

Contents

About Transformed	3
Enrolment	3
Self-Assessment & Learner Experience	3
Venues and Facilities	3
Program Attendance.....	3
Resources Provided by Transformed	4
Participant Resources	4
Course fees and charges, including additional charges and fee refund policy	4
Payment Terms	4
Refunds and Transfer.....	5
Deferral and Extensions.....	5
Cancellation	6
Course Completion Timeframes	7
Extensions of course enrolment	7
Superseded Qualifications and Teach Out.....	7
Recognition of Prior Learning	7
Credit Transfer	7
Use of Artificial Intelligence.....	8
Funded Training.....	9
Induction and Training Delivery and Assessment procedures.....	9
Participant appeals and complaints procedures	9
Student Misconduct	9
Student Information Confidentiality.....	10
Learner Support Assistance	10
Supporting Learners with Disability.....	10
Complying with Legislation	11
Participant Results	12
Copyright	12
Security	12
Training and Assessment Strategy.....	13
Our Responsibility – the Transformed Code of Practice.....	14
Ceasing Operation	14
For further information:	14
APPENDIX A: Transformed Pty Ltd – List of Qualifications	16

About Transformed

Transformed is a Registered Training Organisation (RTO) and offers nationally recognised qualifications in:

- Project Management;
- Government;
- Procurement & Contract Management;
- Building and Construction
- Home Energy Efficiency & Sustainability
- Leadership & Business

Enrolment

Enrolment is open at any time for all qualification programs offered by Transformed. Transformed will issue a confirmation of enrolment via email to confirm your place in your chosen training program.

It is the responsibility of the participant to notify Transformed at the time of enrolment about any special needs that may impact on their enrolment.

Self-Assessment & Learner Experience

The self-assessment is part of the enrolment process and is designed to assist a participant to determine the right qualification based on their knowledge and experience. The sales advisor will discuss self-assessment results and determine if the qualification you have chosen aligns with your level of experience required to successfully complete the assessment requirements. This could result in a different level of qualification being offered which is better aligned to your experience.

Your first engagement with your assessor, is another checkpoint to validate your experience, and subject to the assessor's assessment of your experience, may result in you being moved to a different level qualification

Venues and Facilities

Transformed delivers training programs nationally via a range of flexible delivery methods. We offer many programs via self-paced distance learning or via our e-learning environment.

Program Attendance

Participants are responsible for managing their attendance and attending all of the training or coaching sessions that are outlined in the confirmation email.

For face to face courses - attendance records are kept and signed off by the facilitator/coach/assessor.

For online delivery, including self-paced distance learning and e-learning - participants are responsible for managing their schedules so as to ensure their availability to complete the study required for their chosen training program.

A study plan is provided to assist students who would benefit from having a schedule for how long a unit should take mapped against their enrolment completion timeframe.

Course inactivity – reasonable student engagement

Online Learning – no access or activity for greater than 90 days will result in the enrolment status being set as “inactive” and access to the online learning portal placed on hold.

RPL (offline) – no engagement with the assessor or lodgement of assessment evidence for more than 90 days will result in the enrolment status being set as “inactive”.

The responsibility lies with the student to re-engage Transformed should they wish to re-activate their enrolment access to the portal.

Resources Provided by Transformed

Transformed will provide you with the learning materials relevant for your program as part of your enrolment fee. This will include access to interactive online learning resources, study kits and assessment resources.

Participant Resources

Technology requirements: Students should be able to access and use computer/tablet device with word processing software, internet browser (Chrome or Firefox is preferred browser), email account and webcam/microphone and speakers (or headset). A stable internet connection is also required.

Access to a study environment that affords the opportunity to undertake their training.

Course fees and charges, including additional charges and fee refund policy

Transformed’s Pricing, Fees and Refund Policy is available for download on the company’s website. Notification of program fees, including additional charges and fee refund policy are provided in writing prior to enrolment. Payment of fees does not mean a participant is guaranteed successful completion of a program.

Promotional Pricing

From time to time Transformed will offer special discounts or promotional pricing and the refund terms and conditions apply to this pricing as per a normal enrolment.

Payment Terms

Course fees will be processed via Transformed debiting the nominated credit card or processing the direct debit payment plan, as per details provided by the participant on their registration form.

Where a payment plan is entered into, funds must be available for debit by Transformed or its agent as agreed on the Direct Debit Request/Credit Card Authority.

Fees from processing credit cards or bank accounts payable by the student may be in the order of the below (as of July 2024) however this is noted in the payment platform as part of setting up the payment plan.

- Credit Card: 1.95 % plus 30c added to each payment
- Bank Account: 1.0 % plus 30c with a maximum fee of AUD 5.00 added to each payment

Commencement fee must be paid prior to the start of training, payments under a payment plan (direct debit) must be paid on or before the agreed payment date.

Payments that are declined or fall into arrears, the student will be granted one month from the due date to rectify and arrange payment. Non-payments greater than one month, the enrolment will be suspended, and the student notified. Failure to rectify within two months, the enrolment will be cancelled, and fees already paid will be forfeited.

Where training is delivered under contract to an organisation, the terms and conditions agreed to in the contract will take precedence.

A Qualification certificate or a Statement of Attainment will not be issued unless and until fees have been paid in full.

Protection of Fees

At any given time, the total amount collected in advance by the RTO from a learner will not exceed \$1,500, unless being paid by an individual's organisation

An initial deposit up to \$1500 (amount agreed prior to enrolment) will be payable upon enrolment. The remaining amount will be collected by direct debit over seven equal monthly payments, or as otherwise agreed.

Refunds and Transfer

If a program is cancelled by Transformed, a refund or transfer to an alternative program will be arranged. Transformed cannot accept responsibility for changes in personal or work commitments. Once a participant has commenced a program, there are no refunds available, unless approval is granted by the General Manager Training.

If a participant has not yet commenced their program or can provide a medical certificate providing explanations as to why the person cannot commence or continue study, they may apply in writing for a refund.

Deferral and Extensions

Transformed will consider course deferrals and extension, subject to the student's circumstances

All requests to defer or extend must be in writing to studentadmin@transformed.com.au and contain the following information:

- Name of the participant
- Name of the qualification

- Reason for the deferral or extension

Cancellation

All requests to cancel or withdraw from a course (prior to commencement) must be in writing to studentadmin@transformed.com.au, signed by the client (electronic email signature is acceptable) and contain the following information:

- Name of the participant
- Name of the qualification
- Reason for the cancellation

Fees:

Enrolment Cooling Off Period: The cooling-off period runs for 10 days and begins on the first business day after the payment of initial fees and enrolment processed.

Details	Arrangements
Student has paid fees, enrolment processed, has not been commenced any learning activity and withdraws within the cooling off period.	Transformed will refund all fees paid.
Student has paid fees, enrolment processed, has not commenced any learning activity and withdraws after the cooling off period and within six weeks of enrolment date.	Transformed will refund all fees paid, less an administration fee of \$500.
Student has paid fees, enrolment processed, engaged in learning activity or submitted assessment work and withdraws after the cooling off period and within six weeks of enrolment date.	Transformed will refund all fees paid, less an administration fee of \$1,750.
Student has paid fees, enrolment processed, engaged in learning activity or submitted assessment work and has been enrolled for greater than six weeks from enrolment date	No refund given.

Note: Learning activity is defined as a student accessing and reviewing content on the Transformed online learning portal and/or attending live webinars and/or lessons.

In the case of RPL – the learner has engaged the assessor and/or submitted RPL evidence.

Direct debits arrangements will be stopped within 3 business days from notification of cancellation.

Special Conditions:

Transformed will not permit refunds because of:

- participant ‘changing their mind’
- participant’s change of personal circumstances or workload in their employment which is beyond the control of Transformed

If a student feels they have a genuine reason to seek a cancellation (excluding the above) they can submit a written request to Transformed.

Transformed will assess the student request and provide a decision within 48 hours.

Medical reason for withdrawal from course– If a medical condition has impacted the student’s ability to continue study and evidence in the form of a written document from a Dr or medical specialist (expressly stating that the student is unable to continue study) will need to be provided. The refund amount decided will be determined if learning activity or assessment has been undertaken.

Course Completion Timeframes

The expectation for course completion is advised prior to enrolment and will commence from the date of enrolment for both Distance/Online study & RPL.

Note: Transformed courses are not OPEN ENDED and completion dates will be notified prior to commencement.

Transformed will issue reminders to all students in relation to completion expectations at regular intervals during the training period and will in all cases endeavour to complete students within these recommended timeframes.

Extensions of course enrolment

Failure to complete within the enrolment timeframe, a one-off six month extension will be offered and the following additional fees will be applied.

Renewal of on-line learning access and RPL for 6 months- \$500 (GST exempt) one off payment**.

**Fee must be paid prior to extension being granted.

Superseded Qualifications and Teach Out

During the enrolment period of a qualification, industry skills council may decide to update industry training packages which could result in a qualification being superseded.

The change could impact on the makeup of the units being studied and result in additional assessment work. Transformed will work with candidate to identify a study plan and develop a transition plan to move across to the new qualification.

Recognition of Prior Learning

Every participant, on commencement of their program, will be asked to complete an online self-assessment to determine if full or partial recognition of prior learning (RPL) is possible.

Credit Transfer

Transformed will accept and recognise qualifications and statements of attainment issued by any RTO.

Students are entitled to apply for credit transfer in a course or qualification in which they are seeking enrolment.

Credit transfer will not be granted for units of competence or qualifications which are not included in Transformed scope of registration.

Credit transfer may only be awarded for whole units of competence.

Credit transfers will only be allowed up to two iterations of a superseded unit of competence.

Students will be required to provide Transformed access to their USI transcript and copies of relevant statement of attainment or qualification.

Use of Artificial Intelligence

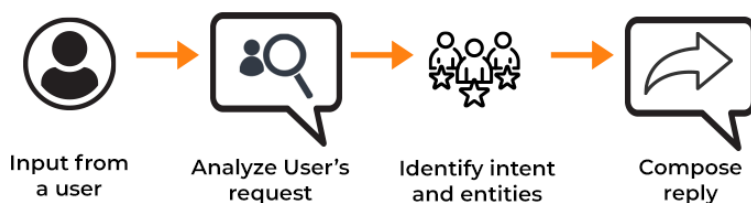
Students may not utilise artificial intelligence (AI) chatbots to augment their assessment response. Transformed assessment system is specifically designed to assess students' own understanding and knowledge of the required competencies. Assessment responses should reflect the "transfer of learning" achieved through the training program. Students are expected to demonstrate their skills and knowledge at the required depth and breadth, aligning with the Australian Qualification Framework (AQF) level, without incorporating AI chatbot assistance.

Currently Transformed does not support any responses that may have been generated by AI. It is crucial to adhere to these guidelines to maintain the integrity of the assessment process and ensure that students' capabilities are accurately assessed based on their own understanding, knowledge, and learning. AI chatbots, including but not limited to: ChatSopt, ChatGPT, Bing Chat, Bard, Jasper Chat, Perplexity, Tidio Lyro, Kommunicate, Drift, Infobip, and LivePerson, are examples of AI chatbots that students may not use.

What is Chatbots, At the basic level, a chatbot is a computer program that simulates and processes human conversation (either written or spoken), allowing humans to interact with digital devices as if they were communicating with a real person.



HOW AN AI CHATBOTS WORKS



Funded Training

From time to time Transformed will have access to funded training opportunities. To learn more, go to Transformed website: <http://www.transformed.com.au/training/funding>

Induction and Training Delivery and Assessment procedures

Every participant, on commencement of their program, will be taken through an outline of the delivery and assessment process for achieving their qualification.

Participant appeals and complaints procedures

Every participant has the right to appeal assessment decisions or lodge a complaint. The procedures for doing so are outlined later in this guide.

Student Misconduct

Participants are expected to demonstrate acceptable behaviour between themselves and their fellow students and the trainers and assessor at all times

Students who behave in a manner that is deemed to be as misconduct may be liable for disciplinary action.

Misconduct addresses:

Plagiarism is defined as “the practice of taking someone else's work or ideas and passing them off as one's own”.

Cheating is defined as:

- Handing in someone else's work as your own (with or without the original authors knowledge)
- Allowing someone to present your work as his or her own
- Several people writing an assessment response and submitting multiple copies, all represented (implicitly or explicitly) as individual work; or
- Using any part of someone else's work without proper acknowledgement.

Misconduct means:

Presentation of data with respect to all student's work/ assessments that has been copied, falsified or in other ways obtained improperly. This includes;

- Including of material in individual work that has involved significant assistance from another person, where such assistance is not expressly permitted in the relevant Training Plan or Assessment instructions to students;
- Providing assistance to a student in the presentation of individual work, where such assistance is not expressly permitted in the relevant Training Plan or Assessment instructions to students;
- Falsifying or misrepresenting academic records;
- Plagiarism, as defined above; other actions not covered by the above clauses that may be judged to be acts of academic misconduct.

Student Information Confidentiality

At times Transformed Pty Ltd is required to supply information collected at the time of enrolment and progressively throughout the training to Funding Bodies, State or Federal Government agencies for purposes of research, statistics and program evaluations.

Conversely funding bodies, state and federal government agencies may approach a participant directly to conduct a review of their training progress or post training to determine if the learning outcomes are being applied in the workplace.

Acknowledge of this this clause is confirmation of your agreement to disclosure information.

Learner Support Assistance

Participants are encouraged to discuss any problems or issues they may have with learning. At the time of enrolment, the Transformed sales team will discuss any support needs and throughout the training your facilitator/coach/assessor is available to discuss any relevant issues with you and will adjust your learning program accordingly. Please contact Transformed to discuss any specific learning support needs you might have.

Transformed will also provide after hours support via a designated email address: support@transformed.com.au

Supporting Learners with Disability

Transformed will abide by the regulations set out in the Disability Discrimination Act 1992 and the Disability Standards for Education 2005.

Transformed has implemented the following processes:

- Development of courses and learning and assessment materials consider the potential needs of students with disability and learning and assessment strategies defined.
- When a candidate is considering enrolment, Transformed will ensure a student with disability is given the opportunity to enrol on the same basis as other students.
- When a student commences their studies, they are afforded the same opportunities as other students to participate in the course and to use all relevant services and facilities, on the same basis as everyone else. This may mean making reasonable adjustments.
- Students with disability will not be **expelled** from a course because of their disability.
- Students who complete their course and have met the course requirements will receive the same recognition as students without disability.

Reasonable adjustment will be agreed with a student and maybe in the form of:

- note-taking support
- course material in alternate formats—electronic, large print, braille
- use of laptop for assessments

- extra time or extensions for assessments
- alternate assessment tasks
- ergonomic chair/desk
- use of assistive technology
- an Auslan interpreter, or
- other adjustments.

Complying with Legislation

Equal Employment Opportunity

All participants are entitled to and will be given equal consideration and treated with equal respect. Transformed staff will in no way discriminate on the basis of race, gender, sexual preference, belief, or age. Further, the organisation will monitor the composition of its workforce, and introduce action if it appears that this policy is not fully effective.

Harassment

Harassment and victimisation is offensive, intimidating, uninviting and unwelcome behaviour designed to damage, belittle, or take advantage of, another person. It includes:

- physical assault, including sexual assault, offensive jokes and suggestions, verbal abuse,
- distributing or displaying offensive material (pictures, cartoons etc);
- making offensive telephone calls;
- making suggestions about sexual activity or sexual favours with threats or promises
- telling jokes or making derogatory comments about a person's age, sex, race, cultural background or disability;
- isolating, segregating, or humiliating, questioning or ignoring another's capabilities because they are of a particular gender or belong to a minority group.

Transformed will follow up on complaints of harassment. You should first talk to your facilitator/coach/assessor about your circumstances. You also have the right to seek advice from relevant government bodies such as the Anti-Discrimination Board or an Ethnic Council.

Disability

Transformed will make reasonable adjustments in order to cater for the needs of clients and participants who have a disability.

Training venues and facilities where possible will be easily accessible.

Language and literacy adjustments

Support persons such as signers and interpreters are welcome to attend with participants.

Transformed will ensure that training is delivered at a reasonable pace for the various types of learners in each program.

Transformed will use Plain English and explain terminology with practical examples.

Assessment will be via a combination of assessment methods to cater for different individual circumstances.

Gender

Transformed encourages and accepts both women and men into all its courses and staff. Every attempt is made to ensure that resources used, have appropriate non-gender specific language. Any gender specific language that is used is not intended to offend or discriminate.

Workplace Health & Safety

Transformed facilitators, coaches and assessors are aware of:

- The relevant state-based WHS legislation as it relates to their educational environments.
- Principles and practice of effective WHS management.
- Common hazards in educational environments.
- WHS management systems, policies and procedures needed for WHS compliance such as the venue inspections, Incident and Accident reporting forms

Evacuation

In the case of an emergency requiring evacuation of the building during your program, the facilitator will notify participants that they will be evacuating the building and follow designated procedures.

Participant Results

Participant results – The results of your assessment submissions are provided within a reasonable timeframe - in most cases this will be within 5 – 7 business days.

Qualifications are issued by Transformed and will be sent to the email address nominated on your enrolment form.

The results are entered into our training database as a long term record.

These records are confidential and remain the property of Transformed.

Participants have the right to sight their records, upon written request.

Copyright

Transformed adheres to the Copyright Act 1968.

All course materials and software are copyrighted or used under license.

Security

Personal property - Participants are responsible for their own personal belongings.

Transformed will not accept any responsibility for stolen or damaged personal property.

Participant records – Records are kept in secure files in the administration office, and in a password protected Student Administration Database, and only staff with the relevant authority are able to access them.

Training and Assessment Strategy

Training Delivery

Transformed delivers a range of short course programs, many of which are mapped to the units of competency within the various qualification programs. Participants will be advised at enrolment, which, if any, short course programs they will need to attend.

Assessment Processes

Participants will be assessed against the competency standards for the qualification they are enrolled in.

Qualifications or credentials cannot be purchased and payment for any program does not guarantee that the participant will achieve the competencies required or receive the qualification.

Competency Assessment Results

You will be assessed as **Competent (C)** or **Not Yet Competent (NYC)**

If the participant receives a 'NYC' they will be notified as to where they need to concentrate in order to achieve competency and given an opportunity to undergo re-assessment.

A participant will be allowed three attempts to demonstrate competency for individual assessment tasks. If competency cannot be demonstrated after the three re-submits, Transformed will engage the participant and discuss alternatives.

This may include further training for which an additional fee may be payable or withdrawal from the qualification.

Recognition of Prior Learning (RPL)

Every participant, on commencement of their program, will be asked to complete a self-assessment to determine if full or partial recognition of prior learning is possible.

Participants who believe they do not need to complete the full program can apply for an assessment only pathway. This should be discussed with a Transformed Representative. Remember, that in some industries your qualifications have to be updated and retested every 2-3 years.

Participant complaints and assessment appeals procedures

All participant complaints and appeals must be dealt with in a constructive and timely manner.

Steps to follow in an assessment appeal:

Version 18 – July 2024

1. For assessments, if the participant appeals the results, the assessor will immediately discuss the outcome to resolve the difference and reach agreement.
2. If agreement cannot be reached, the participant has the right to be assessed again by the same assessor, or requests that another assessor undertakes the assessment.
3. If agreement still cannot be reached, and the participant wishes to make a formal appeal, then this appeal must be heard by the Managing Director or panel if resolution cannot be reached.
4. Each appellant must be given an opportunity to formally present her or his case.
5. Each appellant must be given a written statement of the appeal outcomes, including reasons for the decision.

Steps to follow if participants have a complaint with Transformed services:

1. Transformed is customer focused and want to use complaints as an opportunity to improve the range of services offered to clients.
2. In the first instance, the complaint should be discussed with a Transformed Representative.
3. If not satisfied, a complaints form should be filled out and left with the Managing Director
4. Details of any meetings or discussions with the complainant will be recorded in writing and the complainant informed.
5. If mediation is required, a mediatory will be requested to be appointed by the Australian Institute of Mediators and Arbitrators.
6. If agreement still cannot be reached, and the complainant wishes to pursue the matter it can be taken to the Australia Skills Quality Authority (ASQA).

Our Responsibility – the Transformed Code of Practice

Transformed undertakes to meet the requirements set down as a registered training organisation. Our responsibilities are set out in Transformed's Code of Practice, Transformed's Policy Manual and in this Participant Information Guide.

Ceasing Operation

Transformed provide a guarantee that training arrangements for the participants will be made if the RTO is unable to deliver on its agreed services.

For further information:

Please visit our website at:

Version 18 – July 2024

www.transformed.com.au

Or email us at:

training@transformed.com.au

Or contact us on:

1300 738 720

APPENDIX A: Transformed Pty Ltd – List of Qualifications

Building and Construction
CPC40120 Certificate IV in Building and Construction (Building)
CPC50220 Diploma of Building and Construction (Building)
CPC60220 Advanced Diploma of Building & Construction (Management)
NSW Builder License
WA Builders Licence
Open Site Supervisor Licence
Medium Rise Site Supervisor Licence
Low Rise Site Supervisor Licence

Environment & Home Energy Sustainability
CPP41119 Certificate IV in Home Energy Efficiency and Sustainability:

Procurement & Contracting
PSP40616 Certificate IV in Procurement & Contracting
PSP50616 Diploma of Procurement & Contracting
PSP60616 Advanced Diploma of Procurement & Contracting
BSB40120 Certificate IV in Business (Procurement Stream)

Project Management
BSB50820 Diploma of Project Management