas/New year.

Rules for Grading Consistency

Assessors are responsible for ensuring that all assessments are conducted in accordance with the principles of assessment and the rules of evidence.

- **Principles of assessment** are required to ensure quality outcomes. Assessments should be fair, flexible, valid and reliable.
- **Rules of evidence** are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is valid, sufficient, authentic and current

In order to ensure grading consistency, Rapid Training has the following strategies in place:

- **Validation** - Consultation with industry, in order to:
    - Meet current workplace/industry requirements
    - ensure the VET compliance with the principles of assessment and the rules of evidence
    - Meet the requirements of the unit of competency
- **Assessment Moderation** - assessment/question may be worded (as needed/identified) to assist the clarity of the assessment instructions.

Reasonable Adjustment

If you are being assessed and have special needs, reasonable adjustments may be made in the assessment process. Reasonable adjustment aims to make it possible for students with an additional need to participate fully in education and training.

Even though real life evidence, will more easily demonstrate competence, we understand that sometimes it may not always be possible to collect assessment evidence in a real environment. When this occurs, your trainer/assessor may suggest you apply a 'reasonable adjustment' to the instructions e.g. a simulation.

When this occurs, you must ensure you follow the following, minimum, guidelines, along with any specific instructions given to you by the trainer/assessor. Instructions must be provided in a written format e.g. on the training portal/email, verbal agreements will not be accepted.

In the evidence, ensure you include:

1. Identify why the adjust was needed
2. Identify how the assessment instruction has been adjusted
3. Ensure you provide more verbal/written context on how the adjusted evidence shows how these skills and knowledge can be transferred to other situations, including the original assessment requirement.
4. If the 'reasonable adjustment' to the instructions were on an email, upload the email to the question on the portal to provide context on the adjustment.

Example of a simulation:

Candidate participated in a WHS meeting

Evidence criteria:

- volume was appropriate where all can hear
- pace was moderate
- message was concise through limiting information that was relevant to discussion
- acknowledged others input by using facial expressions such as nodding
- gave eye contact to audience, etc.

Trainers and Assessors

Our training and assessment team consist of a group of qualified Pest Management Industry professionals, with vast volumes of knowledge, skill and experience. They are required to maintain their qualifications currency, and regularly update their knowledge and skills through ongoing professional development activities, with annual reviews carried out.

Course Durations

Our course durations (on our website) are all set to the maximum duration for the course. These have been calculated to ensure that the minimum hours allocated each week, are achievable, even for those working fulltime hours. Course timeframes can be accelerated for fast progressing students, wishing to complete sooner.

Progression & Completion

While students are responsible to track their own course progression and allocate the appropriate amount of time to complete their enrolled course and can track remaining days on their course on online training portal.

Rapid Training has the following procedures in place to monitor and track student's progression, to ensure they are aware of their completion deadlines and support their course completion.

Enrolment Processes for Course Completion:

All students are clearly informed about the requirements to achieve satisfactory course progress upon the commencement of any course. Upon enrolment the student is provided with a range of information, that includes details on course durations, contact information, access to course requirements and the Rapid Training procedures to support students and complete their enrolled course.

i. Each students course access is setup within Coassemble upon enrolment, including:
   a. Access to the required units/course
   b. Course duration timeframes and relevant time zone.
   c. As soon as a student has been setup in Coassemble, the system automatically sends them an email to notify them and instruct them to finalise their registration.

ii. Students are emailed a welcome notice from Rapid Training, which outlines:
   a. The course enrolled, including access to course elements e.g. units and logbooks
   b. Course Start & End dates
   c. Their login details to Coassemble, including an attached Coassemble Student user guide
   d. Recommended hours of study
   e. Course Completion requirements, including limitation of extensions

Monitoring and Tracking Course Completion:

i. Coassemble automatically sends notifications are sent to all required, whenever a stage has been completed e.g. Assignment completed by student, a course completed, a new enrolled course, an allocated Assessment Grade.

ii. Rapid Training will maintain and track students course progress through the Coassemble, which logs and can report on a student's time allocation and time allocation and progress.

iii. If it is identified that a student is not undertaking study on the online portal on a consistent basis, they may be emailed a reminder.

iv. In the final month of their course, students will be emailed a Pending Course Expiry notification.

v. If a student does not complete all assessment requirements for their course, they will be sent an email notifying them of the course expiry, and to contact Rapid Training within seven (7) days to discuss course completion options. Rapid Training Management has the right to determine the options for a student to complete the course after this timeframe. This decision will be based on a range of information, which may include:
   - Course progression and access logs from Coassemble
   - Prior correspondence on course progression issues
   - Evidence of '**exceptional circumstances**'

Important Reminder: *Extensions or refunds will not be given for failure to complete a course within the designated term.*

What are exceptional circumstances?

Rapid Training may consider the following examples to be '**exceptional circumstances**':

- Personal medical reason. *Medical documentation to be provided.*
- Support/care of an immediate family member for medical reasons e.g. spouse, child. *Medical documentation to be provided.*
- Natural Disaster

Please note for each of these circumstances, contact should be made with the Rapid Training Management well before course expiry, and there should be evidence of prior consistent of a student's course progression on the online portal.

What are not exceptional circumstances?

Rapid Training would not consider the following examples to be '**exceptional circumstances**':

- Lack of time to complete course work
- Unaware of course deadline - as shown above, students have immediate access to their course expiry deadline on the online portal.
- Failure to immediately report to Rapid Training Management any issues that will/have delayed their course completion e.g. issues accessing the online portal.
- The student is requesting an extension after the course has already expired.

Course Suspension:

If a has student is experiencing difficulties in completing work, they may consider lodging a Course Suspension Application form. This application will suspend the course term for set period and recommence the remaining course term on the agreed date.

Guidelines for each Course Suspensions:

- Course suspensions will not exceed two (2) months
- Course terms will not be reset
- Suspensions cannot be retroactive, and will only be applied from the date the application is received
- Only one (1) Course Suspension can be approved per course
- In the **Course Suspension Application form** students should:
    - Provide clear and concise justification for the request, including their **'exceptional circumstances'**
    - Provide supporting evidence e.g. doctors certificate
    - Identify the requested suspension start and end dates
- Approval of the **Course Suspension Application form** is at the dissection of Rapid Training management, and suspension term may be modified from the request, and/or conditions for suspension applied (where relevant)
- Decisions for a **Course Suspension Application form** will be emailed to students within seven (7) days.

Course Extension:

If a has students' course is approaching the expiry date, and they are likely to not complete their course work within the timeframe, they may consider lodging a Course Extension Application form. This application may extend the term of the course.

Guidelines for each Course Extensions:

- Course extensions will not exceed four (4) weeks
- Applications must be lodged at least fourteen (14) days prior to the course expiry date to be considered
- Only one (1) Course Extension will be approved per course
- In the **Course Extension Application form** students should:
    - Provide clear and concise justification for the request, including their **'exceptional circumstances'**
    - Provide supporting evidence e.g. doctors certificate
    - Identify the requested extension period
- Approval of the **Course Extension Application form** is at the dissection of Rapid Training management, and the extension term may be modified from the request, and/or conditions for extension applied (where relevant)
- Decisions for a **Course Extension Application form** will be emailed to students within seven (7) days.

If students cannot demonstrate, **'exceptional circumstances'** in their application for extension, Rapid Training Management has the right to offer the student to pay for a course extension. Paid extensions can be offered by Rapid Training Management in four (4) week extension increments for a $250 (GST inclusive) fee, with no more than 2 paid extensions allowed per course. Paid extensions will not be offered past 8 weeks after course expiry.

Course Cancellation:

Students can request to cancel their enrolled course at any time by completing and returning the Course Cancellation Application form.

Cancellations due to Unsatisfactory Course Progression:

As a final recourse, students who have consistently failed to meet or follow course progression instructions, Rapid Training Management have the right to withdraw a student from the course, including prior to the Course expiry date. A written final warning will be issued to the student, advising them that their course will be cancelled. The student may lodge a written appeal within seven (7) days, outlining **'exceptional circumstances'** to justify the unsatisfactory progression. The final decision is at the discretion of Rapid Training Management.

Access to Forms

The forms Course Suspension Application form, Course Extension Application form & Course Cancellation Application form can be found on our website (under Tools & Resources) or requested via email.

COURSE COMPLETION

Certification Issuance

In determining whether a student is competent/or not yet competent, the student is assessed against the requirements of the qualification, including the units of competencies and the performance criteria and assessment requirements within the units of competency.

Students are issued with a VET Statement of Attainment or VET Qualification once competency has been achieved, as outlined within the Training Product. The testamur for all AQF qualifications issued will identify the qualification as an AQF qualification with the words "The qualification is recognised within the Australian Qualifications Framework".

Issuance of recognised qualifications or statements of attainment

Once a USI has been collected and stored into the RTO's database, and on successful completion of training, Rapid Training will provide nationally recognised qualifications or statement of attainments to students in a variety of different formats.

Below are some examples that are considered a statement of attainment and they cannot be issued until the student has supplied Rapid Training with a USI that has been verified. They can include:

- A certificate
- A building industry white card
- A stamp on their license to certify they can now drive heavy machinery

When a student logs into their USI account it will link to the national data collection using the USI. The students USI account will then be able to see their records and results completed. The student's results from 2015 will be available in their USI accounts in 2016.

Reissuance of Certification

We understand that sometime students lose copies of their certifications and are happy to arrange them with a replacement. A small administration fee will be charged for each certification reissued, and each instance. This fee is to cover all administrative costs.

In order to maintain student privacy, all reissuance requests must be in writing and from the enrolled student. There students must complete and return our ***Application for Certificate Re-issuance*** which can be found on our website or requested via email.

Pest Management Licensing in Australia

All pest control licensing is administrated by each states licensing authority, licenses are not issued by Rapid Training. Upon course completion, students should visit their states licensing authority website to access the relevant license application form. Students will need to supply the licensing authority with a copy of their accreditation containing the required units of competency.

Licensing Authority Links:

NSW	NSW EPA	ACT	Territory and Municipal Services
QLD	Queensland Department of Health	NT	NT Department of Health - Poison Control Section
VIC	Victorian Department of Health	SA	SA Department of Health
TAS	Department of Primary Industries, Parks, Water and Environment	WA	WA Department of Health
ACT	Territory and Municipal Services		

Guide to Licensing:

State	CPP30115 Core Units									CPP30115 Elective Units			
	CPPPMT3005	CPPPMT3006	CPPPMT3018	CPPPMT3002	CPPPMT3007	CPPPMT3043	CPPPMT3017	CPPPMT3026	CPPCMN3004	CPPPMT3008	CPPPMT3010	CPPPMT3019	CPPPMT3029
NSW	🔑	🔑	🔑							✓			
QLD	🔑	🔑	🔑							✓	✓		
VIC	🔑	🔑	🔑							✓			
TAS	🔑	🔑	🔑							✓			
ACT	🔑	🔑	🔑							✓			
NT	🔑	🔑	🔑							✓			
SA	🔑	🔑	🔑							✓	✓		
WA	★	★	★	★	★	★	★	★	★	★	★	★	★

Disclaimer: The below is intended as a guide to required units in the Urban Pest Management training package, in order to obtain relevant state licensing. Please refer to your relevant state licensing/regulatory body for confirmation of these requirements, to clarify alternative options, and to discuss any other licensing type.

Symbol	***Licence Types***	***Type of work involved***
🔑	Pest Management Technician Licence – excl Timber Pest	General pest control and management
✓	Termite Management - Accreditation for Endorsement	These unit(s) are the minimum required to obtain liability indemnity coverage with your insurer.
★	Full Pest Management Technician Licence	General pest control and also termite & timber pest management

Feedback & Improvements

The purpose of the feedback from students on the delivery of training and assessment, including the training portal content, the trainers' skills and knowledge, student satisfaction of outcomes, to feedback on the resources will be utilised for the continuous improvement of our training services.

All feedback is valid and valuable, and the RTO Manager will ensure discretion when reporting both positive and negative feedback to trainers & management. These discussions will help us focus on where we can improve services to increase the students learning experience.

So please respond to all Rapid Trainings feedback requests with you honest and constructive feedback.

STUDENT SUPPORT

Rapid Training caters to diverse student learning needs and aims to identify and respond to the learning needs of all students. During enrolment, students are required to declare any and all barriers that could hinder their successful completion of their enrolled course. The reason Rapid Training requires this information, is to ensure that every student can be provided with access to the appropriate support services that will assist them with the successful completion in their enrolled course.

Language & Learning Support

Students will be given access to support services that can assist them to with a range of diverse learning and language and barriers. These barriers could include:

- Learning disabilities e.g. dyslexia
- Reading or writing
- Language barriers
- Prior education

Rapid Training reviews a student's enrolment responses to determine if there are any areas that support may be required. If so, students will be asked to complete our LLN assessment.
The LLN assessment is an online quiz, that is utilised to determine if the student holds the minimum AQF level skills in language, literacy & numeracy. If a student does not meet the minimum levels, they will be provided with a Supplementary learning guide and assessment to complete and return.
Depending on the AQF level gap, Rapid Training may hold the enrolment until the guide is completed and returned. The completion of this guide helps us to determine if any further support is required. If so, students may be referred to external services.

Physical Disability Support

If a student identifies that they have a physical disability during enrolment, students may still be eligible for enrolment so long as they are able to complete all physical requirements of the course. Depending on the disability identified, students may be asked to provide written medical advice confirming that the student has the capacity to meet all requirements for training.

What support can be provided?

Rapid Training is committed to providing students requiring additional support, advice or assistance while training. To achieve this and to ensure the quality delivery of training and assessment, Rapid Training will provide or refer students to appropriate support services that can assist students improve their training outcomes.

Internal Support services may include:

- Mentoring
- Additional tutorials to assist with learning
- Assistance when applying for RPL or credit transfer
- Evaluation of validity of reasonable adjustments options on assessment
- Briefings on the assessment process, may be written or verbal *(verbal, must be evidenced in writing)*
- Grievance /conflict resolution

External Support services may include referrals to:

- Counselling, welfare and support services
- Access to assistive technology
- Specialist support equipment or personnel is required
- LLN assistance
- Grievance /conflict resolution
- Stress management
- Access and equity issues

Student Support Officer

The Student Support Officer is to ensure the eligibility and suitability of students entering the course and provide ongoing assistance and support to the student during the duration of the enrolled course. The Student Support Officer is the point of contact for students with any issue other than learning content.
The responsibilities of the Student Support Officer are:

- Identifying students support needs
- Disability Support *(if applicable)*
- Referrals to support services
- Ensuring and monitoring availability and access for students to Training & Assessment materials
- Monitoring the student course progression
- Coordination of complaints and appeals
- Mediation / Counselling

Your Student Support Officer is:

Kerrie Undery
RTO Manager
Email: training@rapidsolutions.com.au

All students are encouraged to communicate their learning needs at any stage of their learning experience.

To request support throughout a course term, students are required to email the Support Officer, outlining their support needs/requirements, and they will receive a response within 10 business days.

COMPLAINTS & APPEALS

Staff and students have the right to submit a complaint if they wish to express discontent against another person, complain about the RTOs process or system, or appeal on an assessment result if they believe that the result given was unfair or unjustified. Some examples may include:

Complaints arising in the following areas:

- Student wishes to raise a complaint against another Student/Staff member
- Student wishes to raise a complaint against the RTO (or Third Party)
- Staff wishes to raise a complaint against another Student/Staff member
- Staff wishes to raise a complaint against the RTO (or Third Party)

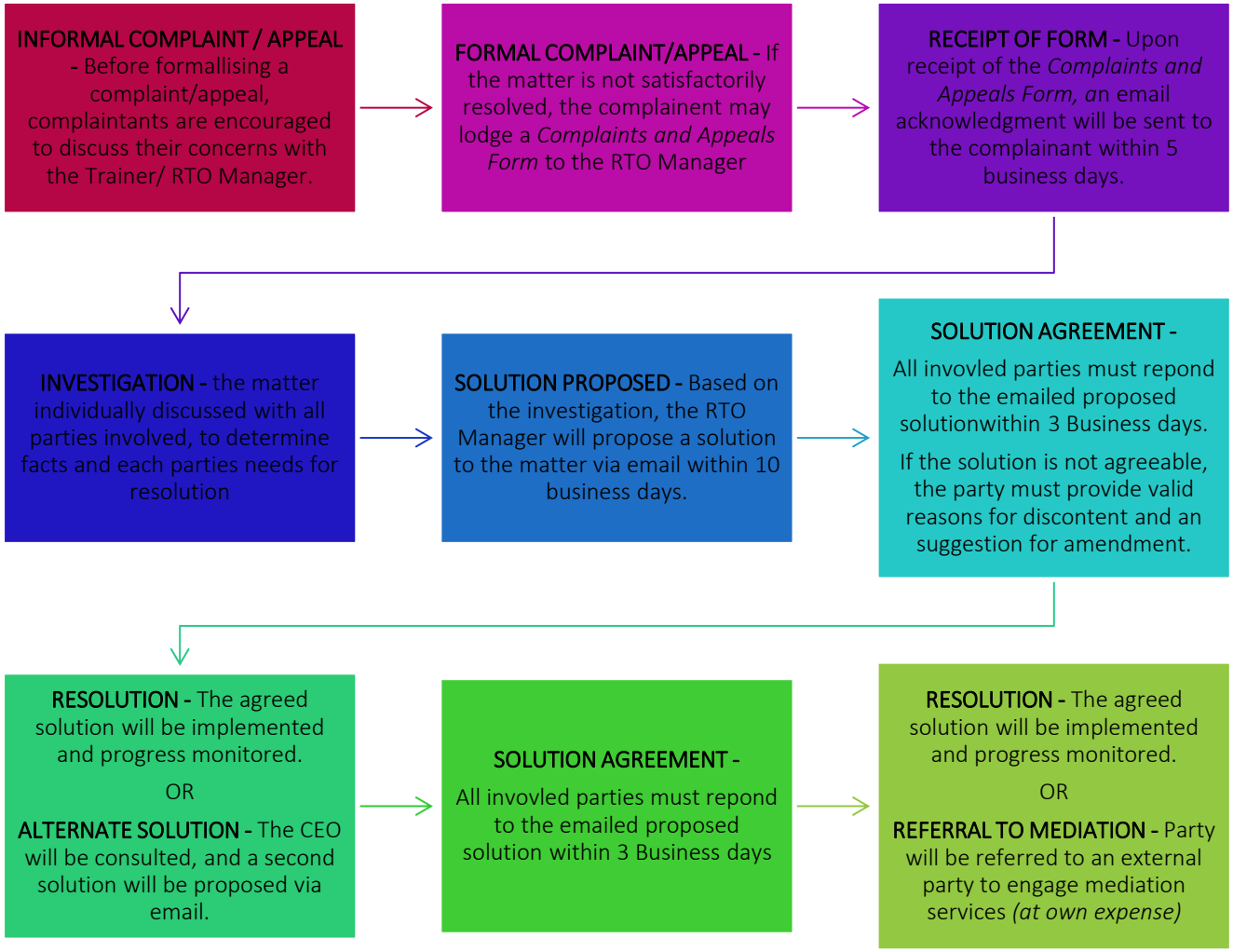
Assessment Result Appeals in the following areas:

Student disagrees with the result given by their Assessor.

- Student wishes to have their result reviewed by another Assessor
- Student wishes to be re-assessed for the same unit
- Student wishes to change the unit
- Student believes that they were discriminated against by the Assessor

Complaint / Appeal Process:

In order to ensure that complaints are dealt with in a timely manner, we have implemented the following complaints process.



Informal vs Formal Complaints/Appeals

In the first instance, if a student, trainer or staff member is experiencing any difficulties, they are encouraged to discuss their concerns with Senior Management. RTO administrative staff will make themselves available at a mutually convenient time if a student wishes to seek assistance.

If a Student or Staff member wishes to make a formal complaint, they are required to complete a Complaints and Appeals Form. Please email us for a copy of the Complaints and Appeals Form. If there is not enough room in the form, you may attach additional documents to the form. Please ensure you reference these additional documents on the form.

Complaints and Appeals Register

Rapid Training has in place a register for filing and tracking lodged Complaints and Appeals forms. When a complaint or appeal form is received, the form is entered on the Complaints and Appeals Register, and the complainant is given a register number.

Complaints and Appeals that are placed into the register are reviewed and monitored at the next Management Meeting. Meetings may be called to address urgent issues.

Complaint/Appeal Investigations

All *Complaints and Appeals Forms* are to be reviewed during the next scheduled Management Meeting.
If Rapid Training determines that the complaint/appeal process will take more than 60 calendar days, the RTO manager will notify the student in writing including reasons why more than 60 days is required.
The RTO manager will regularly update the all parties updated on the process.

Each appellant has an opportunity to formally present his or her case and will be given a written statement of the complaint outcomes, including reasons for the decision.

Referral to Mediation

If a solution has not been reached to the benefit of all parties the complainant has the right to request a review by an independent party, who is not part of the RTO. This process will incur costs, which are payable by the initiating party.

Should you object to our internal Complaints/Appeals process, please contact us. Unsatisfactory outcomes to this process may be referred to, for additional assistance:

- National Training Complaints Hotline
- Australian Skills Quality Authority

Complaint / Appeal Policy Guidelines:

1. All details of a compliant or appeal will be kept confidential with the involved parties and Rapid Training management, in order to maintain privacy
2. If required, the student has the right to have a third party/support person assist them through the Complaint/Appeal Process, this may be due to language barriers or simply at the students' request.
3. If Management is party to the grievance, they will not mediate the matter, it will be referred to the CEO.
4. Upon appeal of an assessment result, a new Assessor will be appointed to resolve the appeal. Any decision recommended by this party is not binding to either party in the dispute.
5. There is no cost involved with lodging a complaint with Rapid Training.
6. Rapid Training is responsible for acting upon the subject of any complaint found to be substantiated.
7. Complaints and Appeals Forms received are to be entered onto the Complaints and Appeals Register and a scanned copy saved onto the student file in the database.

OUR RESPONSIBILITY

Rapid Training's Assurance:

To ensure students are given every opportunity to complete their studies, Rapid Training agree to:

- Act in a professional manner.
- Monitor students course progression to ensure that the student is meeting the requirements and is on schedule for completion.
- Respond to all enquiries within a reasonable timeframe.

Consumer Protection

As a Rapid Training student, your consumer protection rights include:

- Expecting that your education and training will be consistent with the Australian Skills Quality Authority (ASQA) regulations and any relevant funding contract requirement (e.g. Smart and Skilled)
- Being informed about personal information that is collected about you and the right to review and correct that information
- Having access to our complaint/appeals process

With rights, come responsibilities. As a Rapid Training student, your consumer protection responsibilities include:

- Providing true, accurate and complete information to Rapid Training
- Behaving in a responsible and ethical manner

ASQA Registration

Rapid Training has been a Registered Training Organisation, delivering accredited training since 1999. Our registration is held by the national regulator, the Australian Skills & Qualification Authority (ASQA). The status of our registration can be viewed , at any time, at: https://training.gov.au/Organisation/Details/6556.

Third Party Arrangements

Rapid Training do not have any Third-Party arrangements in place.

Changes to Agreed Services

Where there are any changes to the agreed services that will affect the student, Rapid Training will advise the student in writing within 10 business days of the event. These may include a company closure, change of ownership, change of business details, or the establishment of a third-party arrangement.

Legislation

Rapid Training will comply with all current and relevant legislation, regulations and codes of practice that relate to the Vocational Education and Pest Management industry (as they relate and are contained in the course material). These include, but are not limited to:

- National Vocational Education and Training Regulator Act 2011
- Workplace Health and Safety Act 2011
- Anti-Discrimination Act 1977
- Sexual Harassment Act 1984
- Harassment Act 1997
- Copyright Act 1968
- State based – Pest Management legislation & codes of practice
- Privacy Protection Act 2012 & Privacy Act 1988
- Copyright Act 1968
- Data Provision Requirements 2012
- Australian Qualifications Framework (AQF)
- NSW Quality Framework

RECORD MANAGEMENT

Record Retention

All student information and records are kept secure for a period of 30 years. This includes an electronic record of each Student's enrolment and assessment results will be kept on the Student Management System, this record is password protected and is only accessible by employees of the RTO.

Copies of assessment evidence will be maintained for a minimum period of 6 months, or, as required, by any maintained state funding contract e.g. NSW Smart & Skilled.

Security of Records

The following process is in place for ensuring the security of our student's records:

- Only authorised personnel will have unique and trackable access to a student's personal information.
- Copies of student records are stored in on a secure server, within the head office. This includes:
  - identification collected to verify the students USI & identity
  - evidence of enrolment
  - correspondence
  - training & assessment records
  - copies of issued certification
- Strong passwords on all network-connect computers are in place, which is only accessible by authorised personnel.
- Back-up copies of the database is automatic as the Database is cloud based.

Request for Records

All students have the right to access their record of participation and progress within a timely manner. For a student to access their records they are required to submit a request in writing to the RTO. If the student wishes to provide a third party with access to their records, they should state this in their formal request in writing.

Rapid Training will provide, within 48 hours of receiving the written request, a confirmation in writing that Rapid Training has received a request for Access to Records and confirmation of how long it will take for the access to be granted.

In no more than 10 business days Rapid Training will provide the student with access to their records as well as a Record of Results of the student's participation and progress.