

STUDENT HANDBOOK



RTO #: [6556](#)

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Table of Contents

ABOUT US	4
OUR COURSES	5
What is Nationally Recognised Training?.....	5
What courses do we offer?	5
STUDENT RESPONSIBILITY	6
Code of Conduct.....	6
Disciplinary Action	7
ENROL WITH US	9
How to enrol & when?	9
Eligibility - Is this course for you?	9
RECOGNITION OF PRIOR LEARNING	12
What is RPL?	12
How to Apply for RPL	12
RPL Assessment Process.....	13
What Happens After Applying for RPL?	14
COURSE FEES	14
Payment Options	15
Refund Policy.....	15
Debt Recovery Policy	16
TRAINING & ASSESSMENT	16
Training & Assessment Methods and Resources.....	16
Trainers and Assessors	17
Understanding your results	17
Reasonable Adjustment.....	18
Course Durations.....	19
Assessment Deadlines	19
Grading Turnaround	19
STUDENT PROGRESSION OPTIONS	20
Course Suspension:	20
Course Extension.....	21
Guidelines for 'Exceptional Circumstances':	22
Cancellation	24

MONITORING PROGRESSION	24
Enrolment Processes to support Course Completion:.....	24
Monitoring and Tracking Course Completion:.....	25
Student Progression Reminders	26
COURSE COMPLETION	26
Certification Issuance	26
Reissuance of Certification	27
Pest Management Licensing in Australia.....	27
Feedback & Improvements	28
STUDENT SUPPORT	28
Language & Learning Support	28
Student Support Officer.....	29
COMPLAINTS & APPEALS	30
OUR RESPONSIBILITY	33
Rapid Training's Assurance:.....	33
Consumer Protection.....	33
ASQA Registration	33
Third Party Arrangements	33
Changes to Agreed Services.....	33
Legislation.....	33
RECORD MANAGEMENT	34
Record Retention.....	34
Security of Records.....	34
Request for Records	34

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

It is important to keep this handbook available during your training, as it will provide additional guidance as you progress throughout your course. In this handbook, you will find information about Rapid Training's policies and procedures, together with links to 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 forward suggestions via [email](#) to the attention of the RTO Manager.

We sincerely hope your experience with Rapid Training is an enjoyable learning experience. If you require any assistance with understanding the policies and procedures in this handbook, please do not hesitate to contact us.

CONTACT DETAILS

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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 – 4.30pm

Office Closures: Our offices will be closed Australian & NSW Public Holidays. We also close the office for a period over the Christmas/New Year holidays – these specific dates will be shared with active students on the [online portal](#) at least thirty (30) days prior to the scheduled dates.

Contacting our Student Support Officers – Management

All requests for our Student Support Officers (SSO) or Management need to be submitted in writing (*required for compliance*), so the most effective method of lodging these requests is completing our **Student Support Request** form through the [online portal](#). This form covers everything from updating your personal/work details, to requesting a reattempt.

You can also [email](#) other requests or call our office for further directions.

Contacting our Trainer/Assessors

For assistance in completion of training & assessment activities, these formal requests for support need to be submitted in writing (*required for compliance*), so the most effective method of lodging these requests is completing our **Student Support Request** form through the [online portal](#). This form covers everything from identifying questions you are struggling with for the trainer, to setting up a trainer meeting, to requesting a reasonable adjustment.

The other methods are less formal, and undocumented:

- You can attend one of our **Student Support Hour** sessions held twice a week – dates, times and links are viewable in the calendar on the [online portal](#).
- You can message one of our training team in the [online portal](#) - this is better suited for quick questions.
Note: these messages are not tracked for completion, therefore, we encourage you to track responses and contact our office if you are having in difficulties getting a response from the trainer.

Any of the above contact methods will help our team support you in your learning journey, so we encourage you to use them all as many times as required.

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 (e.g., Rapid Training), 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 courses: accredited and non-accredited.

Our accredited courses are built from units from the qualification CPP30119 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:

- CPP30119 Certificate III in Urban Pest Management
- General Pest Technician
- Timber Pest Manager
- Timber Pest Inspector
- Fumigation (*available to specific approved clients only*)

Our non-accredited courses have been specifically designed to close an identified knowledge 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:

- General Pest Basics
- Timber Pest Basics
- Reporting Insights
- Service and Scheduling Basics

STUDENT RESPONSIBILITY

Our students consist of new and existing members from the pest management & other industries. 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 eligibility levels for course entry.

Code of Conduct

The Code of Conduct details the principles that guide the behaviour and responsibilities of students, and the standards and ethics we expect of our students.

IMPORTANT: This code of conduct also applies to any party contacting us regarding a prospective or enrolled student, including Employers, Workplace Supervisors, and Parent /Guardian. *NB: You must be listed as an authorised contact in the student's enrolment application or Traineeship, or by the students' request (in writing), to discuss any matter regarding the student's enrolment, progression, or course fee/finances.*

All students, students contacts, & RTO staff are members of the Rapid Training community and are expected to:	
<p>Maintain a <u>safe and compliant environment.</u></p>	<ul style="list-style-type: none"> • 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 (<i>including electronic contact details</i>) remain current or update Rapid Training <u>within fourteen (14) days</u> of change. • 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, their workplace supervisor, or employer. • Act in accordance with all current & relevant legislation(s) or regulations.
<p>Interactions with members of the Rapid Training community will be <u>Respectful and Tolerant.</u></p>	<ul style="list-style-type: none"> • Treat others with respect, dignity, courtesy and sensitivity. • Act with impartiality, integrity and honesty in all their dealings • Behave in a manner which does not to discriminate, harass or bully • Maintain a collaborative and cooperative approach towards course completion • Behave in a manner which does not adversely affect the freedom or privacy of another student or Rapid Training staff, to pursue their studies, duties or activities • Comply with directions given by Rapid Training staff to promote the successful achievement of enrolled competencies and the effective management of Rapid Training's policies and procedures. • Maintain the highest standards & professional ethics relevant to the industry for which the student is being trained.
<p>Monitor and ensure regular <u>course progression</u> is maintained and <u>meet deadlines.</u></p>	<ul style="list-style-type: none"> • Make regular, genuine & consistent attempts to progress successfully in the course by meeting course requirements and deadlines for assessment. • Regular attendance and engagement with learning activities &/or support functions. • Communicate (<i>in writing e.g. SSR or Course Suspension form</i>) with the RTO regarding any struggles the student is having, especially if it will affect the course outcomes or progression.

	<ul style="list-style-type: none"> • Cooperate with trainers, assessors, and RTO staff towards the successful completion of all training and assessment requirements. • Track course progression and allocate the appropriate amount of time to complete all enrolled coursework. <i>Note: you can track the assessment deadlines on the online portal.</i>
Cheating and Plagiarism	<p>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.</p> <p>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:</p> <ul style="list-style-type: none"> Lying about matters that impact the successful implementation of Rapid Training's policies and procedures. Copying from another student's assessment. Sharing answers on an assessment with other enrolled students, 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. <p>Plagiarism is defined as the act of using the ideas or work of another person as if they were one's own work. Plagiarism includes, but is not limited to:</p> <ul style="list-style-type: none"> Use other people's ideas where they are not acknowledged in the appropriate way. Copy online internet content and submitting it as own work. Failing to give proper credit to the reference source. Submit practical video or documented assessment evidence that student completed independently, without direction from supervisors.

Students are required to agree to abide by all the policies in this Student Handbook, in the enrolment form. So, please ensure you have read and understood the entire Student Handbook, prior to enrolment.

Enrolled students (*or by proxy their representatives*) who do not act in accordance the code of conduct or any other policy or procedure in the Student Handbook, may face [disciplinary action](#).

Disciplinary Action

If Rapid Training management determine a student has not observed the code of conduct/policy or procedure, 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 (*or by proxy their representatives*) commits a **Minor breach** of the code of conduct/policy or procedure, *e.g. ongoing 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 Notice of Non-Compliance within a reasonable timeframe, Rapid Training have the right to issue a Written Warning that the students enrolment will be cancelled if immediate action is not taken.
- If a student commits a **Serious breach** of the of the code of conduct/policy or processdure, *e.g. cheating or plagerism, continued abuse or harrassment of RTO staff after one verbal warning*, Rapid Training have the right to issue a Written Warning that the students enrolment will be cancelled if immediate action is not taken.



Enrolment Withdrawal

- If a student has ***does not comply*** with a Written Warning within the required timeframe, Rapid Training have the right to cancel the students enrolment immediately, without further warning - no refund will be granted.
- If student (*or by proxy their representatives*) commits a **Serious breach** of the code of conduct/policy or processdure, *e.g. non-compliance to legislation such as safety, proof of a student (or by proxy their representatives) lying to circumvent our policies/procesdures*, Rapid Training have the right to cancel the students enrolment immediately, without further warning - no refund will be granted.
- If a prospective student (*or by proxy their representatives*) commits a **Serious breach** of the code of conduct/policy or processdure, *e.g. continued abuse or harrassment of RTO staff after one verbal warning*, the student's enrolment will be declined.

Notice and Appeal Process

- **Issuance of Notices:**
All relevant notices will be emailed directly to the student, as they are the party enrolled in the course. Any other parties who contributed to the outcome will be copied into the email. The notice will detail the offense or non-compliance, along with options for rectification and/or appeal.
- **Appeal Submission:**
If a student wishes to appeal a disciplinary action, the appeal must be submitted in writing to the attention of the RTO Manager within seven (7) days of the notice being issued via email.
- **Response to Appeal:**
The student will receive a final response to their appeal within seven (7) days of submitting the appeal.
- **Further Disputes:**
Any additional disputes must be submitted through our [complaints procedure](#).

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 three (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 Thursday).

Note: If you are under 18 years of age, your parent/guardian must cosign your enrolment form (in the designated field), authorising your entry to the course.

Eligibility - Is this course for you?

It is important to fully read the course information on the website, prior to enrolment. This information contains a description and the key details of the course you are enrolling in:

- Units of competency/ module of study
- Training & Assessment requirements
- Course Term
- Course Fee
- Payment options
- Entry requirements
- Outcome pathways
- Enrolment form link

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 (3) core entry requirements**:

1. Employment or Work Placement *(Required for all Accredited courses)*

To ensure our students can apply their training in an industry environment, Rapid Training requires all students, enrolled in any of our accredited, to 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 fourteen \(14\) days](#).*

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

A completed copy of the [Work Placement Agreement](#) must be submitted with your enrolment application.

2. USI (Required for all Accredited courses)

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.

3. LLN (Required for all Accredited courses)

Language, Literacy, and Numeracy (LLN) skills are generally included and identified in training products and accredited course programs. While Rapid Training trainers and staff can support students throughout the learning process, external LLN support may also be required depending on individual needs. These services may be referred by Rapid Training to provide additional advice and support.

Students are required to have basic skills in:

- Counting, checking, and recording accurately
- Reading and interpreting
- Estimating, calculating, and measuring

LLN issues are very common, and having trouble with these skills is nothing to be ashamed of. Our trainers can employ a range of strategies to assist learners who struggle with LLN, which may include:

- individual tutoring
- assistance with writing
- reviewing drafts of your work and providing written or verbal feedback
- adapting tasks to allow for more practice
- flexible assessment methods.

Students undertaking accredited courses will be required to undertake an LLN assessment through the LLN Robot portal (*which we will provide access to*) if any of the following categories are identified in their enrolment application:

- They have not completed Year 12 or an Australian Certificate II (or higher) qualification.
- English is their second language.
- They need assistance with learning, including visual, hearing, or learning diagnosed disabilities or undiagnosed difficulties.
- At the discretion of Rapid Training management.

If the LLN assessment does not show a minimum AQF (Australian Qualifications Framework) Level 3 result in all categories, the student will be asked to complete a supplementary assessment. If the required level is still not achieved, the student's enrolment will be withdrawn, and they will be referred to another provider for training on the identified skill gap. This training may involve undertaking a short course before or during their training to help build the necessary literacy, language, and/or numeracy skills needed to complete their qualification. The Reading Writing Hotline has a [provider search](#) page to find local organizations that offer support in building these skills. To reenrol, the student must complete a new application process and LLN assessment.

We may encourage all students to utilise (where required):

- **Adult Reading and Writing Apps** - apps are small programs, such as games, for your smart phone or tablet. This site provides information about free or paid apps that support literacy. Some apps read text out loud for people who have trouble reading, and some apps help with taking notes.

You can also install browser extensions, for example, *NaturalReader - Text to Speech*, is a chrome extension that converts text online into natural sounding audio; and *Multilanguage Translator* the best and easiest way to quickly translate part of the content that you need, such as words, phrases, or even menu items.

- [Using Microsoft Word to translate text into another language](#) - this link shows how you can use Word to translate documents into other languages.

RECOGNITION OF PRIOR LEARNING

What is RPL?

Recognition of Prior Learning (RPL) is the formal acknowledgment of skills and knowledge that you currently have. It 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-house workplace training, workshops, etc.
- Work experience (*must be able to demonstrate **sufficient** pest control experience of **more than twelve (12) months**, that meets the training package requirements*)

How to Apply for RPL

In the enrolment application, students are asked to nominate if they require Recognition of Prior Learning, which could include:

- **Credit Transfer:** If you hold a current and/or equivalent unit of competency to that which you are being enrolled into, nominate it and upload a copy of the certification(s).
- **Recognition of Prior Learning:** If you hold a non-current and/or non-equivalent unit of competency to that which you are being enrolled into, nominate it and upload a copy of the certification(s).
- **Recognition of Prior Learning - Current Competency:** If you do not hold formal accreditations but have significant work experience in the competencies to which you are being enrolled, you can request an RPL assessment pathway. Upload a copy of your resume or an employer's reference in support of the application.

All requests for an RPL course pathway will be assessed based on the following criteria and must contribute towards the Rules of Evidence:

1. Validity:

- **Requirement:** The application / assessment evidence demonstrates the learner possesses the skills, knowledge, and attributes as described in the module or unit of competency and associated assessment requirements.
- **Criteria:**
 - Evidence must directly relate to the competency being assessed.
 - There must be a direct relationship between the assessment task or activity the student undertakes (*including assessment of practical application of skills*), the evidence presented by the student, and the assessment requirements.
 - **Rapid Training's validity guideline** for RPL application evidence requires that evidence presented must be able to be directly linked to the enrolled units of competency skills and knowledge requirements *e.g. Copies of Timber Pest Inspection reports, completed by the student in the last six (6) months.*

2. Sufficiency:

- **Requirement:** The quality, quantity, and relevance of the application / assessment evidence enable a judgement to be made regarding the learner's competency.
- **Criteria:**
 - Enough evidence must be provided to make a valid judgement of competence or otherwise.
 - The quantity of evidence may vary between students. Some may take longer or need to complete more tasks to demonstrate competence. Others may not achieve competence despite repeated opportunities.

- **Rapid Training's sufficiency guideline** for RPL application evidence requires that evidence must demonstrate repeated and compliant application of skills over a sufficient period, with a minimum of twice a month for the last two years.
3. **Authenticity:**
- **Requirement:** The assessor must be assured that the evidence presented for application / assessment evidence is the learner's own work.
 - **Criteria:**
 - The evidence provided must be verifiable as belonging to the student being assessed and should demonstrate that person's skills and knowledge. *For example, group assessments may not provide authentic evidence for each student involved in the group assessment.*
 - **Rapid Training's authenticity guideline** for RPL application evidence requires that evidence presented must contain the students name as the recipient of *e.g. Statement of Attainment*, or the facilitated by *e.g. Pest Inspection reports*.
4. **Currency:**
- **Requirement:** The application / assessment evidence demonstrates the student's current competency. This requires the evidence to be from the present or the very recent past.
 - **Criteria:**
 - Currency is crucial in determining a student's competency, especially for RPL, as students may present a range of evidence gathered over several years. The assessor must ensure there is sufficient evidence of the person's competence at the time the assessment decision is made. For instance, a pest technician with 10 years' experience but no hands-on pest control activities for the past three years may lack current skills or knowledge of industry methods, equipment, or pesticides. However, the technician may update their skills and knowledge through a 'gap training' program.
 - **Rapid Training's currency guideline** for RPL application evidence requires that evidence must be within the last twelve (12) months. Other evidence may be provided during the course to support the RPL decision, but it must be supplemented with current theory and practical assessment by Rapid Training.

Important:

- Requests for RPL must be made during enrolment or within the first six (6) weeks of the accredited course term. Since students have full access to all course assignments from day one, there are no unexpected assessments.
- Requests to switch to an RPL program at the end of the course, due to insufficient time allocation by the student to complete the course, will not be approved.

RPL Assessment Process

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

All assessment will be completed on our [online portal](#) and will consist of three sections for each unit:

1. **References Qualifications & Work samples:** Experience & Performance Assessment
2. **Theory Assessment:** Quiz / Questions
3. **Practical Assessment:** Video / Project / Assignment

Pre-Designed RPL Programs

Rapid Training has some pre-designed RPL programs ready for enrolment that cover the key General & Timber Pest units for licensing. These RPL pathways are designed specifically for experienced pest technicians, previously

licensed, who need to update their superseded qualifications for licensing purposes. For more information, please contact us.

What Happens After Applying for RPL?

1. The enrolment will be processed, and additional evidence may be requested at this time.
2. RPL decision is made based on the evidence provided.
 - ***If RPL is approved*** - The course fee will be determined and invoiced to the student. Additional RPL fees may apply if any further assessment is required to demonstrate competency in any unit. For units where Credit Transfer has been approved, no course fee will be charged for that unit. ***Exclusion:*** In accordance with regulations, we are unable to issue a certification for a course where Credit Transfer has been applied to all enrolled units.
 - ***If RPL is denied*** - student will be advised and asked if they wish to proceed with their enrolment in the full course training & assessment pathway.
 - Course intake will be processed, Course welcome email sent, and [online portal](#) Access provided.

For more information on our RPL programs or to discuss your specific needs, please contact us.

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, and initial fee of \$1500 will be collected on enrolment and then the balance of the course fee will be scheduled in a single or multiple installments. Some of the know scheduled fees, will be applied as follows:

Course	Full Course Fee	1 st Instalment <i>(on enrolment)</i>	2 nd Instalment <i>(at 6 weeks)</i>	3 rd Instalment <i>(at 12 weeks)</i>
Timber Pest Manager	\$2,095.00	\$1,500.00	\$595.00	NA
CPP30119 Certificate III in Urban Pest Management	\$4,395.00	\$1,500.00	\$1,500.00	\$1,395.00

Registered and eligible 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 1st fee instalment, by the due date, or students will not be allowed to start their course. If installment fees or payment plans fall behind, it is at the discretion of Rapid Training management to disable a student's access to the [online portal](#), until overdue fees have been paid. The student and invoicee party (if applicable) will be notified, in email, at least once before the access is disabled. This notice will include the overdue invoice(s), and a date it must be paid by. If the fees are not paid by the date the portal access will be disabled – and a further notification will be sent. ***IMPORTANT: the course term is still in progress during the disabled access, and an extension will not be approved on this lost time under any circumstances.*** Access will only be restored when the payment has been cleared in our bank account.

Students are responsible to ensure all installments fees have been paid by the relevant party by the due date.

No certification will be issued if any course fees are outstanding.

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 utilised to remit course fee payment through an electronic bank transfer.
- **Credit Card:** Invoices can be paid by Credit Card, upon request.
- **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

A partial refund will only be granted on accredited courses if Rapid Training is advised (in writing) of the cancellation **before six (6) weeks** since the course commencement*, **and no assignments have been completed or graded.**

Refunds **will not be granted** on non-accredited courses, for cancellation of accredited courses **after six (6) weeks** from course commencement*. All refund requests must be completed in the Cancellation form in the [online portal](#).

Course Fees paid...	Partial Refund / Credit request to be submitted by:	Additional Conditions:	Fee kept by RTO (<i>minimum</i>):
In Full on Enrolment or 1 st instalment	<u>Before six (6) weeks</u> since the course commencement*	No assignments have been completed or graded.	<ul style="list-style-type: none"> • \$150.00 enrolment administration fee
Paid on Payment Plan:	<u>Before six (6) weeks</u> since the course commencement*	No assignments have been completed or graded.	<ul style="list-style-type: none"> • \$150.00 enrolment administration fee, and any payment plan fees charged to date.
Timber Pest Manager & CPP30119 Course Fee 2 nd Instalment	Before due date of invoice	No assignments have been completed or graded.	<ul style="list-style-type: none"> • Instalment 1 Fees paid
CPP30119 Course Fee 3 rd instalment:	Before due date of invoice	No assignments have been completed or graded on CPP30119 stage 3.	<ul style="list-style-type: none"> • Instalment 1 & 2 Fees paid

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

If your circumstances do not meet the above criteria, full Course fees are retained by the Rapid Training, or, in the instance of installments, are still payable.

Refunds approved by the RTO Manager will be issued through an electronic transfer within fourteen (14) days of receipt of bank account details. Refund & bank details are to be submitted through the Cancellation form, found in the [online portal](#).

Debt Recovery Policy

Rapid Training reserve the right to refer any overdue invoice(s) to a debt collection agency, if the invoicee has been:

- Emailed an Overdue Invoice reminder twice. **Or,**
- The invoice due date exceeds forty-five (45) days. **Or,**
- The payee & RTO Manager have a written (email) agreement for full remittance of fees, and payment has not been received. **Or,**
- The Payment Plan provider has exhausted contact reminders for default payments (Note: The invoice balance – including Payment Plan default fees - will be referred to Debt Collection).

IMPORTANT: Fees for debt collection (including GST) will be payable by the debtor/invoicee.

As mentioned in our other policies in this handbook, for unpaid fees, Rapid Training reserve the right to:

- Cancel the enrolled course – due to [unsatisfactory progress](#).
- Withhold [certification issuance](#) for unpaid fees.

TRAINING & ASSESSMENT

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 & Assessment Methods and Resources

Our courses are all conducted on our [online portal](#), and will comprise of:

1. Training & Resources

Course materials are contained on our [online portal](#) comprising of:

- **Online Lessons:** All required course materials are contained on our [online portal](#) comprising of interactive and engaging content.
- **Webinars:** Students will receive access to recorded webinars, hosted by our industry trainers, covering a range of course topics.

Students are also encouraged to conduct individual research to support the course. To provide additional support & reference, we recommend students purchase the following (*not limited to*):

- Textbooks: “Urban Pest Management in Australia” & “Australian Termites”
- Relevant industry Codes of Practice
- Relevant industry Australian Standards

2. Support Resources

Student Support Hour: Virtual face to face support with our trainers, for assistance with course material and assignments are held twice a week.

Chat & Support Requests: Use our [online portal](#) to submit your course or assessment queries 24/7 using either our 'Student Support Request' digital form or our leave a message for a trainer with the chat function. *Please note chat messages to trainer/assessors are not monitored by our office, so please contact the office if you have not received a response within seven (7) days.*

Digital Forms: Digital forms are available in the [online portal](#) for students to request course extensions, suspensions, or cancellations (if required).

3. Assessment

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

- **Theory:** Multiple Choice Quiz / Short Answer Questions
- **Application (*repetition over time*):** Workplace Logbook
- **Practical:** Video Assessment/ Project /Assignment

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 assignments allocated on the [online portal](#), or the training plan issued with the welcome email if on a Certificate III in Urban Pest Management.

Face to Face Group Training: In some instances, training &/or assessment is conducted on an employer's site for groups of more than 3 students. These arrangements are only approved upon request, prior to enrolment, and will incur additional fees to support our trainer/assessors time and travel. For more information, please contact Rapid Training Management. All documentation from assessment activities carried out on site, will be required to be submitted through the [online portal](#), including any supplementary document evidence, before final grading allocated.

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.

Rapid Training Management regularly monitors our trainer to student ratio, to ensure that:

- Students have access to sufficient support through our scheduled channels, and
- Grading turnaround timeframes are maintained

Understanding your results

If you have been assessed as competent in an assignment you will be resulted with a (S) Satisfactory.

If you have awarded a (NS) Not Satisfactory on your assessment, you will be granted a reattempt. You will be provided with **three (3) attempts to demonstrate competence on each assessment** – if time remains within the course term. Refer to [Course Extension](#) options.

By the end of the course term, 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.

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.

To ensure grading consistency, Rapid Training has the following strategies in place:

Validation - Consultation with industry, 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. We recommend asking the Assessor for these adjustments to be sent to you in an email, so you can submit it with the adjustment made in the assignment for context.

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:

- Identify why the adjust was needed
- Identify how the assessment instruction has been adjusted
- 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.
- 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.

Course Durations

Our course durations (on our website) are all set to the maximum duration for the course, but students are welcome to competently complete the course earlier.

Our course terms have been calculated to ensure that the minimum hours are allocated each week and are achievable for those students completing the course around full-time working hours.

Note: Traineeship durations are not the same as our course durations. Traineeship terms will vary from state to state. They comprise of both the Formal (RTO) and On-The-Job (Employer) training & assessment. Therefore, our course terms are applicable to traineeship enrolments, as course terms are already designed for students studying around fulltime employment, and the practical assessments are all on-the-job activities relevant to their employment.

Assessment Deadlines

Our [online portal](#) is designed to allocate a 'Student Journey' to student enrolments. This means we have allocated specific due dates (completion deadline) on all assessments to ensure students follow a structured training plan, and allows students:

- Formatted training & assessment progression
- Breaking up course requirements into achievable stages
- Sufficient time to meet all assessment due dates (completion deadline)

Grading Turnaround

While grading timeframes cannot be guaranteed - assessors will **aim** to grade your submitted assessment within twenty-eight (28) days from the assignment submission date. If grading extends beyond this point, please [email us](#) for support.

A range of factors can affect the estimated grading timeframes, and we require students to allow some flexibility, during public holidays, during the annual office closure period (December/January) – notices of these closures will be made available on the [online portal](#).

To avoid large influxes of grading, please assist our assessors by ensuring that assignments are completed regularly throughout the course term. Please do not submit all assignments in final weeks of the course term, as we cannot guarantee the grading will be completed prior to the course completion deadline (deadlines are advised in the welcome email and visible on assignments), or you will have sufficient time to have new assignment attempts submitted & graded.

STUDENT PROGRESSION OPTIONS

Students are responsible to manage their own course progression and allocate the appropriate amount of time to complete their enrolled course and can course/assessment due dates on [online portal](#). Also see [Monitoring Progression](#).

Although students intend to complete their courses before the designated deadline, we do understand that sometimes life throws us some obstacles that can affect course progression. Therefore, we have a couple of options for students to help them when difficulties arise:

- **Course Suspensions** - This option allows students to (temporarily) put their remaining course term on hold. This can be utilised for students who are experiencing work scheduling conflicts, injury, illness, carer leave, extended annual leave.
- **Course Extensions** - This option allows students to apply for a course term extension (at a fee). This can be utilised for students who have or are running out of time to completely complete their course assignments.

Course Suspension:

If a student is experiencing difficulties in completing work, they may consider lodging a **Course Suspension Form** in the [online portal](#). The application will suspend the course term for set period and recommence the remaining course term on the agreed date.

Guidelines for each Course Suspensions:

- There is no fee to apply for a Course Suspension
- Applications must be lodged **at least thirty (30) days prior** to the course expiry date to be considered, and suspensions cannot be retroactive (will only be approved from the date the application is received)
- Course suspensions applications will not be approved for more than the term listed in the below table for each relevant course
- Course suspensions applications will not be approved for more than the quantity of applications listed in the below table for each relevant course
- Students should only apply for the actual suspension term required and keep remainder of the suspension term available for any other future need and application(s).
- **The Course term will not be reset**

In the **Course Suspension Application form** students should:

- Identify the requested suspension start and end dates
- Approval of the **Course Suspension Application form** is at the discretion 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 returned to students (in the portal) within seven (7) days.

Course	Current Course Duration	Maximum Term for Suspensions
Certificate III	18 months	12 weeks (<i>maximum 2 applications</i>)
General Pest Technician OR Timber Pest Manager	6 months	8 weeks (<i>Maximum 1 application</i>)
Timber Pest Inspector	4 months	6 weeks (<i>Maximum 1 application</i>)
Fumigation	15 weeks	4 weeks (<i>Maximum 1 application</i>)
RPL Upgrade GPTP	24 weeks	7 weeks (<i>Maximum 1 application</i>)
RPL Upgrade GP OR RPL Upgrade TP	12 weeks	4 weeks (<i>Maximum 1 application</i>)
RPL Upgrade TPI OR RPL Upgrade TPT	6 weeks	2 weeks (<i>Maximum 1 application</i>)
Short Courses	4 weeks	Not Applicable

Note: We will not accept more than the number of applications listed above or go beyond the term stated. Any requests for exceptions to this Suspension policy will be denied.

Course Extension

If a student's 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 Form** in the [online portal](#). The application is to extend the term of the course and may incur fees which allow us to maintain portal access and support.

Important: Extensions Applications will not be approved if submitted more than **seven (7) days after course expiry**.

The approval of any Course Extension Application form is at the discretion of Rapid Training and is not guaranteed to be approved. Approval decisions will be assessed and based on:

- The reasons stated for an extension provided and supporting evidence.
- The progression made in the assessments to date.
- A reasonable ability for the student to complete the remaining assessments within the extension timeframe.
- Documented communication from the student, regarding any ongoing issues effecting progression.

Rapid Training also have the option only partially grant any of the above extension terms, and/or apply conditions for extension (where deemed relevant).

Decisions in a Course Extension Application will be provided in the application form and will also be emailed to students within **seven (7) days**, including the invoice for the extension fee.

Guidelines for Paid Course Extensions:

If students cannot satisfactorily demonstrate, '[exceptional circumstances](#)' in their application for extension, students must pay for a course extension.

- **Extension Durations:** Extension terms (durations) are set in increments depending on the original course term, please refer to table below for terms and fees.

- **Payment Deadline and Consequences:** Extension fee payments are due immediately upon issuance of the invoice. If payment is not received within seven (7) days, the extension offer may be rescinded, and your enrolment could be closed if the course has already expired.
- **Extension Term Commencement:** The extension term will begin within three (3) business days of the invoice due date, regardless of whether payment has been received. If payment has not been made by this time, the extension term will still commence, even if you do not have access to the course.

Course	Current Course Duration	Maximum Term for Extensions*	Extension Application Term	Extension Application Fee - per application (GST inclusive)
Certificate III	18 months	12 weeks (3 applications)	4 weeks	\$245
General Pest Technician	6 months	8 weeks (2 applications)	4 weeks	\$245
Timber Pest Manager	6 months	8 weeks (2 applications)	4 weeks	\$245
Timber Pest Inspector	4 months	6 weeks (2 applications)	3 weeks	\$195
Fumigation	15 weeks	6 weeks (2 applications)	3 weeks	\$195
RPL Upgrade GPTP	24 weeks	8 weeks (2 applications)	4 weeks	\$245
RPL Upgrade GP OR RPL Upgrade TP	12 weeks	4 weeks (1 application)	4 weeks	\$245
RPL Upgrade TPI OR RPL Upgrade TPT	6 weeks	3 weeks (1 application)	3 weeks	\$195
Short Courses	4 weeks	1 week (1 application)	1 week	\$45
* Extensions for 'exceptional circumstances, are counted towards the Maximum term for Extensions.				

Guidelines for 'Exceptional Circumstances':

At Rapid Training, we recognise that unforeseen events beyond your control may affect your ability to progress in your course. To support you during such times, we may approve a no-fee course extension if you can demonstrate these 'exceptional circumstances'. The following guidelines apply:

1. **Current or Recent Events:** Course Extensions for 'Exceptional Circumstances' must relate to events that are either currently affecting you or have occurred within the last seven (7) days. **We cannot accept applications for events that happened outside this timeframe.**
2. **Timely Application:** If you believe an 'exceptional circumstance' will impact your course progression or completion, you must lodge your extension application within seven (7) days of the event. We encourage you to assess whether a [Course Suspension](#) might be a better option for your situation.
3. **Application Deadline:** To be considered, applications must be submitted fourteen (14) days before your original course completion deadline (as stated in your Course Welcome Email). Extensions under 'Exceptional Circumstances' will not be granted for second or third extension requests.
4. **Single Approval:** Only one (1) Course Extension application under 'Exceptional Circumstances' will be approved per course. The extension period will not exceed one (1) application term as outlined in the table above.
5. **Application Requirements:** In your Course Extension – Exceptional Circumstances Application form, you must:

- Provide a clear and concise explanation for your request, including details of the ‘exceptional circumstances’.
- Submit supporting evidence, such as a [valid medical certificate](#).
- Identify the minimum period you are requesting for the extension. Note that approval of the timeframe is not guaranteed, especially if it exceeds the standard limits (*see table above*).

What are exceptional circumstances?

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

- Personal medical reason, occurring within the last seven (7) days, that will affect your ability to complete coursework for more than seven (7) days. A [valid medical certificate](#) MUST be provided.
- Primary support/care of an immediate family member *e.g., spouse, dependant* for medical reasons, occurring within the last 7 days, that will affect your ability to complete coursework for more than seven (7) days. Medical documentation must be provided.
- Natural Disaster, that occurred in your immediate vicinity within the last seven (7) days, that has affected your ability to complete coursework for more than seven (7) days *e.g. loss of housing, utilities, and internet from a bushfire*. Please note, Rapid Training Management, may require a Statutory Declaration to be submitted.

IMPORTANT: For applications that include exceptional circumstances, need to be submitted within 7 days of the event occurring, we will not accept backdated requests. If for any reason you are unable to access the portal to submit the application, please contact Rapid Training immediately to advise us of your circumstances, so can add a file note, which can be referenced in your application.

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** - students are responsible for effectively managing their course work and schedule.
- **Unaware of course deadline** - as student are advised of their course expiry deadline on the welcome email, in monitoring emails, on the portal, and students are responsible for effectively managing their course work and schedule.
- **Failure to immediately report progression delays to Rapid Training** - this could include any issues that will/have delayed their course completion *e.g., issues accessing the [online portal](#), change of employment circumstances, loss of access to supervisor*. While it is not guaranteed that reporting these will provide grounds for ‘exceptional circumstances’, they can be noted on your file. Regular contact and updates on issues can help us in determining future extension needs.
- **Extensions requests after course expiry** - The student is requesting an extension after the course has already expired.
- **Additional Extension requests** - You cannot apply for an additional ‘exceptional circumstances’ extension, that would provide an additional extension term on your course, outside of the number of extensions your course allows.

Cancellation

Students can cancel their enrolled course at any time, by completing our **Cancellation Form** in the [online portal](#).

Important: Students enrolled on a Traineeship contract with their employer **MUST** also need to cancel their Traineeship contract with their Apprenticeship Centre.

If you are looking for a refund on course fees paid, please refer to our [Refund Policy](#) to see your eligibility. An application for refund is to be completed within the **Cancellation Form** in the [online portal](#).

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 reserve the right to withdraw a student from the course. This includes closing the course 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 of the decision within seven (7) days, outlining ‘**exceptional circumstances**’ to justify the unsatisfactory progression. The final decision is at the discretion of Rapid Training Management.

Cancellation Due to Unsatisfactory Course Progression

As a final recourse, under the terms in the [Code of Conduct](#), Rapid Training Management reserves the right to withdraw a student from the course if they consistently fail to meet or follow course progression instructions. This may include closing the course before the official course expiry date.

- **Final Warning:** A written final warning will be issued to the student, informing them of the pending cancellation.
- **Appeal Process:** The student may submit a written appeal within seven (7) days of receiving the final warning. For consideration, the appeal must outline any 'exceptional circumstances' that justify the unsatisfactory progression – supporting evidence should be provided to verify circumstances. Please see what Rapid Training deems as '[exceptional circumstances](#)'.
- **Final Decision:** The final decision regarding the appeal is at the sole discretion of Rapid Training Management.

MONITORING PROGRESSION

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 to support 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.

Each student’s course access is setup within the [online portal](#) upon enrolment intake, including:

- **Access to ALL required assessments in the enrolled course** – students are provided access to all assessments on day 1, to ensure they are aware of all course requirements.

- **Assessment due dates** - allocated for when the assessment is to be competently completed by – the assessment dates are spread across the course term, in order to break up successful outcomes into achievable parts, as well as ensure regular student progression is maintained.
- **RTO contact details** – phone number and email address of office and links to message trainer/assessors
- **Access to portal resource library** – the library includes:
 - Instructional guides and videos on using the portal,
 - Digital forms (*Cancellations, Suspensions, & Student Support Requests*)
 - Relevant documents needed in enrolled course *e.g. SDS, COP, form templates*
- **Access to portal Calendar** - this includes assessment due dates and details for scheduled Student Support Hours.
- **Read only access** – this access to a student’s record will be granted to the employer &/or workplace supervisor contact provided in the enrolment form, based on details provided in the enrolment form. These details can be amended, as required, upon written request from the student/employer/workplace supervisor. The access allows these relevant parties to track their enrolled students progress, and outcomes at any time.

As soon as a student has been set up in the [online portal](#), the system automatically sends them an email to notify them and instruct them to finalise their portal login access.

Students are emailed a [Course Welcome](#) notice from Rapid Training, which outlines:

- Course enrolled
- Course Start Date, Term, & Completion Deadline.
- List of enrolled Units of Competency &/or Modules
- Student Journey plan – outlining assessment completion deadlines *e.g. sixty (60) days from course start date*. These are reflected in [online portal](#).
- Login details to the [online portal](#)
- Course Completion requirements, including limitation of extensions, and recommended hours of study
- Course support options *e.g., Student Support Hour and Digital Forms*
- Recommended additional external resources.

Monitoring and Tracking Course Completion:

Rapid Training will maintain and track students course progress through the [online portal](#), which logs and can report on a student’s time allocation and access to the portal. Rapid Training may contact you for a range of reasons throughout the course term, by phone or email to assist in your continuing course progression.

To ensure we stay aware of your course progression, the [online portal](#) automatically sends notifications to the Rapid Training admin team, which will trigger actions for any of the following reasons:

- The student has used all attempts on their assignment
- A student sends a message (*Assessor*)
- A unit is completed (*graded satisfactory*)
- A course completed (*graded satisfactory*)
- A student has not accessed the [online portal](#) in more than *sixty (60) days* and at *ninety (90) days*
- Overdue Assessments - completion deadlines (*Due Dates*) are not being met
- A form has been submitted *e.g., cancellation, completion, suspension, student support request*.

If it is identified that a student is not undertaking study on the [online portal](#) on a consistent basis, they may also be emailed a reminder or receive a call from our team. We may also email course progression or expiry date reminders ad-hoc throughout the course term.

Within or prior to the final month of their course, students will be emailed a “Course Expiry Approaching” email. If a student does not complete all assessment requirements for their course, they will be sent a “Course Expired” email notifying them of the course expiry, and to submit a Rapid Training extension form within seven (7) days. If under a traineeship contract, for the application to be considered, the traineeship term must allow the extension duration requested. If contact is not made, Rapid Training will permanently close the course and email a “Notice of Course Closure”, with any Statement of Attainment required to be issued (please see [Issuance policy](#)).

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 online portal
- Prior correspondence on course progression issues
- Evidence of ‘**exceptional circumstances**’ (*cannot be backdated*)

Important Reminder: *Extensions for unreasonable/unexplained lack of progression and refunds will not be given for failure to complete a course within the designated term.*

Student Progression Reminders

Students will also receive automated system reminders from the [online portal](#) for a range of reasons, to trigger the student to progress through the course. These include, but not limited to:

- Invitation to the online portal has not been finalised
- Student has not accessed the online portal in the last thirty (30) days
- Student has not accessed the online portal in the last sixty (60) days
- Student has not accessed the online portal in the last ninety (90) days
- An assignment has been graded Not Satisfactory, and a re-attempt is required
- An Assessor sends a message
- An assignment due date is approaching *e.g., due in 8, 6, 4, 3, 2 and 1 weeks*
- A unit is completed (*graded satisfactory*)
- A course completed (*graded satisfactory*)
- A submitted form has been processed *e.g., cancellation, completion, suspension, student support request.*

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 the nationally recognised qualification or statement of attainment to students in a **digital format**, within **twenty-eight (28) days** of the course completion.

Below are some examples of when a nationally recognised qualification or statement of attainment can be held until the student has supplied Rapid Training with the required evidence. They can include:

- A USI that cannot be verified
- Course fees have not been paid in full
- A nationally recognised qualification – *to determine credit transfer on a Unit of Competency*
- A building industry white card – *if the assessment evidence includes a student accessing worksites where this is a requirement.*
- A stamp on their license to certify they can now drive heavy machinery – *if the assessment evidence includes a student operating such machinery.*

If you wish to request a Statement of Attainment for units completed in your enrolled course to date, please [email](#) a written request (note the above rules will still apply to any issuance).

When a student logs into their USI account it will link to the national data collection using the USI. The student's USI account will then be able to see their records and results completed. This data is submitted by the RTO annually (each February), so if you have just completed your course the results may not yet appear on the USI portal until the next year. 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 of \$30.00 (incl. GST) will be charged for each certification reissued, and each instance to cover all administrative costs.

To maintain student privacy, all reissuance requests must be in writing and from the enrolled student. These students must complete and return our [Application for Certificate Re-issuance](#), found on our website.

Pest Management Licensing in Australia

All pest control licensing is administrated by each state/territory's licensing authority. Pest licenses are NOT issued by Rapid Training, and license fees are NOT included in our course fees.

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.

Individuals are required to refer to their state/territory licensing authority for pest management licensing applications, eligibilities, application fees, and course requirements. See the links below to access details on your state/territory licensing authority:

New South Wales – [NSW EPA](#)

Queensland (*General Pest licensing*) – [QLD Health](#)
Queensland (*Timber Pest licensing*) – [QLD Health](#) and [QBCC](#)
South Australia – [SA Health](#)
Western Australia - [WA Department of Health](#)
Victoria - [VIC Health](#)
Tasmania - [Department of Natural Resources and Environment Tasmania](#)
Australian Capital Territory - [ACT EPA](#)
Northern Territory - [Medicines and Poisons, Department of Health](#)

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 your honest and constructive feedback, on ways we can improve our courses for future students.

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 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 Advice on support services that can assist them 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:

- Support with arranging Mentoring (Employer / Trainer)
- 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(s) 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 Officers are a point of contact for students with any issue (*other than learning content or assessment queries*).

The responsibilities of the Student Support Officer are:

- Identifying students support needs, based on information provided by the student
- Referrals to support services
- Ensuring and monitoring availability and access for students to Training & Assessment materials
- Monitoring the student course progression, and providing progression updates
- Coordination of complaints and appeals
- Mediation / Counselling (*if reasonable*) between students/employers/trainer-assessors.

Our Student Support Officers are contactable during business hours at:

E training@rapidsolutions.com.au
P 1300 309 169.

All students are encouraged to communicate their learning needs with us, at any stage of their learning experience, so we can best support students towards course completion.

To request support throughout a course term, students are required to submit a **Student Support Request** form through the [online portal](#). You can also [email](#) other requests or call our office for further directions.

COMPLAINTS & APPEALS

Rapid Training is committed to fostering an environment where individuals can express their concerns and seek resolution. All complaints and appeals will be handled with confidentiality and respect, ensuring the rights of all parties involved are upheld.

This policy applies to all students, staff, and trainers at Rapid Training. It covers complaints regarding the conduct of individuals, RTO processes, or assessment results deemed unfair or unjustified.

Limitations:

- *Complaints must be lodged by the student themselves, even if the complaint pertains to interactions with a noted proxy representative, such as an employer or workplace supervisor.*
- *If the student is under 18 years of age, a Parent/Guardian must co-sign the complaint and be present for all interactions throughout the complaint process.*

Complaints and Appeals Process

Informal Complaint/Appeal Resolution

- i) Students are encouraged to discuss any concerns informally first, with Trainers/Assessors, Student Support Officers or Management, to speedily resolve any issues. These can be submitted through our Student Support Request form (ensuring the matter is documented for future needs) or by calling our office at 1300 309 169.
- ii) Our team will make themselves available for a discussion at a mutually convenient time.

Formal Complaint/Appeal Resolution

- i) **Lodging the Complaint or Appeal**
 - If the issue cannot be resolved informally, or the complainant (student) wishes to escalate the matter immediately, individuals may submit a formal complaint writing to training@rapidsolutions.com.au.
 - Additional documents may be attached as necessary, with references included in the written complaint.
 - A receipt of the complaint will be emailed to the complainant within seven (7) days, which will include an anticipated timeline for review, which may vary depending on complexity of the complaint or access to appellant (*e.g. RTO staff member or Trainer/Assessor*).
- ii) **Complaints and Appeals Register**
 - Upon receipt, a *formal* complaint/appeal is logged into the Complaints and Appeals Register, and the complainant is assigned a complaint number.
 - A summary of the complaint, details, and outcomes will be recorded, and all correspondence and supporting documents will be saved in a reference file to the complaint number, in the same location as the register.
- iii) **Investigation and Response**
 - Complaint Review Process:
 - Complaint/appeals received will be reviewed during the next scheduled Management Meeting or within fourteen (14) days. Urgent issues may necessitate immediate attention.

- The Management team will investigate the complaint/appeal and determine appropriate actions, including:
 - ❖ **Transparency:** The Management team may interview other involved parties (*appellants - if relevant*) and look at the student records (*if relevant*) to ensure all information is obtained and can be verified for accuracy.
 - ❖ **Fairly:** The Complaint and each appellant will be provided the opportunity to present their case formally (in writing) – additional evidence provided may be formally disputed or responded to by the other party in writing.

If a member of the Management team is the appellant in the complaint, they will be excluded from the investigation process. Rapid Training will utilise other parties (either internal or external to the RTO) at their own cost.
 - ❖ **Timely:** Complainants will be regularly updated on the progress of their complaint/appeal if delays are presented or extended investigation is required.

If the resolution process is expected to exceed sixty (60) calendar days, the RTO Manager will notify the complainant in writing, providing reasons for the delay.

- Assessment Appeal Review Process:

- Appeals received will be reviewed within seven (7) days.
- The RTO Manager team will initially review the appeal, to determine if a re-assessment by another Assessor is required, or the student just only requires further clarification on the feedback given by the original Assessor on the additional evidence needed in the next attempt.
- If a re-assessment is required, the RTO Manager will recruit a different Assessor to re-assess the evidence provided in the assessment, to determine the assessment decision met the [Principles of Assessment](#) and [Rules of Evidence](#).

iv) Outcome/Decision:

- Complaint Outcomes

- **Impartiality in the Outcome/Decision:** All information will be reviewed by the Management team, before an outcome is allocated.
- If a member of the Management team is the appellant in the complaint, they will be excluded from the Outcome/Decision process.
- **Transparency:** All parties (complainant & appellant(s)) will receive a written statement, explaining the basis for the decision and how it aligns with the evidence and policies.
- **Follow-Up:** Offer both parties the opportunity to appeal the decision, within seven (7) days, if they believe the process was unfair or the outcome was unjustified, following the next steps of this process.

- Appeal Outcomes

Outcomes to the reassessment could include:

- **The assessment decision is upheld** – in the instance the Assessor may engage the student in a verbal conversation (via phone, zoom), to provide additional clarity and support on the evidence required to achieve a Satisfactory outcome.
- **The assessment decision is overturned** – a new assessment outcome will be allocated within three (3) business days.

v) Mediation

- Independent Review:
 - If the party is not satisfied with or the resolution is not achieved, an independent review (mediation) may be requested in writing.
 - All costs associated with mediation will be borne by the initiating party.
- Escalation:
 - If the outcome is deemed unsatisfactory as it does not meet our policy and procedures outlined in our Student Handbook, complainants may contact: National Training Complaints Hotline

Confidentiality and Support

i) Confidentiality:

The following ensures that confidentiality is clearly emphasised, protecting the rights and privacy of everyone involved in the complaints and appeals process:

- All details of complaints and appeals, including the identities of the complainant and appellant, will be kept strictly confidential.
- Example: *If the complaint specifically refers to an interaction between a student and a Trainer/Assessor, Rapid Training will attempt to limit the disclosure of circumstantial information to keep the complainant identity concealed to the best of our ability during the investigation. However, we cannot guarantee the Trainer/Assessor will link the circumstances to the student.*
- Information related to the complaint or appeal will only be shared with individuals who are directly involved in resolving the issue or who have a legitimate need to know as part of the investigation and resolution process.
- Rapid Training management is responsible for ensuring that confidentiality is maintained throughout the process to protect the privacy of all parties involved.
- **Public Statements:** No party involved in a complaint or appeal (including proxy representatives) are permitted to make public statements (*e.g. social media*) or share information that could disparage the reputation of the any party to the complaint, including Rapid Training. Violating this requirement may result in disciplinary actions, including possible termination of enrolment or employment.

ii) Third-Party Support:

Students have the right to have a support person accompany them during the complaint/appeal process if needed. These parties are there to provide support only, not to participate in the complaint process.

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, and 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 Pty Ltd have **no arrangements** for any Third-Party to deliver our training & assessment on our behalf.

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 fourteen (14) days of the event. These may include a company closure, change of ownership, or change of business details.

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 thirty (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 six (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 three (3) business days of receiving the written request, a written confirmation of the request for Access to Records and confirmation of how long it will take for the access to be granted. Rapid Training will aim to provide the student with access to their records as well as a Record of Results of the student's participation and progress within fourteen (14) days.

IMPORTANT: No records will be provided to other parties, without a written request from the student, except for parties to a registered traineeships – and this will only be released through an official traineeship form or to an approved training authority.

Thank you for choosing Rapid Training, we look forward to supporting your student journey!