



Student Handbook

Intuitive Training
ABN 41 129 017 554
ACN 129 017 554
RTO # 31685

Information for Students

Introduction

Thank you for choosing Intuitive Training as your preferred training provider. Intuitive Training is a trading name of Smart First Aid Pty Ltd a Registered Training Organisation (RTO 31685) approved by the Australian Skills Quality Authority (ASQA) to deliver a range of nationally recognised qualifications and units of competency.

Intuitive Training is committed to providing the highest quality training and assessment in accordance with the VET Quality Framework including the Standards for RTOs 2015.

This Student Handbook has been developed to provide information on our policies, procedures and obligations under the VET Quality Framework. The handbook is underpinned by our internal operational processes and associated forms.

Training courses offered by Intuitive Training		
Units of Competency		
Unit code	Unit title	Delivery mode
AHCMOM213	Operate and maintain chainsaws	Face to face
HLTAID001	Provide cardiopulmonary resuscitation	Face to face
HLTAID003	Provide first aid	Face to face
HLTAID004	Provide an emergency first aid response in an education and care setting	Face to face
UETTDREL14	Working safely near live electrical apparatus as a non-electrical worker	Face to face
UETTDRRF01	Apply ESI safety rules, codes of practice and procedures for work on or near electrical apparatus	Face to face
UETTDRRF02	Perform pole top rescue	Face to face
UETTDRRF03	Perform EWP rescue	Face to face
UETTDRRF06	Perform rescue from a live LV panel	Face to face
UETTDRRF08	Perform EWP controlled descent escape	Face to face
UETTDRRF09	Apply access procedures to work on or near electrical network infrastructure	Face to face
UETTDRRF10	Provide first aid in an ESI environment	Face to face
UETTDRRF11	Testing of connections to low voltage electricity networks	Face to face

Our commitment

Intuitive Training is dedicated to ensuring that we provide training and assessment services that meet the needs of our clients and industry sector by regularly engaging with industry to ensure that our training courses are relevant to the needs of industry and address current industry practices.

We employ sufficient suitably qualified and experienced trainers, provide secure suitable facilities and ensure sufficient opportunities for learning in appropriate environments, with suitable resources and assessment processes that are fair and flexible.

Your questions are important to us, please be aware that our trainers are working with other Students as well as yourself.

We are committed to returning your calls and e-mails, but we ask that:

- You allow us two (2) working days to respond.
- You aware that assessment feedback will be given within 10 working days of our receipt of your assessment (not from the day it is posted).
- Understand that Statements of Attainment/Qualifications are issued within thirty (30) calendar days of the completion of your training.

Course Cancellations or Postponements

Prior to commencement—should Intuitive Training cancel training before it commences, you will be offered alternate dates (if the training is being rescheduled).

If the training is not rescheduled or the dates offered do not suit you, all fees paid you will be refunded in full within 10 days of the training being cancelled.

For training that has commenced—In the unlikely event that Intuitive Training is unable to deliver the training, you will be offered the option to enrol with another RTO and Intuitive Training will assist in both finding a suitable RTO and in the transition to the new RTO.

Any fees paid in advance held by Intuitive Training and not attributed to training completed will be refunded and a statement of attainment issued for any units successfully completed.

Unique Student Identifier (USI)

The purpose of the USI is to enable the collection and storage of your records of participation in vocational education and training on a central database. Allowing you easy access to your records.

All Students are required to supply a USI number at the time of enrolment. We are unable accept enrolments without a USI number or notification of an exemption.

A short Video explaining how to create you USI is available [here](#)

A step by step guide to creating your USI can be accessed by clicking [here](#)

How do I create my USI?

Step 1: You will need to have one form of identification from the list below ready:

- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient
- Certificate of Registration by Descent
- Citizenship Certificate
- ImmiCard

IMPORTANT: *The details you enter when you create your USI must match exactly with those shown on the Identification documents used.*

Step 2: Then go to Go to the USI Creation page on the USI website and agree to the Terms and Conditions.

Step 3: Next agree to the Terms and Conditions

Step 4: Provide your Evidence of Identity and Personal Details by filling in the personal and contact details which *must match exactly the details shown on your Identification document.*

Step 5: Enter your contact details, it is important to enter as many of the contact details as you can!

Step 6 You will be required to secure your account by setting your USI account password and questions for security purposes. More information about security check questions can be found on the Student [USI check questions](#) page.

Step 7: Your USI will now be displayed on the screen and will have been sent to you for your records. Please keep a record of this number as this USI is yours for life!

Step 8: You should write down your USI somewhere safe or enter it into your phone for safe keeping.

Step 9: Each time you enroll with a new training organisation remember to give them your USI, either by email or by providing access!

In the event that you are unable or unwilling to obtain a USI number please visit the [USI website](#) for further information on what to do to be able to participate in training.

For more information and to apply for your USI or an exemption click [here](#)

PLEASE NOTE

The government reporting system is not linked directly to our internal systems.

Your training records will not appear on your USI portal immediately after completing your training.

All training results are reported annually and will not appear on your records until such a time as the upload is completed.

Admission and Entry Requirements

Intuitive Training requires that the Student can:

- Obtain a USI or evidence of an exemption
- Read and interpret workplace documentation
- Speak clearly and unambiguously in English
- Writing is required to the level of completing common workplace forms

Expectations of Students

To gain maximum benefit from your training course and to achieve the best possible course outcome, it is strongly recommended that no training time is missed, to avoid any confusion when you attend our training, the following expectations of behaviour are provided.

Compliance with these expectations is required by all Students, failure to do so may result in cancellation of your enrolment.

Enrolling Students must at all times:

- Abide by Copyright and Plagiarism laws and legislation.
- Comply with Workplace Health and Safety regulations at all times.
- Comply with anti-discrimination legislation at all times. (This includes but is not limited to equal opportunity, racial vilification and disability discrimination).
- Comply with workplace harassment, victimisation and bullying regulations.
- Ensure that behaviour is of a level acceptable to the workplace.
- Complete training and assessment activities within agreed timeframes.
- Communicate any difficulties with completion of activities or assessment with your Trainer.
- Inform your Trainer immediately should you be unable to attend due to illness or other reasons.
- Inform your Trainer if you have a physical or medical condition that may affect your participation or affect those with whom you may be training.

Dress Code

It is expected that students be dressed appropriately and according to training being undertaken and assessment activities required.

Classroom training only: smart casual dress is required which includes enclosed shoes.

Practical tasks/Electrical and construction industry training: long sleeved hi visibility shirt, hi-visibility vest, long pants, and steel cap boots. Should you not have steel cap boots you may wear enclosed shoes whilst arrangements are made for steel cap boots to be purchased/loaned to you.

Access and Equity

Intuitive Training upholds the principle that all applicants seeking to enrol are treated fairly and equitably and ensure that throughout the process of selection and admission, applicants are treated courteously and expeditiously.

Intuitive Training reserves the right to suspend from their training courses

Students may be suspended from enrolment if they are:

- Unable to actively participate in the course activities as a result of injury.
- Disruptive
- Affected by drugs or alcohol

Should any of the above situations arise, immediate and discreet contact will be made with the student's employer or job network provider to discuss future training options for the individual(s) concerned.

Drugs and Alcohol

Non-prescription drugs, substances and/or alcohol are not permitted in training or assessment rooms. Furthermore, students must not be under the influence of non-prescription drugs, substances and/or alcohol and drugs during scheduled course times.

Students who breach these requirements will be subject to disciplinary action and police action may also be taken.

Should you be taking prescription medications, and you are required to operate plant or machinery, it is strongly advised that you inform your trainer as these drugs may affect your judgements.

Smoking

Smoking is not permitted during training class times and should be restricted to taking place during training breaks. All smokers must abide the law keeping a minimum distance of three metres from any building; smoking is only permitted in the designated area at the front of the building. Cigarette butts must be disposed of in rubbish bins provided.

Student Support

Intuitive Training is dedicated to providing a high standard of service by supporting our students to achieve their learning goals and achieve satisfactory course outcomes. We provide a range of internal support services to individual students on an as need basis, these include:

- Additional coaching from your trainer/s including phone and email contact.
- Course materials available in alternative formats including hard copy, CD, memory stick.
- Special consideration in assessment including reasonable adjustments.
- Flexible delivery and assessment schedules.

We endeavour to respond to students as quickly as possible, but you are reminded that our trainers do have other Students and classes to attend to. We will provide feedback on Assessments within ten (10) working days and to all queries, telephone calls and emails within two (2) working days.

Should you require further support, Intuitive Training can assist in identifying the appropriate support service as well as organising access to such services. Services referred to may include but are not limited to:

A contact list of support services is provided below

Service	Contact Number	Service	Contact Number
Beyond Blue	1300 22 4636	Mission Australia Helpline	1300 886 999
Centrelink	131 021	Reading and Writing Hotline	1300 655 506
Crisis Help	1800 627 727	Relationship Australia	1300 364 277
Direct Line (Drug and Alcohol Service)	1800 136 385	Salvation Army Care Line (QLD)	07 - 3831 9016
Gambling Helpline	1800 060 757	State-wide Sexual Assault Helpline	1800 101 120
Kids Help Line	1800 55 1800 (24 hours)	Translating and Interpreting Services	131 450
Lifeline	131 114 (24 hours)	Women's Domestic Violence Crisis Line	1800 015 188
Mates in Construction	1300 642 111	Mensline Australia	1300 7899 78

Note: It should be noted that such services may attract an additional fee to be paid to the service provider. Such fees are the responsibility of the Student.

Should you or your trainer/assessor identify that you require any additional support, to be provided by Intuitive Training we will work with you to develop an Individual Support plan to ensure that we can provide the required support required.

Training Materials and Equipment

Intuitive Training Students will be given access to safety equipment and other required material and equipment during training, this equipment and material is to be used in accordance with the instructions given by the trainer/assessor. If a piece of equipment is purposely damaged or treated in a manner not in accordance with the instructions given by the trainer, a fee may be charged.

The copyright and ownership of all training material provided during the training belongs to with Intuitive Training these materials cannot be copied or claimed without written consent. All training materials are quality assured and are continuously updated.

Fees and Charges

All course fees are advertised in our marketing materials and website.

- A \$50 non-refundable administration fee will apply to all enrolments into First Aid training courses.
- All enrolments into CPR and LV Rescue courses will incur a non-refundable \$50 administration fee.
- The balance of course fees are payable on training course commencement
- Intuitive Training does not collect fees of more than \$1,000 in advance nor hold more than \$1,500 of student's fees once the training commences.
- Additional assessment opportunities required will incur a fee of up to \$200.00.
- All learners or their employer (if applicable) will be invoiced and fees paid will be receipted.
- All outstanding fees must be paid in full prior to the issuance of a Certificate or Statement of Attainment.

Refund Policy

- Should you cancel or withdraw within seven (7) days any fee over the \$50.00 (First Aid) & \$40.00 (CPR & LV Rescue) administration will be refundable, as long as all materials are returned, as new and no units are completed.
- Learners who cancel seven (7) or more calendar days prior to course commencement will receive a refund of all fees paid in advance minus the administration fee.
- Learners who enrol and do not commence the course at the scheduled time will be liable for the full fee unless that can provide a medical certificate or demonstrate extreme personal hardship to the CEO.
- Intuitive Training will not hold more than \$1500 of Student's fees in advance.
- Partial or full refunds will be considered after ten (10) working days from the commencement of the course under exceptional circumstance such as long-term illness.
- Deferment of training can be negotiated.
- Should Intuitive Training cancel the training agreement, a fair and reasonable refund will be granted, if fees are paid in advance. Charges will be incurred for administration and services provided prior to cancellation.
- No refund is available to Students who remain enrolled and do not progress. Should you decide not to continue with your course you need to notify us of your intention to withdraw or defer.
- All requests for refunds must be in writing.

Competency Based Training and Assessment

Students enrolled in training which will lead to either a Statement of Attainment or Certificate are required to complete Assessments to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that Students can perform required skills and knowledge.

Assessments undertaken may include:

- Written/oral Assessments
- Practical demonstrations
- Completion of case studies and similar activities
- Development of a portfolio
- Work samples
- Third party reports

You will be given feedback on all Assessment Activities. Competency based assessment does not use a marking scale rather you are deemed “competent” or “not yet competent”.

Please make sure that you attach an Assessment Coversheet to all Assessments. These are provided by Intuitive Training and must be signed by you. Please always include the question/task you are addressing.

Credit Transfer

You may be eligible for a Credit Transfer if you have previously undertaken training through a Registered Training Organisation. Credit Transfer may be granted for one or more units. Three (3) major factors need to be considered:

- How current the Qualification/Statement of Attainment is?
- Mapping to the current training and
- If the training was undertaken with a Registered Training Organisation.

If you think you may be eligible for a Credit Transfer you will need to provide the following:

- The original Statement of Attainment and/or Certificate for your Trainer to sight
- A copy of the Statement of Attainment and/or Certificate
- Or a certified copy of your signed Statement of Attainment and/or Certificate by a Justice of the Peace (JP)
- There is no charge for Credit Transfer

All applications for Credit Transfer will need to be authenticated with the issuing RTO to ensure its validity. In order to do this the Student will need to complete a “Release of Information form”. This form will be sent to the issuing RTO to gain confirmation that they issued the qualification/statement of attainment, accompanied by a copy of your qualification or statement of attainment.

Recognition of Prior Learning (RPL)

RPL is the process of formal recognition for skills and knowledge gained through previous learning such as:

- Life experiences
- Previous formal learning
- Employment
- Recreational or personal interests

You may be eligible for RPL for part or all of your intended study, based on your previous experiences and learning. For more information regarding RPL and how to apply, please discuss this with your Trainer.

Complaints and Appeals

The CEO of Intuitive Training RTO is ultimately responsible for ensuring that Intuitive Training complies with the VET Quality Framework (VQF). This includes the complaints and appeals policy and procedures.

Intuitive Training is dedicated to providing a high standard of service and maintains a complaints and appeals policy specific to its RTO operations.

Complaints are the expression of the dissatisfaction with the quality or any aspect of the business operations and service, including nuisances, discrimination or similar against another person, inclusive of Students, Staff and Contractors.

The following are examples of issues for which you may lodge a complaint:

- Enrolment
- training delivery
- training and/or assessment, including Recognition of Prior Learning
- any other activities associated with the delivery of training and assessment services
- issues such as discrimination, sexual harassment, Student amenities, etc.

Complaints may be made to any member of staff.

An **appeal** can be made to Intuitive Training to request a review of a decision, including assessment decisions.

Appeals are the expression of the dissatisfaction of a decision made by the RTO. There are various grounds for lodging appeal. These include, but are not limited to:

- assessment results
- refused refund
- refused requests for an extension

Appeals should be made to the trainer/assessor in the first instance but can also be made to the RTO Manager /CEO.

Intuitive Training will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process. Any staff member can receive a complaint or appeal. Where possible, complaints are resolved immediately.

Complaints

First instance: You are encouraged to speak immediately with your Trainer. If you are not comfortable addressing the issue with the Trainer you are encouraged to contact the CEO.

Second instance: If the issue is not resolved you are encouraged to either speak to or contact in writing the CEO.

Third instance: If the matter is still not resolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representative(s) e.g. Anti-discrimination board or other relevant personnel.

Outcomes of complaints will be provided to you in writing within fifteen (15) working days of the decision.

In the event that a complaint has been lodged, an Incident/Complaint Form must be completed and forwarded to the CEO immediately, even if the situation has been resolved to the satisfaction of all parties.

If it is going to take more than 60 days to review the complaint you will be notified in writing and how long it should take before a decision is made.

Fourth instance: If you are not satisfied with the outcome of this procedure you do have the right to contact the Australian Skills Quality Authority (ASQA) by completing the complaints form at; <http://www.asqa.gov.au/complaints/making-a-complaint.html>

Appeals

Appeals should be made to the trainer/assessor in the first **instance but** can also be made to the RTO Manager/ CEO.

Intuitive Training will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process. Any staff member can receive a complaint or appeal. Where possible, complaints are resolved immediately.

Step 1: If you are not satisfied with a decision made by the RTO, you must complete the Appeals Form - Part A and forward to the CEO.

(This should occur within five (5) working days of receiving the result)

Step 2: The decision is to be reviewed by a different a party other than the person who made the decision, findings of the review are to be summarised on the Appeals Form. You are to be advised of the appeals outcome within ten (10) working days.

(This should occur within ten 10 working days of Step 2)

Step 3: If still not satisfied with the outcome of the appeal, your appeal is to be reviewed by the CEO. The CEO will send an acknowledgement letter to you, record receipt of the Appeals Form, then conduct the review. The CEO if necessary will convene a review panel to thoroughly examine the appeal.

(You are to be advised of the outcome within ten (10) working days).

Step 4: If you are not satisfied with the outcome of the appeal it is to be reviewed by the CEO. The CEO will send an acknowledgement letter. The CEO if necessary will convene a review panel to thoroughly examine the appeal.

(The Student is to be advised of the outcome within ten (10) working days).

In the event that it is going to take more than 60 days to review the complaint you will be notified in writing and how long it should take before a decision is made.

Step 5: If you are not satisfied with the outcome of this procedure do have the right to contact the Australian Skills Quality Authority (ASQA) by completing the complaints form at;
<http://www.asqa.gov.au/complaints/making-a-complaint.html>

Policy Information on Intuitive Training's Website

Intuitive Training includes our complaint's and appeals policy information on the public website:

Disciplinary Procedures

Intuitive Training adheres to the principles of adult learning and aims to create a learning environment that facilitates the learning of all Students without interference or disturbance from others, we encourage our Students to respect and protect the rights of others. Students are expected to behave in a professional manner at all times.

Students who are in breach may face disciplinary action. Breaches include but are not limited to:

- wilful damage or removal of Intuitive Training property;
- assault or harassment (physical or verbal);
- cheating or attempting to cheat or assisting any other student to cheat by any means;
- negligent or disorderly conduct towards a staff member or student;
- being under the influence of alcohol or drugs;
- smoking within Intuitive Training buildings, or
- infringing copyright.

In addition, students should also note that enrolment may be suspended or discontinued by Intuitive Training for:

- behaviour that threatens the safety of others, interferes with the duties of staff or other student's study, damages or threatens Intuitive Training property, or the good order of Intuitive Training;
- non-payment of course or unit fees, or
- a second incident of cheating or plagiarism.

For further details please access the Intuitive Training disciplinary policy and procedure, available on our web site.

The root cause of any appeal will be included in the systematic monitoring and evaluation processes of Intuitive Training so appropriate corrective action will be instigated to eliminate or mitigate the likelihood of reoccurrence.

Access to Student Records

You may wish to access your records to check on work completed, progress or for other reasons. Please organise with your Trainer a time suitable to view your training records. Other parties will not be permitted to access your files without written consent from you.

Release of Contact Details and Information

To ensure that Registered Training Organisations meet the national standards and offer quality training to Students, ASQA conducts regular audits. The audit process involves a review of a training organisation's Policies, Procedures, Record keeping and practices. On occasions ASQA may contact past and present training Students to conduct an interview to confirm that the organisation is complying with its obligations and providing a service which meets the needs of Students and industry.

For audit purposes and in the event of a complaint or appeal, ASQA may request to view your files. The purpose of this is to ensure the RTO is complying with regulations and standards. Upon request Intuitive Training is required to supply the following ASQA Student contact details including address, telephone numbers and email address.

Enrolment and induction processes

As part of the enrolment process Intuitive Training will collect your personal information. This information enables us to plan our resources and enables us to help identify the learning needs of each Student. By filling out the Enrolment Agreement Form with true and accurate information it will ensure that our state and federal government regulatory requirements are met.

Completion of the Enrolment Agreement Form is compulsory and extremely important for any course which you wish to complete. Every field in the enrolment form requires your attention and completion.

Your enrolment data is collected and stored electronically, and the original copy is filed in your individual student file. Intuitive Training accepts all students right to privacy and will treat all student information provided at enrolment confidentially.

When you have decided on your course of study, simply contact our administration team who will arrange for you to be booked and enrolled into the course.

When attending your training an Intuitive Training representative will conduct a formal induction which will include but not be limited to:

- trainer and student introductions;
- an overview of the course including main content, assessment processes, finish time and break times;
- a tour of the training facility;
- evacuation procedure and assembly point;
- if not completed pre-course, completion of a language, literacy and numeracy assessment;
- support services and who to go to if you require support, and
- our contact information.

You will have an opportunity to discuss your learning needs and how you learn best

Privacy Policy

Intuitive Training will collect information, manage, use it and disclose it in a way that complies with the Privacy Act 1988 (Commonwealth), as amended in the Privacy Amendment (Private Sector 2000)

Intuitive Training will:

- Where information is provided by another person, ensure that collection has been authorised by the individual concerned, or by someone who is legally authorised to act on their behalf.
- Only collect information by lawful and fair means and not in an unreasonably intrusive way
- Protect archived personal information from loss or unauthorised access, use, disclosure, or misuse and from inappropriate modification

Change of Personal Details

Should you change any of your personal details please request a Change of Enrolment Information Form from your Trainer. Such details include, address, surname, contact telephone number etc.

Results

You will receive your Assessment feedback and result within ten (10) working days of submission.

On completion of a Qualification or Unit of Competence, Intuitive Training will issue Statements of Attainment/ Certificates within thirty (30) calendar days.

Please note: If you require a Statement of Attainment to be issued during your enrolment, you will need to notify the Intuitive Training office. You will then receive a Tax Invoice for \$20 plus GST. This must be paid prior to receiving your Statement of Attainment and can be paid via Direct Debit, Credit Card or cheque.

What if I need my Certificate or Statement of Attainment to be re-issued?

In the event of a lost or damaged Certificate or Statement of Attainment, please complete the Request For Formal Results / Replacement Form to request re-issuance of a Certificate or Statement of Attainment and return with payment of \$55 inclusive of GST.

Evaluation

Your feedback is particularly important to our commitment to ongoing improvement. Throughout your training you will be asked to provide your thoughts and comments on the training received. Intuitive Training encourages all Students to make contact should they wish to provide feedback or comments on any aspect of the service received.

Relevant legislation to be complied with

As a registered training organisation Intuitive Training is required to comply with relevant Commonwealth and State based legislation including but not limited to the:

- National Vocational Education and Training Regulator Act 2011 (Cwth)
- Standards for Registered Training Organisations (RTOs), 2015 (Cwth)
- Privacy Act 1988 (Cwth)
- Work Health and Safety Act 2011 (Cwth)
- Industrial Relations Act 1988
- Copyright Act 1968 (Cwth)
- Sex Discrimination Act 1984 (Cwth)
- Racial Discrimination Act 1975 (Cwth)
- Student Identifiers Act 2014 (Cwth)
- Queensland Anti-Discrimination Act 1991
- Australian Consumer Law (ACL) 2011
- Competition and Consumer Act (CCA) 2010

So how does this affect you? As a course Student you can be assured that the policies, procedures, training and assessment practices of Intuitive Training meet the requirements of this legislation.

You also need to be aware that by participating in a course at Intuitive Training you also have obligations under this legislation. For example

- Taking photographs or filming other Students or staff without their permission would be viewed as a breach of their privacy. This also includes posting on Face Book and other social media.
- Recording conversations or trainer presentations without permission would also be viewed as a breach of privacy, and in the case of presentations would contravene our intellectual property rights.
- With regard to the Work Health and Safety Act, 2011 (Cwth), Intuitive Training is committed to ensuring that students and staff are safe from injury and risk to health and welfare while on our premises. You must observe safety regulations and wear safety clothing and footwear during classes and work placements which require such precautions. You must also use any safety equipment that the course requires. You may be refused entry to a class or work placement if you are not wearing the appropriate safety clothing and footwear or fail to abide by safety procedures.
- Course Students need to ensure that they do not contravene copyright legislation, by acknowledging all sources of information and as a general guide limiting the amount of material copied to 10% of the total document/book.
- Ensuring by word or deed you do not engage in discriminatory behaviour. Be particularly mindful of jokes, nicknames, generalisations about individuals or groups, political comment which may be offensive to other students.

Course Students should also be aware that Intuitive Training's operations and all courses offered by us comply with national standards for vocational education and training providers.

Intuitive Training is responsible for the quality of training and assessment and must meet these national standards in order to deliver and assess nationally recognised training and issue nationally recognised qualifications. When studying with Intuitive Training you can be confident that the courses you undertake have been quality assured.