Sustainable change.
Better results.

Think Perform Participant Handbook

Think Perform is a trading name of Leadership Management Australia Pty Ltd (RTO 3908)

Think Perform is a trading name for the Registered Training Organisation Leadership Management Australia Pty Ltd (RTO #3908)

Table of Contents

1. Introduction

1.1 Welcome

Congratulations on taking this important step towards developing and enhancing your vocational skills and knowledge.

The purpose of this Handbook is to provide you with information about your rights and obligations as a Think Perform Participant, which will assist in making your learning journey with us both enjoyable and successful.

A summary of the following policies is contained in this Handbook for your reference:

- Participant Support Policy
- Access and Equity Policy
- Workplace Health and Safety Policy
- Fees and Charges Policy
- Refund Policy
- Consumer Protection Policy
- Assessment Policy
- Complaint Procedure
- Misconduct and Disciplinary Procedures
- Privacy Policy

The information in this Handbook is current at the time of printing but may be updated from time to time due to changes in legislation or Think Perform policy. The latest version of the Handbook is always available for download from our website at www.thinkperform.com.au

2. About Think Perform

Think Perform is a trading name of Leadership Management Australia (LMA). LMA is a Registered Training Organisation, (RTO# 3908) operating nationally, throughout Australia; with over 40 years' experience assisting organisations with their training and development requirements. LMA is part of the Thrive Alliance group.

Think Perform specialises in assisting businesses to become more competitive and sustainable, improving their operations through Lean training at all levels throughout organisations.

We have created a unique learning experience, which is delivered through our team of qualified, industry experienced Facilitators. Our approach is very hands-on, with the majority of training conducted in the workplace and projects on the shop floor. Our programs have been designed to enable Participants to identify challenges in their role and provide them with the tools to remove those obstacles. The result is increased operational efficiency, higher staff engagement, reduced cost and waste and streamlined processes to sustain this advantage into the future.

3. Course Information Sessions

Prior to enrolling in a course with Think Perform, you will be asked to attend a face-to-face Course Information session in your workplace. The Information Session will provide details about the training to help you make an informed decision about the suitability and appropriateness of the course for your individual needs.

Topics covered at information sessions include:

- Qualification outcomes and possible unit selections
- Course duration and time commitment
- Delivery strategy – how the course will actually be delivered
- Learning resources
- Assessment requirements
- Additional support available to Participants while undertaking the course
- Recognition of Prior Learning (RPL) or Credit Transfer for prior study
- Complaints and appeals processes
- Information about Government Funding (where applicable)
- Information about Traineeships (where applicable)
- Information about fees and refunds.

If you have any questions that are not answered in the Information Session, you should discuss them with the Think Perform representative delivering the session, or contact Think Perform Head Office on 1300 667 099 before commencing your enrolment.

4. Participant Support and Welfare

4.1 Participant Support

Our Facilitators are available to help you achieve your learning objectives and support you to successfully graduate from your course. If you are having difficulties with the course material, managing your time and commitment to your course, or any other course related matter, do not hesitate to speak with your Facilitator and ask for guidance. Support provided by our Facilitators may include additional one-on-one coaching, extra time to complete activities or reasonable adjustments to assessment activities.

4.2 Language, Literacy and Numeracy assessment (LLN)

As language, literacy and numeracy are important requirements for workplace performance, you will be required to undertake a Language, Literacy and Numeracy (LLN) pre-assessment exercise to identify any LLN needs that may impact on your course progress or outcomes.

Our Facilitators are very experienced in working with Participants who have lower levels of literacy and can provide additional LLN assistance where required. We can also provide information about external support services for Participants requiring greater assistance and support for language, literacy and numeracy. The provision of external support services, such as translators, may incur an additional cost to the client.

Where a Participant's literacy is found to be below the level required to satisfactorily undertake the course, (even with support) an alternative course or a non-assessable enrolment may be considered.

4.3 Access and Equity

Think Perform is committed to providing a learning environment that is responsive to the diverse needs of all clients and Participants. We provide a learning environment that is free from discrimination and harassment and abides by the principles of access and equity.

Think Perform ensures its training and assessment courses are relevant, fair and inclusive by acting ethically in the selection of Participants and does not discriminate on grounds of gender, ethnicity, religion, political belief, family responsibility, sexuality or social and educational background.

Think Perform complies with all requirements of State and National Equal Opportunity legislation and takes into account the Charter of Human Rights and Responsibilities (Vic 2006) when developing policies and delivering services.

4.4 Workplace Health and Safety

Think Perform is committed to ensuring the health and safety of staff, Participants and other persons throughout all areas of its activities in accordance with State and Commonwealth WHS legislation and relevant Codes of Practice.

It is the responsibility of all Think Perform staff to follow and maintain safety systems appropriate to their delegated operational authority.

Participants have an obligation for their personal welfare and the welfare of their fellow Participants. Participants must follow safe working procedures at all times, take reasonable care to prevent personal injury or injury to others and reasonable care to prevent damage to the training facilities.

A copy of our WHS Policy is available on request.

5. Enrolment

5.1 Pre-Training Review and Enrolment

Generally, Participants are nominated by employers to undertake programs. Information may be provided to us by employers about a Participant's job role and previous qualifications, to ensure the most appropriate course is offered.

RTOs delivering funded programs have an obligation to ensure that the nominated qualification/s and delivery strategy is both suitable and appropriate for each individual, prior to accepting their enrolment. Think Perform conducts a pre-training review with each funded Participant to ensure the nominated course aligns well with their job role, career goals, prior experience and current abilities. On some occasions it may be necessary to redirect Participants to a more suitable qualification as a result of the pre-training review.

There are no mandatory requirements for entry into our vocational qualifications, though Participants should possess numeracy, language and literacy skills that will see them achieve the relevant learning outcomes.

5.2 Unique Student Identifier (USI)

A USI is required by all Participants undertaking nationally recognised training in Australia. It allows Participants to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show courses and units completed from 1 January 2015 onwards.

As an RTO, Think Perform cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all Participants supply their USI upon enrolment.

If you do not already have a USI, with your consent, Think Perform can apply for one on your behalf.

Alternatively, you can visit https://www.usi.gov.au/students/create-your-usi to create your own USI.

5.3 Government funded training

Participants (or their employers) may be eligible for funding support from State or Commonwealth Governments under a range of training support and incentive programs.

When undertaking a funded course, in addition to the normal enrolment paperwork, you may be required to complete eligibility documents and provide copies of your Medicare card or other approved identification.

Undertaking a funded course can impact on a Participant's eligibility to access funded training in the future. Prior to your enrolment, Think Perform staff will explain how undertaking the program may impact your future training entitlements. If you have any questions regarding accessing a funded place, you can also contact Think Perform's RTO Compliance Manager;

Email krobb@lma.biz

Phone 03 9822 1301

5.4 Change of address, name or contact details

It is a requirement that we have your correct name and contact details while you are enrolled with us. If you change address, name or contact details after enrolment please notify Think Perform within 7 days. Our contact details can be found on the back page of this handbook, on our website, or please advise your Facilitator.

6. Recognition of Prior Learning and Credit Transfer

Think Perform recognises qualifications and statements of attainment issued by other RTOs. Originals or original certified copies of qualifications and statements of attainment issued by another RTO are accepted under Credit Transfer arrangements where the qualification or competence is considered equivalent to the one for which credit is being granted.

Credit Transfers may also be granted on the presentation of an authenticated VET Transcript issued by the National Registry.

Think Perform provides all Participants with the opportunity to apply for Recognition of Prior Learning (RPL). This RPL process gives you the opportunity to have the skills and knowledge you may have obtained through other training and work experience recognised and credited towards your qualification.

If you would like further information on the RPL or Credit Transfer procedure please nominate this on your enrolment form or discuss with your Facilitator.

7. Attendance and Participation

Your attendance and punctuality in training sessions are important factors that contribute to the successful completion of your course.

Attendance does not only mean being present in a face-to-face workshop for the duration of time from start to finish, but also means agreed engagement in self-directed learning activities, workplace projects and other activities which requires a physical presence by the Participant.

8. Deferment of Studies

Deferment will only be granted on the grounds of compassionate or compelling circumstances, such as loss of employment (traineeships only), illness or other exceptional circumstances, such as bereavement. You may be required to produce a medical certificate or other relevant documentation to support exceptional circumstances. Participants must have the approval of their employer to defer.

The maximum allowable deferment period is 12 months. As Think Perform courses are delivered to groups of Participants in the workplace, additional fees will apply for one-on-one delivery to an individual returning from deferment, if group-based training on the site has concluded.

Participants who are completing their course under a traineeship arrangement may need to apply for an extension to the nominal duration of the traineeship to ensure they are able to complete the course within the nominal duration.

Participants wanting to defer or withdraw should first discuss their situation with their Facilitator who can advise on the impact of a deferral/withdrawal and may be able to offer alternative solutions if difficulty managing workload is a factor in the decision to defer/withdraw.
Participants can request to defer by completing an Enrolment Variation Form and submitting it with their Employer's endorsement to their Facilitator.

9. Course Transfer

Transfer from one course to another will result in the initial course being cancelled and a new enrolment in the transfer course. All implications of a transfer must be thoroughly explored before deciding to transfer to another course. These will be explained to you by your Facilitator or our operations staff. Think Perform will be required to notify third parties (AAC and Employer for Trainees, and Government Departments for Participants in funded training).

Transfers may also occur when a qualification has been superseded and we need to update your enrolment to a more current qualification.

10. Issue of Qualifications

Once you have been assessed as competent in all the required units of competence and all fees (where applicable) are paid, you will be issued with a nationally recognised qualification. (Note: Trainees engaged in workplace training will also need to have competency sign-off from their employer/supervisor). If you do not complete all the units of competency required for a qualification, a Statement of Attainment will be issued for the competencies successfully achieved.

Your records of achievement are maintained by Think Perform for 30 years from the original date of issue, including Participant name, Participant number, certificate number, qualification code and title, units of competence, and date of issue, and are transferred to the government regulatory authority in the event of RTO closure.

A record of your results is also maintained on the National Register which you can access through your USI account.

11. Fees and Charges Policy

Think Perform will ensure that all costs involved with its training services are provided to Clients (and Participants where applicable) prior to the commencement of any training and/or assessment services. Fees are specified in Service Level Agreements between the Client and Think Perform and may be varied with the agreement of both parties should the services being delivered under the agreement change.

Where training is being delivered under state funding contracts and government mandated fees are set, the mandated fee will be charged. Some state funding contracts require Participants to receive a Statement of Fees. The Statement of Fees is for information purposes only. All tuition fees are paid by your employer.

Additional fees are charged for the re-issuing of Certificates and Statements of Attainment. Participants will be advised of the current fee at the time they request the re-issue.

Non-payment of fees may result in the suspension or cancellation of training. Think Perform may withhold Certificates until fees have been paid.

In accordance with Clause 7.3 of the National Standards (2015), RTOs are required to have Fee Protection in place for fees of $1500 or more paid in advance by Participants. As LMA does not accept payment of any course fees from individual Participants it is not required to hold Fee Protection for prepaid fees. All course fees are paid by the Participant’s employer.

12. Refund Policy

The Refund Policy is applicable to employers paying fees on behalf of their employees.

Full Refund

A full refund of fees will be made to the client if Think Perform cancels a course prior to commencement, without making an alternative course available to the client.

No Refund

The client will not be eligible for a refund for Participants who are withdrawn after course commencement. Nor will the client be eligible for a refund if Think Perform cancels the course due to the client failing to meet their obligations under the Training Agreement. Obligations under the Training Agreement include; providing agreed access to Participants for the delivery of training, and timely payment of invoices.

Partial Refund

A partial refund will be made to the client if Think Perform cancels a course after commencement, provided the cancellation is not due to the client failing to meet their obligations under the Training Agreement.

Payment of a partial refund is at the discretion of the Quality and Compliance Manager and will be calculated on a pro-rata basis determined by how much of the course has been completed.

Government Funded Participants

Where a funded Participant withdraws from training, a partial refund will be provided if required under the relevant government funding contract.

Under state funding contracts no tuition fee is payable for a credit transfer unit. Where a credit transfer is not identified until after the tuition fee invoice has been paid, a refund to the value of the credit transfer will apply.

13. Consumer Protection

Should Think Perform cease operations, or be otherwise unable to complete delivery of the agreed program, Participants will be issued with a Statement of Attainment for units completed and referred to an alternative training organisation. A pro-rata refund will be provided for any training and assessment not yet delivered.

14. Training Delivery

14.1 Competency Based Training

Competency Based Training (CBT) is an approach to training that focuses on allowing a Participant to demonstrate their ability to do something. Used throughout the Vocational Education and Training sector, competency based training is utilised to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

Vocational programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

Wherever possible, Think Perform offers flexible approaches to learning and assessment. Primarily we deliver our training and assessment in workshops at the Participant's workplace and on the job.

We aim to customise training to suit the specific needs of our clients and the Participant's work role where possible. Assessment options must comply with Training Package rules and any other accreditation requirements.

Think Perform incorporates adult learning principles throughout the delivery of its training courses. Although your Facilitator will assist you with advice and support during your course, you are encouraged to take responsibility for your own learning and to actively participate in the learning and assessment process.

15. Assessment Procedures

15.1 Competency Based Assessment

In Competency Based Training, assessment is conducted to determine if a Participant has acquired the skills and knowledge outlined in each Unit of Competency. If a Participant's performance in the assessment does not demonstrate the requirements, rather than a fail, competency based assessment means the Participant is marked as 'Not Yet Competent', indicating more training is required to reach the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

Assessment can be conducted in a number of ways depending on the program and may include:

- Workplace Projects
- Observations
- Case Studies
- Questioning
- Work samples
- Written or verbal questions

Think Perform undertakes to provide all Participants with an assessment process that is fair, valid, and reliable and shows flexibility for individual circumstances. Assessment is carried out by qualified assessors.

You will be informed at the commencement of your course of the types of assessment you must complete during the course. Participants who successfully demonstrate competency against the relevant national standards will receive a Statement of Attainment for the unit/s within the course. A qualification is issued on successful completion of a whole course of study.

If you receive a "Not Yet Competent" outcome for a unit, you can discuss with your Facilitator opportunities for further training and re-assessment. Think Perform will allow a second attempt at a unit within the standard course fee. Subsequent re-attempts will be at the discretion of the RTO and an additional fee may be applicable.

15.2 Assessment Feedback

You will receive feedback on the outcome of each of your assessment items. Ongoing feedback is provided verbally by your facilitator during workshops and project work, while text or email is used to provide prompt feedback on assessment outcomes.

15.3 Plagiarism

All work that you submit for assessment must be your own. You will have signed a declaration at the start of each assessment that this will be the case.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by Think Perform.

The following are examples of plagiarism:

- Copying sections of text and not acknowledging where the information has come from
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- Presenting work that was done as part of a group as if it were just your own work
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)

Think Perform uses workplace group projects as a means of learning new skills and to provide supporting evidence for assessment judgements. You can include information from group projects in your individual assessments, provided it accurately reflects your contribution to the project and consists of your own observations and recommendations about the project.

15.4 Reasonable Adjustments

Reasonable adjustment may be provided for individuals with a special need (such as low literacy, hearing or sight impairment) according to their personal circumstances. Please speak to your Facilitator if you have concerns about your ability to undertake an assessment. Your Facilitator will work with you to identify whether it is possible to adjust the assessment in such a way that still allows you to demonstrate you have met the required outcomes.

15.5 Appealing the Results of Assessment

Assessment appeals relate specifically to dissatisfaction with an assessment outcome. Complaints regarding the training services more broadly, which do not directly relate to an assessment outcome, should be addressed through the Complaint and Consumer Protection Policy.

- In the first instance the Participant should discuss their assessment outcome concerns directly with their Assessor, who will outline the reasons behind the assessment decision.
- If the Participant is still dissatisfied with the outcome of their assessment after discussing it with the Assessor, or is unwilling to approach the Assessor directly, they may lodge a formal assessment appeal with the National Program Manager.
- An assessment appeal is deemed to be formal when it is made in writing to the National Program Manager.
- The National Program Manager will acknowledge the assessment appeal in writing within three (3) working days of receiving the written appeal. The National Program Manager will record details of the Assessment Appeal in the Assessment Appeal Register.
- The National Program Manager will review the original assessment decision and may speak with the Participant and the Assessor separately to determine whether re-assessment is warranted.

- The National Program Manager will advise the Participant and the Assessor in writing of their decision, to either let the original outcome stand, or to have a re-assessment conducted. The written advice will include the reasons for the decision. The National Program Manager will update the Assessment Appeal Register.
- Where re-assessment is to take place, the National Program Manager will advise the Participant and the original Assessor of the timeframe for the re-assessment and ensure the re-assessment takes place as soon as practicable.
- Re-assessment will be conducted by a suitably qualified Assessor, not involved in the original assessment decision.
- At the completion of the re-assessment, the National Program Manager will advise the Participant and the original Assessor in writing of the outcome of the re-assessment. The outcome of the re-assessment will stand as the new assessment outcome. The outcome of the re-assessment will be recorded in the Assessment Appeal Register.
- If the participant is dissatisfied with the outcome of the assessment appeal process, they may request to have the matter referred to a mutually agreed, impartial, external, accredited assessor for re-evaluation. Think Perform will bear any cost associated with an external review.
- Think Perform agrees to abide by the decision of the external assessor.
- If the timeframe for resolution of the assessment appeal looks like exceeding 60 days, the National Program Manager will inform the Participant in writing why that is the case and keep the Participant updated as to the progress of their appeal.
- Think Perform retains an 'Assessment Appeal Register' which documents all formal assessment appeals and their resolution.
- Where the outcome of an assessment appeal identifies the need for an improvement to assessment process, tools or staff professional development, the National Program Manager will be responsible for implementing the improvement.

16. Complaint Procedures

Think Perform is committed to providing quality training and assessment services to Participants and their employers. We value feedback from Participants, staff and employers as an opportunity for continuous improvement. Any person, who is dissatisfied with the services delivered by Think Perform, our staff, licensees and third parties on our behalf, is encouraged to raise the issue at the earliest opportunity to enable it to be addressed promptly. Complaints or concerns may also be raised about the behaviour of fellow Participants undertaking our programs.

16.1 Complaint Policy

- Think Perform's process for the settlement of complaints is underpinned by the principles of natural justice and procedural fairness. Complaints are responded to in a fair and unbiased way and those who are involved in the complaint are informed of the allegations and given an opportunity to present their side of the matter.

- Think Perform's complaint policy and procedure is made available in the Think Perform Participant Handbook and is also available on the website.
- In the first instance, the complaint should be managed informally, by the parties involved and the National Program Manager. If the complaint is unable to be resolved to the satisfaction of the parties through the informal process, a formal written complaint may be lodged with the Quality and Compliance Manager.
- Formal complaints will be investigated and dealt with in a reasonable timeframe and the outcomes documented. All parties to the complaint will have the opportunity to present their position and may nominate a support person to assist in presenting their position.
- Where a complainant is dissatisfied with the outcome of a formal complaint, the complainant can formally appeal the outcome. The complaint will then be referred to an appropriate independent arbitrator (such as an independent VET consultant) for appeal.
- Think Perform agrees to abide by the decision of the independent arbitrator.
- Dissatisfaction with assessment outcomes should be addressed through the Assessment Appeals process. Refer to the Assessment Policy for the assessment appeals process.

16.2 Complaint Procedure

Informal Complaint

- The initial stage of any complaint is for the Complainant to raise their concerns as soon as practicable with the individual(s) concerned, the aim being to resolve the problem directly and informally.
- If the Complainant would prefer not to approach the individual concerned directly, or are not satisfied with the initial response to the grievance, they should raise their concern with the National Program Manager.
- The National Program Manager will discuss the concern with the Complainant and the other parties involved with the aim of satisfactorily resolving the issue.
- If the Complainant is not satisfied with the outcome of the informal process, they will be informed of their right to lodge a formal complaint in writing to the Quality and Compliance Manager.

Formal complaint

- Formal complaints may only proceed after the informal complaint procedure has been finalised.
- Formal complaints concerning Think Perform, our staff, licensees, third parties providing services on our behalf, or program Participants must be made in writing to the Quality and Compliance Manager. Written formal complaints can be lodged by email to the Quality and Compliance Manager, krobb@lma.biz or by post to Think Perform, 6A University Place, Clayton, Victoria 3168.
- The Quality and Compliance Manager will acknowledge receipt of the complaint within three (3) working days and may contact the Complainant, their representative and other parties involved in the complaint to seek clarification of any information relevant to the complaint.

- Any party, against whom a complaint is lodged, will be advised that a complaint has been made against them, and has the right to view the written complaint and access any evidence provided by the Complainant. The party is entitled to present a defence against the complaint and may nominate a chosen representative to act on their behalf.
- The Quality and Compliance Manager will make every effort to resolve the complaint internally between the parties involved within a reasonable timeframe, but not exceeding 4 weeks.
- Should the resolution of the complaint take more than 4 weeks, the Quality and Compliance Manager will advise the Complainant in writing of the reasons for the extended timeframe, and provide regular updates on the progress of the matter.
- Once the complaint has been investigated by the Quality and Compliance Manager, the Complainant will be provided with a written statement explaining the outcome of the complaint and the actions, if any, to be taken by Think Perform.
- If a Complainant is dissatisfied with the outcome of the internal formal complaint process, they may formally appeal the outcome.
- Formal appeals should be lodged in writing to the Operations Manager outlining the reasons for the appeal. The matter will then be referred to an independent arbitrator for appeal. Think Perform will bear any cost associated with an appeal to an independent arbitrator.
- Both the Complainant and the party, against whom the complaint is lodged, may nominate a chosen representative to act on their behalf in any subsequent discussions or arbitration.
- Think Perform agrees to abide by the decision of the independent arbitrator.
- The Quality and Compliance Manager retains a secure 'Complaints Register' which documents the details of all formal complaints, appeals and their outcome.

16.3 Review of Complaint Records

Where the outcome of a complaint identifies the need for a policy or process improvement to avoid further instances of dissatisfaction, the Quality and Compliance Manager will be responsible for implementing the improvement. Improvements are recorded on the Continuous Improvement Log.

16.4 Smart and Skilled

In the unlikely event that Participants undertaking funded training through NSW Smart and Skilled are dissatisfied with the manner in which a complaint has been handled by Think Perform, they may refer the issue to Smart and Skilled on 1300 772 104. Email: smartandskilled.enquiries@industry.nsw.gov.au

17. Misconduct and Disciplinary Procedures

Think Perform provides an adult learning environment and all staff and Participants are expected to act responsibly, and to treat all staff and fellow Participants with courtesy and respect. It is important that Participants also act responsibly and understand acceptable social interaction and standards in all communications.

17.1 Misconduct

Think Perform reserves the right to discipline a Participant where appropriate.

Misconduct may include conduct but is not limited to

- Aggressive or violent behaviour
- Use of abusive or inappropriate language
- Discrimination, harassment, intimidation or victimisation of any person
- Behaviour which creates a health and safety risk to self or others
- Refusing to carry out lawful and reasonable instructions
- Behaviour which impacts negatively on the rights of fellow Participants to learn in a supportive environment
- Theft
- Being affected by alcohol or drugs
- Assessment misconduct, including plagiarism and submitting work of another person as your own.

17.2 Disciplinary Procedures

- If a Facilitator wishes to discipline a Participant, he/she should make a formal or informal approach, to the Participant's direct workplace supervisor, while also informing the Think Perform National Program Manager or Operations Manager.
- The Facilitator and the workplace supervisor will meet with the Participant to discuss the reason for the disciplinary action and come to an agreement about an acceptable level of conduct on the part of the Participant moving forward.
- Any discipline procedure and the process of its resolution will remain confidential between the parties involved.
- The outcome of any discipline procedure will result in one of the following:
    - The Participant will cease the misconduct and continue in the training course
    - The Participant may be taken out of group training for one on one sessions (this may incur additional costs)
    - The Participant may choose not to continue with the course
    - The Employer may choose to withdraw the Participant from the training course
    - Think Perform may cancel the Participant's enrolment.

Please also refer to the Think Perform Assessment Policy for information on disciplinary procedures that apply to assessment misconduct, including plagiarism and the submitting of work of another Participant or person as your own work.

If you are undertaking the qualification with the support of your employer, you remain subject to the disciplinary policies and procedures of your employer.

18. Privacy and Freedom of Information Procedures

18.1 Participant Records and Privacy

Think Perform collects and securely safeguards the personal information necessary for the creation and maintenance of Participant records. This information includes all personal information collected on your enrolment form as well as attendance records, assessment results and program evaluations.

Think Perform is required to provide Commonwealth and State Government Authorities with Participant and training activity data. This information is required to be provided in accordance with the VET Quality Framework.

Course progress and attendance information may be disclosed to the Participant's employer, where the Employer is paying for the program, or where the Participant is undertaking the training through a traineeship. With the exception of Employers as mentioned above, information is not disclosed to any other person, without the Participant's written permission unless Think Perform is required to do so by law. If you consent to disclosure of information, this consent is kept on the Register of Consent.

Think Perform may take photos of Participants and/or their project work for the purpose of documenting assessment activities. Occasionally, photographs may also be used for publicity purposes. The names and details of Participants in photos are not released or published.

Staff members will always identify when they are taking photos so Participants who don't wish to have their photo taken can exclude themselves from the photo. If you do not wish to be photographed please ensure you advise the staff member at the time the photo is being taken to ensure you are excluded from the photo.

Refer to the Think Perform Privacy Policy on our website www.thinkperform.com.au.

18.2 Access to Records

You have the right to access your current records of participation and progress, and to correct any personal information held about you.

To access your Participant records you must do so in writing together with proof of identity. Think Perform will process your request within ten (10) working days.

Contact details can be found on the back page of this Handbook or via contact details on the Think Perform website.

19. Legislative Requirements

As a Registered Training Organisation (RTO), Think Perform is obliged to operate within the VET Quality Framework, (which includes the Standards for Registered Training Organisations 2015) as set out by the Australian Skills Quality Authority (ASQA).

In addition to the Standards for Registered Training Organisations 2015, Think Perform is required to meet all legislative requirements of State and Federal Governments including those relating to:

- Occupational Health and Safety legislation
- National Vocational Education and Training Regulator Act 2011
- Workplace harassment, victimisation and bullying legislation
- Anti-discrimination, including equal opportunity, racial vilification, disability discrimination legislation
- Privacy legislation
- Anti-Bullying and Harassment Policy
- Access and Equity legislation

20. Evaluation and Surveys

Each year Think Perform participates in the Australian Quality Indicator Surveys which measure learner and employer satisfaction with our training and delivery services. Survey outcomes are reported annually to the Australian Government National Regulator (ASQA) and to State Government funding authorities. Participants and employers of our Participants are invited to complete the survey in hard copy. You will receive the survey in person. We ask that you please complete the survey and return it to us as soon as possible.

Think Perform also participates in the National Participant Outcomes Survey managed by the National Centre for Vocational Education Research (NCVER). Participants may also receive a Participant outcomes survey from NCVER. More information about this survey can be found at www.ncver.edu.au/sos/faq.html.

21. Think Perform Contact Information

Head office

Phone: 1300 667 099
Address: Level 1, 6 University Place, Clayton, Victoria 3168
www.thinkperform.com.au