

A young woman with long brown hair, wearing an orange blazer over a white and blue striped shirt, is smiling and holding a black folder. She is in an office environment with large windows in the background. A teal speech bubble graphic is overlaid on the right side of the image.

welcome to  
the  
squad

 **EMPLOYER HANDBOOK**  
**FOR TRAINING SERVICES**

# CONTENTS

Introduction .....	1
Marketing.....	2
Enrolment .....	3
Course Induction.....	7
Course Duration .....	7
Training .....	8
Supervising your Trainee.....	10
Assessment .....	11
Course Completion .....	12
Privacy Policy .....	13
Legislation .....	13
Fees.....	15
Refunds .....	17
Course Extension .....	18
Complaints .....	19
Feedback.....	19
Contact Details.....	20

# ▶ INTRODUCTION

Squad Training welcomes you and encourages you to familiarise yourself with the contents of this handbook, which contains important information about our training services and the commitments we make to you as a client of Squad Training.

Services provided to students follow the policies and procedures developed to meet the VET Quality Framework.

## Our vision

“Deliver sustainable recruitment, employment, training and consulting services that help individuals achieve their career potential and support our client’s growth”.

## Statement of purpose

To achieve our vision we will provide a sustainable customer focused service that:

- identifies business solutions that support our clients development and growth,
- works closely with our clients to identify future trends and opportunities,
- develops skills,
- provides career development,
- delivers effective training and
- builds lasting connections, value, and loyalty.

## Our guarantee

Squad Training guarantees every student that once enrolled we will ensure that they are provided with every opportunity to allow them to fulfil the requirements of their course. If for whatever reason circumstances change, or the ability to complete the training, Squad Training will endeavour to make alternative arrangements to ensure that their needs are met.

If in the event Squad Training is unable to continue with providing training and assessment services, all parties will be advised in writing. Squad Training will assist to facilitate a transfer to an alternative provider, issue an appropriate refund for services not provided (if applicable) and issue certification based on completed units of competency.

## Registration

Squad Training is a Registered Training Organisation (RTO) (RTO ID 3558), registered with the Australian Skills Quality Authority (ASQA).

Squad Training offers nationally recognised training. A full listing of qualifications offered by Squad Training can be found at: <https://training.gov.au/Organisation/Details/3558>

Note: not all qualifications listed may be available for government subsidised training.

## Code of practice

Squad Training commits to observe the highest standards of fairness and professional practice as we deliver our training and assessment services and meet contractual obligations. Squad Training has in place a code of practice that makes the following commitments to:

- uphold the integrity and good reputation of the company,
- provide accurate and relevant information at all times,
- communicate clearly and effectively at all times, and
- encourage feedback without prejudice.

## About Vocational Education and Training (VET)

VET aims to provide people with the skills and knowledge they require to:

- enter the workforce for the first time,
- re-enter the workforce after an absence,
- train or re-train for a new job,
- upgrade their skills, or
- progress into further study including further VET or university courses.

## Qualified and professional trainer and assessors

Training and assessment is conducted by appropriately qualified trainer and assessors who are professional and supportive at all times in their approaches to training and assessment.

All trainer and assessors have:

- demonstrated achievement of at least Certificate IV in Training and Assessment or equivalent,
- demonstrated vocational competencies at least to the level of those being delivered and assessed,
- industry experience and currency that is relevant to the training that they are involved in delivering and assessing, and
- current working with Children Check or equivalent where required.

# ▶ MARKETING

Squad abides by strong ethical standards in relation to marketing our services.

We market vocational education and training products with integrity, accuracy, and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

You can find important documents on our website: <https://www.squad.org.au/About/Registered-Training-Organisation>

# ▶ ENROLMENT

All enquiries for enrolment will be given full and equitable consideration. Where there are conditions of enrolment, pre-requisites applied to a course, or government funding eligibility, they will be clearly stated at the point of enquiry.

There are two types of enrolment: traineeship and non-traineeship.

## Traineeship

There is a set of criteria that is applied prior to the acceptance of a trainee by Squad Training. These criteria include:

- the students ability to complete a traineeship within their current role and environment,
- the students previous training and education,
- the students relevant work/life experience,
- relevance of the course to the students career plans, and
- identified course pre-requisites/priorities.

If you register your employee for a traineeship through an Australian Apprenticeship Support Network (AASN), you and your employee will be notified of acceptance by letter from the relevant State Government Training Department.

Where Squad Training receives notification for a registered trainee from the relevant State Government Training Department, we will make contact with you and your trainee within two weeks to arrange a course induction.

## Non-traineeship

For employees who are not registered trainees, you will be contacted within two weeks of receiving a request for enrolment with you and your employee to arrange a course induction. Non-trainees may be eligible for Government subsidised training or payments can be made on a fee for service basis.

## Formal enrolment process

The formal enrolment process includes the completion of the following (where applicable):

- online enrolment form,
- language, literacy, and numeracy (LLN) evaluation,
- pre-training review,
- Unique Student Identifier (USI) (if applicable), and
- eligibility form for state Government subsidised training (if applicable).

Confirmation of enrolment is acknowledged by completion all of the above applicable forms.

## Exemption

In NSW, if your employee is eligible for Government subsidised training and one of the following categories apply, they will qualify for fee free training which means the enrolment fee is exempt. Evidence may be required.

Visit the Smart and Skilled website for more information: <https://smartandskilled.nsw.gov.au/for-students/how-much-will-your-course-cost/exemptions-concessions>

- Australian Aboriginal and Torres Strait Islander
- employee with a disability(ies)
- dependent child, spouse or partner of recipient of a Disability Support Pension
- refugee or asylum seeker
- recipient of a Fee-Free scholarship

## Concession

It is also important that you encourage your employee to apply for and obtain any concession they may be entitled to as some concession types may provide a reduction in course fees\*. Concession evidence must be provided at the induction visit for any concession entitlements to apply (except NSW).

\*Concession only applies to Government funded enrolments and not fee for services enrolments.

## Government Subsidised Training

Your employee may be eligible for government subsidised training in NSW or VIC. The relevant state subsidy will depend on where the training will occur (their employment location).

### VIC – Skills First Program

To eligibility for subsidised training in VIC please visit:

<https://www.skills.vic.gov.au/victorianskillsgateway/Students/Pages/vtg-eligibility-indicator.aspx>

### NSW – Smart and Skilled

To see eligibility for subsidised training in NSW please visit:

<https://smartandskilled.nsw.gov.au/are-you-eligible>

## Language, Literacy and Numeracy (LLN) evaluation

The LLN evaluation is designed to identify where additional training and support resources may be needed (to help your employee overcome LLN barriers) during their training and/or assessment.

If support services are identified, the following is a guide for support services that may be provided or accessed.

Individual need	Support Service
Minor LLN deficiency that would inhibit course participation	<p>Additional individual support during learning activities and reasonable adjustment during assessment activities. This could include additional visits or support via phone or email. This support must be approved by Squad Training Management to ensure suitable allocation of time is available.</p> <p>Verbal assessments can be offered and course structured altered to accommodate the student where possible.</p>
Significant LLN deficiency that would prevent participation and completion of the course	Refer the student to their local TAFE or alternative provider to complete a course to enhance LLN skills.
Recognised difficulties in studying and learning	<p>Where appropriate to the course, students identified with recognised difficulties in studying and learning are to be scheduled with additional one-on-one support sessions at regular intervals throughout the course program. These support sessions are to be used to review the learning content with the student and to engage the student in discussion about the subject matter. These sessions should be structured in accordance with the planned learning applicable to the course program. The study sessions should direct the student back to the course reference material in order to encourage their individual self-paced effort.</p> <p>The following online resources are also useful for providing student support to study:</p> <p>Effective Study skills A useful quick overview of study skills: <a href="http://www.adprima.com/studyout.htm">www.adprima.com/studyout.htm</a></p> <p>How to Study A large directory to study skills websites, including how to study in specific subject areas: <a href="http://www.howtostudy.org">www.howtostudy.org</a></p> <p>Study Guides and Strategies A wide ranging overview of the skills needed at all stages of student life: <a href="http://www.studygs.net">www.studygs.net</a></p>

## Pre-training review

A pre-training review is required to be conducted prior to the commencement of training and is used to assess your employees ability to undertake the course. The pre-training review will cover previous work experience; previous qualifications obtained and determine if your employee is eligible for credit transfer or recognition of prior learning.

The pre-training review will be reviewed by the trainer and assessor and discussed during course induction to determine if the chosen course is suitable for your employee based on the information provided.

If it is identified that the course is not suitable the trainer and assessor will discuss alternatives which may include recommending a lower level course or a more suitable course pathway.

## Training plan

During the course induction the trainer and assessor will discuss the training plan to meet the needs of your employees current job role and workplace. Your employee may be provided with elective units to select from which should be relevant to their job role and that you have adequate workplace resources for.

The trainer and assessor will sequence the units in an order to support your employees' job role and workplace or industry requirements. For example, units may need to align with seasonal periods. The trainer and assessor will provide expected start and end dates for each unit of competency, which will be your employees guide on completing work on time.

Throughout the course the trainer and assessor will monitor your employees progress against the training plan. Where it is identified that there is insufficient progress, they will discuss this with you and your employee.

## Employer agreement

The administration team will provide you with an employer agreement which outlines the services provided and responsibilities of Squad Training and your responsibilities and obligations. Course induction will proceed once the employer agreement has been signed.

## ▶ COURSE INDUCTION

A course induction will be arranged by one of our trainer and assessors and will be undertaken at an agreed time and date with you (or an authorised representative you have nominated) and your employee (\*and parent or legal guardian if applicable).

Course induction includes a review of the formal enrolment process and commencement of training. Please allow up to an hour for the induction and provide an appropriate area that is quiet with minimal distractions for this to be undertaken. It is anticipated that you will be required for approximately 25 minutes during the course induction.

The course induction includes the discussion of the following information:

- name and contact details of the trainer and assessor,
- recognition of prior learning (RPL) and credit transfer (CT) process,
- responsibilities required for you, your employee and trainer and assessor,
- frequency of workplace visits and methods of contact,
- assessment procedures and your participation in collecting assessment evidence,
- equipment, resources, and appropriate supervisory staff required in the workplace, and
- training plan – unit selection and signing.

\*a parent or legal guardian is required to attend the induction visit for students under the age of 18.

### Commencement of training

Once the course induction has been completed the trainer and assessor will issue your employee with relevant course resources and documentation and commence training for at least one unit of competency. As your employee progress through their course the trainer and assessor will continue to commence training in more units of competency based on the training plan.

## ▶ COURSE DURATION

### Trainees

If your employee is completing the course as a traineeship the course duration will depend on their individual training contract, but generally ranges from 1-2 years depending on if they are a full-time or part-time employee.

### Non-trainees

Non-trainees will have up to 18 months to complete their course, regardless of whether they are a full-time or part-time employee.

## ▶ TRAINING

As the course is workplace based, Squad Training will provide training and assessment by a combination of face-to-face workplace visits and online or distance based learning and assessment resources. You are required to provide appropriate supervisory staff that has the relevant skills and knowledge to provide workplace training to support on-the-job competency.

### Learning and assessment resources

For some courses, your employee will be given a choice of undertaking learning and assessment by online or distance\* (hard copy books) resources. The following requirements must be met for your employee to undertake online based learning and assessment. Your employee must have access to:

- a computer/laptop,
- an ergonomic work station,
- stable internet connection,
- up to date internet browser (Google Chrome or Mozilla Firefox is recommended), and
- Microsoft office software may be required depending on unit selection including Word, Excel, Outlook, and PowerPoint.

\*Additional fees apply in the event your employee requires a replacement of training and assessment resources due the loss or destruction of resources. Refer to the Additional fees section in this handbook.

### Workplace visits

The trainer and assessor will schedule face-to-face visits in consultation with you and your employee. An area suitable for the trainer and assessor that is quiet and free from distractions should be made available for workplace visits. The trainer and assessor will discuss any workplace requirements needed for the day such as access to equipment and resources and any documentation that you are required to complete. Please provide the trainer and assessor at least 48 hours' notice if you need to cancel any workplace visits.

During the workplace visits the trainer and assessor will:

- discuss course progression against the training plan,
- ensure adequate withdrawal time from routine work duties for structured training and assessment activities (trainees only),
- identify and assess your employees current skills and knowledge,
- discuss any workplace projects that may need to be completed in the workplace,
- ask questions seeking information about your employees work practices,
- seek to source any training resources and equipment required,
- conduct training relevant to the unit(s) of competency being undertaken,

- conduct observations of your employee working on-the-job,
- confirm any workplace documents you have completed,
- seek confirmation of on-the-job competencies by completion of course documentation, and
- record the progress on file and store this information confidentially.

Note: If there are any COVID-19 restrictions that will prevent workplace visits, alternative training arrangements will be made via video conferencing tools such as Facetime or teams meeting.

### Additional contact

For each month where a workplace visit has not occurred the trainer and assessor will make contact either by phone or email to:

- monitor and document the progress of training against the training plan,
- discuss any questions your employee may have in relation to course material or assessments, and
- ensure adequate withdrawal time has occurred (trainees only).

### Your responsibilities

As an employer you are required to take responsibility to:

- provide employment for the term of the traineeship (if applicable),
- link the conditions of employment to an Award or Workplace Agreement,
- provide training in the workplace to help your employee achieve industry competency standards,
- provide a safe working environment,
- provide a suitable area for your employee to complete course learning and assessment resources,
- assist with the completion of course documentation including but not limited to third party reports and employer statements,
- liaise with the trainer and assessor about your employees achievements and progress throughout the course and provide feedback,
- monitor your employees progression and promptly notify the trainer and assessor of any issues or deficiencies in competencies that may affect the progression or completion of the course,
- assist in resolving any issues that may affect the progression or completion of the course, and
- provide the minimum withdrawal time for your employee to undertake structured training and assessment activities (trainees only). Refer to the Supervising your trainee section in this handbook.

## SUPERVISING YOUR TRAINEE

This section is applicable to you if your employee is undertaking a traineeship. As an employer of a trainee you have responsibilities and requirements in accordance with the Apprenticeship and Traineeship Act 2001 (NSW) or the Education and Training Reform Act 2006 (VIC).

### Mandatory requirements

Essential requirements of the relevant Act that you must follow are:

- you must meet all of your employer obligations as detailed in the training contract and training plan,
- you must provide your trainee with every opportunity to learn on-the-job skills and acquire required knowledge,
- you must provide a suitably qualified or experienced person who has the relevant industry skills and knowledge to facilitate workplace training and supervise the trainee in your workplace,
- you must provide access to structured training (trainer and assessor workplace visits),
- you must provide time off work with pay (withdrawal time) for your trainee to undertake structured training and assessment activities, and
- you must communicate and liaise with your trainer and assessor regarding the attendance and participation of your trainee and ensure they are progressing and gaining competence in a timely manner.

### Withdrawal time from routine work duties

Your trainee must be withdrawn from routine work duties to undertake structured training and assessment activities. Withdrawal time is paid work time. The minimum withdrawal times for each State is as follows:

	Full-time	Part-time
NSW	3 hours per week	3 hours per week
VIC	3 hours per week	Pro rata for part-time - 8% of the hours worked.

To work out the pro rata amount multiply the hours worked per week by .08 which will give you the required withdrawal hours per week.

For example: If your trainee works 20 hours per week calculate  $20 \times .08 = 1.6$  hours.

Your trainee is provided with a training record for each unit in their course. All withdrawal time must be recorded in the training record and signed off by you in an employer statement, for each unit of competency.

If you fail to allow your trainee to be withdrawn from routine work duties for the applicable minimum specified time, Squad Training has an obligation to report the matter to the relevant State Government Training Department.

#### Useful links for withdrawal time and supervising your trainee:

NSW

[https://www.training.nsw.gov.au/apprenticeships\\_traineeships/employers/getting\\_started/supervise\\_app\\_tee.html](https://www.training.nsw.gov.au/apprenticeships_traineeships/employers/getting_started/supervise_app_tee.html)

VIC

<https://www.vrqa.vic.gov.au/apprenticeships/Pages/minimum-hours-for-employment-and-training.aspx>

## ▶ ASSESSMENT

Assessments will be flexible and centered on your employees daily work tasks to incorporate your workplace policies, procedures and tasks. Assessment is used to measure your employee's skills and knowledge against the unit of competency requirements and industry standards.

Any practical assessments required will take place in the workplace with your employee for the trainer and assessor to conduct relevant observations. During the process, your employee may be asked questions and have a chance to show evidence of their achievements.

Your employee will have three attempts to submit completed and satisfactory assessments for each unit of competency. The trainer and assessor will provide feedback after each submission and discuss any gaps or additional training that may be required.

Your employee is required to submit all assessment requirements and documents together in one submission otherwise each submission thereafter will count as additional attempts. Additional fees will apply after three attempts if an additional submission(s) is required. Refer to the Fees section in this handbook.

### Your contribution to assessment

Throughout the course the completion of third party reports may be required as part of the assessment process. The trainer and assessor will discuss this with you at the commencement of relevant units and detailed information will be provided in the course documentation.

The third party representative must be in a position to observe and make valid comments on your employee's performance such as a supervisor or team leader. The assessor is required to select the most appropriate person to make observations and collect evidence.

The most appropriate person must:

- work directly with your employee, and
- have relevant industry experience.

The person must not be:

- a trainee/apprentice,
- someone who doesn't have industry experience, or
- someone who doesn't directly work with your employee.

### Assessment appeal

Your employee may apply for reconsideration of an unfavourable assessment decision by submitting a written request within ten (10) working days of the assessment outcome.

We will review the request and provide a written response within fourteen days. If the decision is still unfavourable, they may have the opportunity for a person that is independent of Squad Training to review their appeal at an additional cost. Refer to the Additional fees section in this handbook.

In these circumstances, Squad Training management will advise of an appropriate party independent of Squad Training to review the appeal and provide advice to Squad Training in regard to the recommended outcomes. This advice is to be accepted as final and advised to the appellant in writing.

## ▶ COURSE COMPLETION

### Trainees

If your employee is a trainee they have until the contract end date to complete their course. If they complete the course earlier than the contract end date, they will be deemed to be course completed and will no longer be considered a student. You may opt to early complete their training contract upon course completion and therefore all employment entitlements will apply as per the relevant award.

### Non-trainees

Your employee has up to 18 months to complete their course. If they haven't completed within this time, they will be issued with a Statement of Attainment for any completed units. Alternatively they can apply for a course extension. Refer to the course extension section in this handbook.



# ▶ PRIVACY POLICY

Squad Training is required to protect your Personal Information in accordance with the Australian Privacy Principles (APPs) set out in the Privacy Act 1988. In accordance with the Australian Privacy Principles (APPs), Squad Training protects the privacy of data and Personal Information we collect and hold by restricting access to your Personal Information to only authorised Squad Training employees and representatives who need it to provide services to you.

# ▶ LEGISLATION

## Anti-discrimination

Squad Training will provide all reasonable opportunity for you to enrol and access our training services in a manner free from discrimination and harassment. We will not discriminate when considering and accepting enrolment into our courses based on:

### Age Discrimination Act 2004

Discrimination on the basis of age – protects both younger and older Australians. Also includes discrimination on the basis of age-specific characteristics or characteristics that are generally imputed to a person of a particular age.

### Disability Discrimination Act 1992

Discrimination on the basis of physical, intellectual, psychiatric, sensory, neurological or learning disability, physical disfigurement, disorder, illness or disease that affects thought processes, perception of reality, emotions or judgement, or results in disturbed behaviour, and presence in body of organisms causing or capable of causing disease or illness (e.g., HIV virus). Also covers discrimination involving harassment in employment, education or the provision of goods and services.

### Racial Discrimination Act 1975

Discrimination on the basis of race, colour, descent or national or ethnic origin, and in some circumstances, immigrant status. Racial hatred, defined as a public act/s likely to offend, insult, humiliate or intimidate on the basis of race, is also prohibited under this Act unless an exemption applies.

### Sex Discrimination Act 1984

Discrimination on the basis of sex, marital or relationship status, pregnancy or potential pregnancy, breastfeeding, family responsibilities, sexual orientation, gender identity, and intersex status. Sexual harassment is also prohibited under this Act.

For more information visit:

[https://www.humanrights.gov.au/sites/default/files/GPGB\\_quick\\_guide\\_to\\_discrimination\\_laws\\_0.pdf](https://www.humanrights.gov.au/sites/default/files/GPGB_quick_guide_to_discrimination_laws_0.pdf)

## Access and Equity

Squad Training adhere to the principles and practices of access and equity in training and assessment.

Your employee will not be denied access to services where they are deemed eligible for such a service and where Squad Training has the appropriate resources to provide the required services.

To ensure inclusive participation in training and assessment, we will assist by providing:

- an opportunity at enrolment to disclose a disability, LLN needs or any other condition/requirement,
- a dedicated trainer and assessor,
- adjustment to training and/or assessment that is reasonable and fair, and
- quality support service.

## Disability

Squad Training supports, where we have resources to, disabilities that may impede on your employees training and assessment. All reasonable adjustments will be made to accommodate their needs for them to participate in training and assessment, and where required, referrals to external agencies may be provided.

Adjustments that may be made include but are not limited to:

- coloured paper for printed resources,
- PDF resources text to speech, or
- additional trainer and assessor support.

## Child protection

Squad Training conducts the appropriate child related employment screening of all trainer and assessors and any other individual we engage to conduct training and assessment services.

## Occupational & Work Health and Safety

The trainer and assessor will review the workplace and make any recommendations to employers on additional requirements your employee may need in their work routine. This may include but is not limited to:

- ergonomic work station, or
- Personal Protective Equipment (PPE).

They will actively take steps to identify hazards, which could cause harm to persons and report them to you.

For more information visit: <https://www.safeworkaustralia.gov.au/>

## Australian consumer law

Squad Training adheres to consumer law requirements to ensure that the marketing and delivery of services is fair and reasonable and that you can make an informed decision about acquiring our services.

For more information visit: <http://consumerlaw.gov.au/>

## FEES

For current enrolment fee information, please visit our website and review the fees for the relevant qualification and state: <https://www.squad.org.au/About/Registered-Training-Organisation>

Enrolment fees will vary depending on:

- relevant State Government funding;
- if your employee is a trainee or non-trainee;
- any concession your employee may be entitled to;
- chosen qualification.

Fees are subject to change according to any concession, exemption, credit transfer(s) or where it is identified your employee is not eligible for Government subsidised training. If it is identified that the employee is not eligible for Government subsidised training, you will be notified immediately and offered the opportunity to access training and assessment services on a fee for service basis.

Concession or exemption evidence must be provided during the enrolment application for any concession entitlements or exemptions to apply. Evidence cannot be accepted after confirmation of enrolment and commencement of training.

All enrolment fees are inclusive of all training and assessment services outlined in this handbook, except additional fees. Refer to Additional fees in this handbook.

## Payment Terms

If your employee is a trainee, you have an obligation to pay their enrolment fees and invoices will be sent to you. If your employee is a non-trainee, you will need to negotiate fee arrangements with your employee and let the administration team know if your employee is paying enrolment fees so arrangement can be made for the invoice to be sent to them.

Squad Training has a fee protection mechanism in place in that we do not accept any more than \$1,500.00 at enrolment. The following fee schedule will apply for fees of \$1,500.00 or more.

The enrolment fees will be payable as follows:

Fee type	After course induction (non-refundable)	3 months from course induction	6 months from course induction	9 months from course induction	12 months from course induction
Fees of \$1,500.00 or less	Up to \$250.00*	Remaining balance	N/A	N/A	N/A
Fees in excess of \$1,500.00	\$250.00	25%^	25%^	25%^	Remaining balance#

\*This amount will vary according to any concessions that may apply.

^25% of the total enrolment fee less the non-refundable induction fee.

#The remaining balance is due 12 months from induction visit or course completion, whichever comes first.

Up to a maximum of \$250.00 is invoiced after the course induction. This fee is non-refundable.

A cooling off period of 30 days from the induction date applies. After this time, the remaining balance(s) will be invoiced regardless of if or when your employee discontinues with their course or ceases employment after that time.

Payment is due 7 days after receipt of invoice.

## Additional fees

Additional fees that occur during the course will be invoiced to you unless otherwise advised.

Additional fees that occur after course completion/cancellation will be the responsibility of your employee.

Fee type	Amount	When it applies
Recognition of Prior Learning (RPL) (per unit fee)	\$250.00	During the course
Replacement training resources	\$50.00	
Additional assessment submission	\$150.00	
Independent assessment appeal	\$200.00	
Course extension – up to 1 month	\$220.00	

Fee type	Amount	When it applies
Course extension – up to 3 months	\$650.00	
Replacement certificate or statement of attainment	\$35.00	After course completion/ cancellation
Replacement competency card	\$25.00	
Replacement certificate or statement of attainment + competency card	\$50.00	

## Recovery of outstanding fees

Non-payment of any fees may result in referral to debt collection, temporary withdrawal, or cancellation of training services. Certification based on completed units of competency that your employee may be entitled to will be withheld until all fees are up to date.

For more information visit: <http://consumerlaw.gov.au/>

## REFUNDS

If for any reason your employee is unable to continue their course and fees have been paid, a refund may be provided.

Refunds will be issued in the following circumstances:

- there has been an overpayment of the enrolment fee – we will refund the excess amount paid only, or
- Squad Training is unable to provide the course for which your employee has enrolled in, and fees paid in advance have been made.

Refunds may be considered in the following circumstances:

- your employee has withdrawn from the course after the 30 days cooling off period and no further workplace visits were made.

Refunds will not be considered for any of the following circumstances:

- your employee has withdrawn from the course after the 30 days cooling off period and workplace visits were made, or
- your employee ceases employment or there are changes to employment after the 30 days cooling off period and workplace visits were made.

Squad Training may consider refunds for extenuating circumstances. For example: if your employee met with a serious misadventure or was diagnosed with a terminal illness and was unable to continue their course.

A refund request can only be made from the person who paid the fees. Please contact the administration team to request a refund [rto@squad.org.au](mailto:rto@squad.org.au).

## COURSE CANCELLATION

If you or your employee intends to discontinue the training service, you must advise the trainer and assessor immediately. We will first ascertain if the reason for discontinuing relates to the performance of Squad Training and if that is the case, we will ensure that all reasonable efforts are made to address concerns related to training services. Alternatively you may contact our administration team at: [rto@squad.org.au](mailto:rto@squad.org.au)

If the reason is anything else other than the above, we will ask that you submit a request to discontinue training services in writing via email to the trainer and assessor or our administration team at: [rto@squad.org.au](mailto:rto@squad.org.au)

Once we receive a request to discontinue training we will:

- contact you to confirm the date training services will end,
- issue any refunds (if applicable),
- issue your employee with a Statement of Attainment for any completed units of competency,
- notify the relevant State Training Department (trainees only), and
- notify the nominated Australian Apprenticeship Support Network (AASN) (trainees only).

## COURSE EXTENSION

If your employee requires a course extension due to unforeseen or personal circumstances, you must advise the trainer and assessor immediately.

### Trainees

Once we received a request from both you and your employee, we will notify the nominated Australian Apprenticeship Support Network (AASN) or apply to the relevant State Training Department. You will be notified of the outcome by the relevant State Training Department. Extensions must be applied for before the training contract end date and cannot be submitted after. If an extension hasn't been submitted before the training contract end date, the training contract will expire.

## Non-trainees

We offer course extensions for one or three months. Fees apply; refer to additional fees in this handbook.

## COMPLAINTS

If you wish to make a complaint, please submit your concerns in writing via email to: [rto@squad.com.au](mailto:rto@squad.com.au)

We will attempt to address your concerns and reply within fourteen business days. If the matter is urgent, please contact us on: 1300 784 787.

## FEEDBACK

You will be provided with the opportunity to give feedback through the following methods:

- AQTF Employer survey – this is a mandatory survey we must provide; however it is optional for you to complete.
- NCVER/Department survey – you may be contacted generally by email to participate in a survey conducted by, on behalf of a State Training Department.
- Online survey – you may be contacted via text or email to participate in an optional survey generated by us to gain feedback on our service standards, industry trends or other focus areas.
- Online industry engagement – you may be contacted via text or email to participate in an optional survey generated by us to gain industry intelligence on current trends, issues, training needs or other focus areas.

We encourage you to respond to any surveys, and welcome your feedback at any time via email to: [rto@squad.com.au](mailto:rto@squad.com.au)

Please note that we do not engage the services of third party providers to conduct surveys on our behalf. If we were to engage in such an activity, we will advise you in writing and you would have the opportunity to opt out.

## CONTACT DETAILS

If you have any questions, feedback or concerns about any aspect of our services please contact us.

### Visit

Level 1  
107-117 High Street  
Wodonga VIC 3690

### Call or Email

P: 1300 784 787  
E: [rto@squad.org.au](mailto:rto@squad.org.au)

### Post

PO Box 603  
Wodonga VIC 3690



# squad

July 2021



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