



SALTERA
TRAINING
PRACTICAL QUALIFICATIONS

Saltera Group Pty Ltd

RTO 7148

ABN 28 092 764 353

Phone: 1800 651 134

Address: 5/43 Taree St Burleigh Heads 4220



We train you to get the skills you need, in the environment you need them!

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GM Welcome

On behalf of us all at Saltera Group, we welcome you and thank you for choosing us for your professional development. Your enrolment is an important step in further developing and/or formally recognising your skills and knowledge to support your career aspirations.

We will ensure that you are provided with a first-class experience that is based on up-to-date practices and skills as used in the workplace and community.

Our vision is to enable students to achieve their chosen career goals by providing high-quality and highly relevant training and to provide excellence in the training and support provided to assist you on your path to career satisfaction.

Our goals are:

- To provide training that is accessible to everyone
- To provide quality resources necessary to support you in your training
- To make the training experience enjoyable
- To support and encourage currency of knowledge and skills
- To provide training environments that are safe and comply with all work health and safety requirements

This student handbook will provide you with information to enhance your training experience.

At any time, if you need further information or clarification then please contact your trainer or assessor or our office on 1800 651 134 or info@saltera.com.au

We also welcome your comments and feedback to enhance your training experience and improve our services. Once again, on behalf of Saltera Group, we welcome you and look forward to working with you.



Richard Ellis
General
Manager

Contact Details

Website: www.saltera.com.au

Phone: 1800 651 134

Email: info@saltera.com.au

Mailing Address:

5/43 Taree St

Burleigh Heads

Queensland 4220

Office hours:

Monday – Friday 9:00 am – 5:00 pm

Phone Support: 24/7

Our Obligations

As a Registered Training Organisation, Saltera Group is required to deliver quality training and assessment and comply with **the Standards for RTOs 2015**, as specified in the National VET Regulator Act 2012.

Saltera Group has a legal obligation to:

- Maintain adequate, current and appropriate insurance
- Ensure staff and students comply with relevant commonwealth and state legislative and regulatory requirements
- Maintain accurate student records and safeguard student privacy
- Issue certification according to the Australian Qualification Framework (AQF) requirements.

Privacy and Confidentiality

Saltera Group will only use collected information for the purpose for which it is intended. Commonwealth and State Government bodies, such as National Centre for Vocational Education Research (NCVER), Australian Skills and Quality Authority (ASQA), Department of Employment, Small Business and Training (DESBT) may use personal information collected as a result of your enrolment for statistical requirements regarding Vocational Education and Training. Saltera Group may also use this information for future planning, reporting, communication, research and continuous improvement. Only authorised Saltera Group staff have access to your information and will not disclose any sensitive information to any other person, agency or third party unless:

- You have consented
- The information is required or authorised under law
- You are under the age of eighteen (18) and your parent/guardian request the information

Should any of your information/details change, please contact us immediately to ensure your details are updated.

We provide and support the following services:

Access & Equity

Saltera Group is committed to integrating access and equity principles into all the services that we provide to our stakeholders (students, employers, authorities, and many others).

All staff recognise the rights of learners and provide information, advice, and support.

Regardless of cultural background, religion, gender, sexuality, disability, location, or age you have the right to learn in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner while you are training with us.

Non-Discrimination

Saltera Group will not tolerate any discrimination, victimisation or harassment by any Saltera Group staff, prospective student, student, employee, or other stakeholder, based on sex, pregnancy, marital status, race (including colour, ethnic background, national identity, and ethno-religion), homosexuality, disability or age.

Harassment includes any form of behaviour that a person finds offensive, humiliating or intimidating and is either sexual or targets them because of the factors mentioned above.

Enrolment Process

You should make an informed decision to ensure that the course you are enrolling into meets your requirements by reading all the course information and this student handbook prior to enrolment.

We welcome questions relating to the student handbook and training and assessment requirements to ensure your understanding to make an informed decision.

Our enrolment process requires you to complete and submit an enrolment form and provide required information which is subject to our Privacy Policy.

Supporting documentation required at enrolment may include information to authenticate your identity, residential address, or eligibility for funding.

Saltera Group will notify you of your enrolment status and course details such as your training plan, training commencement dates, access to learning resources etc after enrolment.

Learning & Assessment

Our training and assessment procedures are flexible and take into account learner needs. We will ensure that:

- All required learning materials and resources for the delivery of any course are current and meet industry standards
- Training and assessment is conducted by qualified staff
- Training and assessment meets the training package requirements
- Enrolled students are offered recognition of prior learning (RPL)
- Assistance is given to students with learning difficulties (such as reasonable adjustment. 'Reasonable adjustment' allows a trainer/assessor to make adjustments to how they train or assess to meet needs of students with a disability, whilst maintaining equity of the competency outcome specified by the unit of competency)
- Student support outside the scope of Saltera Group's capability is referred to external providers.

Note that fees may apply for some internal or external assistance.

Management & Administration

Saltera Group has policies, procedures, and management strategies, which

ensure sound financial and administrative practices. Saltera Group guarantees the organisation's sound financial position and safeguards student fees.

If in the unlikely event that Saltera Group is unable to deliver the training and assessment services that you have enrolled in, we will assist you to complete your training and assessment, such as by sourcing/recommending alternative providers and/or providing a refund of unused fees

Student records are managed securely and confidentially and are available for student perusal on request.

Marketing & Advertising

Saltera Group ensures any marketing of vocational education and training products is done so with integrity, accuracy, and professionalism. We endeavour to avoid vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product. Saltera Group does not guarantee employment outcomes as a result of undertaking training and/or assessment.

Continuous Improvement

Saltera Group commits to providing quality service and has a strong focus

on continuous improvement. We value feedback from students, staff and employers for incorporation into future programs.

Staff Responsibilities

Saltera Group staff will at all times apply access and equity principles and:

- Treat all students with courtesy and respect
- Communicate openly with students regarding their learning, progress and behaviour
- Maintain an environment that ensures student safety.

Student Responsibilities

As an enrolled student you are expected to:

- Familiarise yourself with Saltera Group's policies and procedures in this handbook
- Treat others with courtesy and respect
- Respect the opinions of others
- Avoid conduct and language that may be misleading, derogatory or abusive to others
- Undertake proactive learning and maintain consistent progress
- Genuinely complete and submit your own work

- Ensure safe practices at all times at our premises and whilst undertaking training or assessment in the workplace
- Seek assistance if unsure or in doubt.

Consequences

Inappropriate or discriminatory behaviour will result in action being taken by the CEO and may lead to:

- Written or verbal warnings
- Sanctions, exclusion from the course and/or Saltera Group RTO
- Notifying and involving external authorities such as police
- Termination of your enrolment with a Statement of Attainment being issued for any completed unit/s of competency.

Any person who has had their enrolment suspended or terminated has the right to appeal through our appeals process.

Currency of Training Packages

Accredited Course

Saltera Group is committed to delivering the most current and up-to-date qualifications to all participants. Sometimes training packages are updated by the industry authorities. Saltera Group will endeavour to complete students enrolled in a superseded product within one year of the product's release date. Students who cannot complete within that period will be transitioned into the new training product.

Saltera Group will advise students and employers about revised qualification and requirement to complete studies within the transitional period or transition to the new qualification. To ensure that students are not disadvantaged by changes to training packages, all students are encouraged to support the transition process.

Support Services

Language, literacy or numeracy assistance, study skills for working with learning materials and completing assessment activities are some of the available supports at Saltera Training. For students that experience hardships, financial difficulties, mental health and other issues that may affect their studies, Saltera Training can also assist, advise or refer to external resources. Whilst our trainers and assessors will monitor student progression to identify if or what additional support may be required, we also ask that you advise us how we can help you achieve your course outcomes.

Complaints and Grievance

All students have the right to lodge a complaint/grievance or appeal related to their training, assessment outcome or RPL result, interactions with staff or other students and RTO decisions.

We recommend that you attempt to discuss the issue with the person

involved or another staff member. If the issue remains unresolved you should submit your written complaint or grievance within 30 calendar days of the incident or 21 calendar days of the assessment outcome being notified to you, to:

General Manager

Saltera Group c/o Saltera Training
5/43 Taree St,

Burleigh Heads QLD,4220

Where further action is required for unresolved matters, the management of Saltera Group may appoint an independent party to review and resolve the complaint/grievance or review the appeal.

The independent party will base their decision on evidence gathered.

Saltera Group will formally notify, in writing, the complainant within 30 days of the independent party's decision.

If your complaint or appeal is not likely to be resolved within 60 calendar days, Saltera Group will ensure that you are kept updated with progress.

Appeals Policy

Following either a complaint/grievance or appeal decision, if a student considers the independent party's decision as unsatisfactory, they have the right to further appeal.

For training and assessment related issues contact:

The Training Ombudsman
Department of Justice & Attorney –
General

PO Box 15090
City East Qld 4002

Ph: 1800 773048

Email:
info@trainingombudsman.qld.gov.au

For other appeals contact:

Administrative Appeals Tribunal

Phone 1800 228 333.

Fees may apply.

As an RTO, Saltera Group is required to have a process that ensures our students' complaints are managed effectively and efficiently.

However, if after accessing our initial complaint, and subsequent appeal process to resolve your issue, you are not satisfied or if you believe we are not meeting our obligations, you are welcome to tell the regulator, ASQA about your concerns.

ASQA does not appeal assessment outcomes for students, nor help to resolve disputes between students and training providers. If you provide ASQA with feedback about a training provider, they usually will not advise you about actions they take or the outcome of any investigation.

Issue of Certification

Upon completing and meeting the training package requirements, being determined competent, paying all applicable fees and supplying a valid Unique Student Identifier (USI) unless exempt, you will be issued with a testamur for a qualification or statement of attainment via the post within 30 calendar days.

A cost of \$15.00 will be charged for a replacement copy of your certification.

Saltera Group are unable to issue any certification for accredited training if a student does not supply or allow Saltera Group to apply on their behalf for a Unique Student Identifier (USI).

National Recognition

Recognition is a process of assessing a person's skills and knowledge through a Recognition of Prior Learning (RPL), recognition of current competency or credit transfer.

To receive credit for previous study, you need to be enrolled in the program and provide copies of previously obtained qualifications, statements of attainment or statements of results. Saltera Group will validate the documentation by contacting the issuing body.

Recognition of Prior Learning (RPL)

If you feel that you have and can demonstrate current skills and knowledge and meet the requirements

of the training product, you may apply for RPL.

You may submit evidence to demonstrate your competence in several ways including and not limited to:

- Formal or informal training and education
- Work experience or general life experience
- Current resume detailing your job description/role
- References from employer/s or clients
- Work samples
- Logbooks, licences, job sheets
- Third party observation or verification.

To approve an RPL application, Saltera Group will map submitted evidence against the training product requirements. Where shortfalls are identified you may need to submit additional evidence, participate in a competency conversation or interview or conduct a practical demonstration.

A non-refundable administrative application fee of \$80.00 will be applicable for all RPL applications. A charge of \$80.00 per hour will apply for the Recognition of Prior Learning process and fees will be negotiated on application.

No charges or costs apply to Credit Transfer.

Fees and Charges

Saltera Group will not accept fees in advance (of your course progress) over \$1,500 from students. If the total fees for a qualification exceed \$1,500 Saltera Group will negotiate a payment schedule over the course duration.

User Choice Students only

Tuition Fees and Charges Student Contribution Fees

The Department of Education, Small Business, and Training require all registered training organisations to charge set nominal fees for tuition.

The RTO must charge and collect a tuition fee for each student in a training program at Certificate III level or above. Whilst the tuition fee is each participant's contribution to the cost of tuition, some employers choose to pay this fee. You will be advised on sign up who will be responsible for payment of the tuition fee.

The tuition fee is calculated at \$1.60 per nominal hour for each unit of competency delivered (including for RPL) and the total amount will therefore depend on your negotiated training plan.

The total amount will be charged on completion of your probationary period.

Tuition fees charged and collected under the User Choice Program Agreement are additional to the price paid by the Department of Education, Training, and Employment for the training and are retained by the registered training organisation.

Partial Exemptions – Tuition Fees (User Choice Students only)

We will not charge more than 40% of the student contribution fee where the participant falls into one or more of the following exemption categories:

- I. The Participant was or will be under 17 at the end of February in the year in which we provide training, is not at school, and has not completed Year 12.
- II. The Participant holds a health care card or pensioner card issued under Commonwealth law or is the partner or a dependant of a person who holds a health care card or pensioner concession card and is named on the card.
- III. The Participant issues us with an official form under Commonwealth law confirming that the Participant, his or her partner or the person of whom the Participant is a dependant, is entitled to concessions under a

health care card or pensioner concession card; or

- IV. The Participant is an Aboriginal or Torres Strait Islander person.

Fee Exemption on Grounds of Extreme Hardship or Other Special Circumstances (User Choice Students only)

Fees will be exempted in the following circumstances:

- I. Where payment of the student contribution fee would cause the Participant extreme financial hardship, then we may exempt the Participant from these fees
- II. The exemption process is in place at the time of the Participant's enrolment.
- III. For the item I, we have an internal process to manage an appeal from a Participant about the outcome of the Participant's application under financial hardship.
- IV. Where the Participant is a School-Based Trainee

For further information on User Choice please call 1800 210 210

Fee-Free Year 12 Graduates (User Choice Students only)

We will not charge a Student Contribution Fee to a Year 12 Graduate who:

Commences an Apprenticeship or Traineeship within twelve months of completing Year 12 (that is, by the end of the calendar year following completion of Year 12); and meets the Participant eligibility requirements; and enrolls in a High Priority qualification identified by the Department.

Upon receipt of the application and any supporting evidence such as medical certificates, Saltera Group General Manager will make a decision based on this evidence and provide an outcome of the request to the student in writing.

Refund Policy

Funded

In the event that a state-funded trainee cancels, and they have paid a tuition fee, Saltera Group will refund an amount equal to the value of any units of competency that the trainee has paid for but was not delivered. A full refund of tuition fees will be issued if no units of competencies have been delivered.

If an employer has made a partial payment for an employee to participate in the course under a government-funded program and the employee cancels enrolment before the commencement of their course, a full refund will be made to the employer.

Fee for Service (FFS) Students:

A fee for service (not funded) student may apply for a refund by applying in writing to Saltera Group.

Cancellation of Course or Program by Saltera Group

Should Saltera Group cancel a course for any reason, students enrolled at the time the cancellation is advised will be entitled to a full refund of fees paid and this will incur no administrative charges or penalties. Students who have units that have already been assessed as competent will be issued a statement of attainment and have the cost of these units deducted from the refund.

Withdrawal Prior to Course

Commencement

If a student withdraws from a course before the commencement of the course, a full refund of the fees will be made, less a 25% non-refundable administration fee.

For online courses, logging on to the Learning Management System (LMS) via the link provided by Saltera Group will constitute commencement.

Withdrawal Due to Illness / Hardship

In the case of a student withdrawing from a course due to illness or extreme hardship, Saltera Group may, at its discretion, allow a refund of the course fees. The following conditions apply:

- I. Participants must produce satisfactory evidence of the circumstances of his/her withdrawal, such as medical certificates, etc.
- II. Saltera Group will retain a 25% non-refundable administration fee of the

fees paid at the time of withdrawal

- III. Withdrawal must take place before the completion of the course.

Withdrawal After Course

Commencement

Once enrolled and the student has commenced the course, a refund will NOT apply. A student is considered to have commenced a course once they have received their first training input.

Debt Collection – Non-Payment of Agreed Fees

In order to minimise risk to Saltera Group, outstanding debt is managed through a transparent debt collection process. If training and assessment services have been provided (as per agreed enrolment terms) and the student (individual/s), or the organisation (client) that arranged for the enrolment of staff, has not paid the agreed amount, Saltera Group will engage a registered debt collector to recover this outstanding amount.

Any fees associated with this engagement will be added to the outstanding fees of the individual/s or client.

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