



TRISCOTT

RTO ID 6937

Student Handbook

Welcome to:

Triscott Educational Services Pty Ltd

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1. Introduction

1.1 Welcome

Triscott delivers nationally recognised qualifications and accredited courses.

This booklet provides information about Triscott, the program structure and your role and responsibilities during the program.

Trainers are happy to provide you with more information anytime during the program to ensure your success.

We look forward to working with you and wish you every success.

1.2 Enrolment, Pre-Training Interview and LLN

You are enrolling in a competency-based qualification leading to a nationally recognised certificate.

After completing the online enrolment form, staff conduct a pre-training interview to ensure you enrol in the most suitable training program.

Triscott ensures you have foundation skills at the ACSF level required for the training course. If you have not completed any higher qualifications (Certificate III or above), you will complete a Language, Literacy and Numeracy (LLN) Assessment to ensure you have the required levels to complete the training satisfactorily

Students with special need/s should indicate this by ticking the special needs section on the enrolment form.

1.3 Language Literacy & Numeracy support

Triscott will provide access to specialist support services for students with specific language, literacy or numeracy needs. Trainers follow procedures to access the appropriate assistance for students with specific needs.

The team at Triscott provides advice, support, and assistance to students experiencing difficulty with their program. Triscott provides the following in support of training:

- Continuous access to trainers and assessors
- Detailed course information
- Additional resource information
- Flexible delivery methodologies
- Access and family assistance

1.4 Course information

The following information will assist you in understanding your roles and responsibilities during the training program with Triscott.

- The Course Outline provides information about the course content
- The Training Plan explains the dates and length of the course
- Language and Literacy Support
- Recognition of Prior Learning (RPL), Credit Transfer and National Recognition Opportunities
- Complaints and Appeals Processes
- Fees and refund information
- Prerequisites for entry into the program
- Assessment methods
- Completion and qualification issuance information

1.5 Trainer/Assessor

Your Trainer/s can advise on any aspect of the course content, resources or assessment activities.

Your Trainer holds a training and assessment qualification and qualification/s in the course they deliver. Trainers engage in a rigorous professional development program to maintain currency in the specific industry.

1.6 Attendance – Training Engagement

Staff discuss your attendance and engagement obligations during the pre-training review.

You must attend ALL training sessions. If you cannot attend a training session, you must try to contact your Trainer directly or through Triscott before the session.

Triscott requires the student to attend at least 80% of all sessions to be deemed competent. Excessive absences or tardiness may result in units not being completed; therefore, competencies not being achieved.

If you do not attend at least 80%, we will advise you to join the next group to complete the program.

Triscott may allow you to participate in additional catch-up workshops in special circumstances.

You are responsible for engaging actively and progressing through your program as agreed in your Training Plan. Your Trainer will advise you of the due date of each assessment. If you require an extension, communicate this to your Trainer. Please advise your Trainer if you require any support and assistance.

Triscott Trainers will maintain contact with you throughout your course. If you are unresponsive to this contact, we will make weekly attempts to contact you. If you have no contact with Triscott within six weeks, we will withdraw from the program. We do not refund enrolment fees. You may contact us to arrange a new enrolment if you re-enrol.

If there is a justified reason you may be unable to complete all requirements within the timeframe, we may grant you an extension.

If you cannot complete the assessments by the extension date, discuss any difficulties, you are having with your Trainer. If insufficient evidence supports continuing the assessment, you are notified within fourteen days and withdrawn from the program.

1.7 Change of personal details

You must inform Triscott of any changes to your address or contact details within seven days of the change. Contact our head office to update your details to ensure we send all relevant correspondence to your correct address and you are always contactable.

You must also inform Triscott of any other change relevant to your training program. If your name changes during your training, provide a certified copy of the proof of name change (i.e., marriage certificate, name change certificate).

1.8 National Unique Student Identifier (USI)

Students are to provide a Unique Student Identifier (USI) on enrolment.

To access a USI, log onto <http://usi.gov.au/Pages/default.aspx> and follow the prompts. Please ensure you have one form of ID from the list below ready.

- Examples of acceptable forms of ID:
- Driver's Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient
- Certificate of Registration by Descent
- Citizenship Certificate
- Immi Card

Contact the office or your Trainer if you cannot access a USI.

2. Training

Triscott delivers training using a variety of flexible approaches, including techniques such as group-based classroom learning, online Zoom sessions and workplace practice.

Flexible delivery means providing training in a way best suited to students so that they achieve a nationally recognised qualification.

2.1 Competency-based assessment

Competency-based assessment is evidence-based; you provide evidence of your competence to your Trainer/Assessor. Evidence may be gathered by:

- Observation in the workplace or a simulated environment
- Demonstration and Practical Tasks
- Case studies
- Written assignments
- Role Plays
- Questioning
- Portfolio of evidence, such as policies, procedures, forms or documents used in the workplace
- Practical Tasks you complete in the workplace during placement
- Reflections based on work experience.

2.2 Training and Assessment Standards

Triscott is committed to high-quality training and assessment consistent with industry standards. Triscott will:

- Provide induction to all students
- Conduct regular reviews of training and assessment and consult with industry
- Consult with regulatory groups, staff, and students to assess the quality of training and assessment
- Always seek to improve training and assessment strategies
- Provide all the necessary resources to implement these processes

Triscott has a quality assurance system for managing and monitoring education and training operations. This system consists of mechanisms for evaluating curricula, monitoring assessment procedures, and stakeholder involvement in decision and policy-making.

Triscott will regularly collect and review feedback from industry sources, representatives, and advisory bodies. Industry consultation is used to review and improve training and assessment. We record the outcome within the industry consultation area of Triscott's training and assessment strategy.

Triscott will measure course and service quality and effectiveness in regular strategy reviews. Any industry feedback indicating practices by the RTO or its representatives contrary to legislation, standards or codes of practice are acted upon immediately.

The courses at Triscott are delivered based on competency standards set by the industry. All units or modules are assessed by qualified staff using strict assessment criteria.

We award a certificate when a student satisfactorily demonstrates competency for the required number of units specified in the qualification.

Where a student satisfactorily completes less than the required number of units to achieve a full qualification, we issue a Statement of Attainment for the units achieved.

Not Yet Competent students are given information, advice and counselling and two further opportunities to develop and demonstrate their competency in each unit.

3. Rights and Responsibilities

3.1 Student rights

All students have the right to:

- Be treated fairly and with respect by all students and staff
- Not be harassed, victimised or discriminated against on any basis
- Learn in a supportive environment free from harassment, discrimination, and victimisation
- Learn in a healthy and safe environment where risks to personal health and safety are managed and minimised
- Have personal details and records kept private and secure according to our Records Management Policy.
- Have access to the information Triscott holds about you.
- Have your complaints dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions
- Receive training, assessment and support services that meet your individual needs.
- Be given clear and accurate information about your course, training and assessment arrangements and your progress
- Access the support needed to participate effectively in their training program
- Provide feedback to Triscott on the client services, training, assessment and support services they receive.

3.2 Student Responsibilities

All students must:

- Treat all people with fairness and respect. Do not do anything to offend, embarrass or threaten others

- Not harass, victimise, discriminate against or disrupt others
- Treat all others and their property with respect
- Respect the opinions and backgrounds of others
- Follow all safety policies and procedures as directed by staff
- Report any perceived safety risks as they become known
- Not bring any articles or items that may threaten the safety of self or others into the training premises,
- Notify us if any of their personal or contact details change
- Provide accurate up, to-day information to Triscott promptly
- Approach the course with due personal commitment and integrity
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet
- Make regular contact with their Trainer
- Progress steadily through their course in line with their training plan
- Prepare appropriately for all assessment tasks, visits and training sessions
- Notify Triscott if any difficulties arise as part of their involvement in the program
- Notify Triscott if you cannot attend a training session for any reason at least twenty-four (24) hours before the commencement of the activity
- Refrain from smoking on the premises of Triscott.
- Make payments for their training within agreed timeframes

3.3 Student Behaviour

You must treat Triscott staff members and fellow students respectfully and observe any particular conditions in the Student Handbook or raised during the course by Triscott staff members.

Where your behaviour affects the learning process, the Trainer may ask you to leave and give you a formal written warning. You will need to negotiate re-entry to the training program with the Trainer.

In keeping with equal opportunity and discrimination laws, no derogatory or prejudicial comments are acceptable regarding a person's culture, disability, gender, disability, sexuality, religion or age. Our Trainers will not tolerate

- Inappropriate language and actions.
- Harassment and intimidation of staff or fellow students.
- Treat facilities and equipment with due care and respect.
- Arrive on time to start all sessions and return from lunch and coffee breaks on time.

Consumption or being under the influence of alcohol or illicit substances during training hours is unacceptable and may result in termination from the training program, or the Trainer may ask you to leave the premises. Continued abuse of this nature may result in your removal from the training program.

Your behaviour must not disrupt or threaten others. Abusive behaviour or physical violence can result in instant withdrawal from the program. You should always behave in a way that reflects workplace/classroom standards. Students should be punctual to all training sessions. If you are 15 mins late, the Trainer will mark you absent, which may affect your overall result.

3.4 Dress and hygiene

Neat, comfortable clothing is considered appropriate for classroom-based sessions. For workplace-based training, ask your workplace Supervisor about any specific requirements before commencing work.

Since you are working in close proximity to others, care with your personal hygiene (clothing, hair, deodorant, etc.) is required.

3.5 Access and equity

Triscott abides by access and equity principles and provides information, advice and support services to assist students in identifying and achieving their learning outcomes.

Triscott is committed to providing an environment free from discrimination and harassment. We will not discriminate against Students based on certain attributes described by the Equal Opportunity Act 2010.

It is unlawful to discriminate based on the following attributes: sex, impairment, marital status, physical features, age, pregnancy, breastfeeding, industrial activity, religious belief or activity, lawful sexual activity, political belief or activity, parental status as a carer or personal association (whether as a relative or otherwise) with a person identified by reference to any of the above attributes.

Students should never feel they cannot complete their training for any reason. Access and Equity are the responsibility of all staff members at Triscott. However, students who feel mistreated should contact the CEO.

Triscott's policy sets out the Access and Equity principles and processes to:

- Reflect fair and reasonable opportunity for all students and staff, regardless of race, colour, religion, gender or physical disability, regardless of the prevailing community values.
- Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training.
- Equality of outcome within vocational education and training for all people, without discrimination.
- Access for all people to appropriate quality vocational education and training programs and services.

Triscott intends for all students to have an equal opportunity to successfully gain the skills, knowledge, and experience through the training and assessment services provided by Triscott.

3.6 WHS

Triscott recognises the importance of providing a safe and healthy environment for students, contractors, and visitors while participating in work and training activities with the organisation.

It is your responsibility to:

- Protect your health and safety and avoid adversely affecting any other person's health and safety.
- To not wilfully or recklessly interfere or misuse anything provided by Triscott in the interests of health, safety or welfare.
- To co-operate with health and safety directives given by the staff of Triscott
- To ensure you are not affected by the consumption of drugs or alcohol as to endanger your health and safety or the health and safety of another person.

Triscott strives for excellence in workplace health and safety and is committed to providing an environment free from risks and conducive to the productivity and efficiency needs of its students and others.

3.7 Student welfare

To support students and protect their welfare, Triscott can provide access to a range of support services and resources to enhance the outcomes for students facing a range of life issues, including:

- Support personnel such as careers counsellors, careers advice;
- A range of personal support services, including disability support, legal aid, housing assistance, mental and physical health, and child care.

If you require further information about our support services, speak to your Trainer or the CEO for advice.

3.8 General requirements

Do not leave handbags or other valuables unattended. Although our training facilities are reasonably secure, you are ultimately responsible for your belongings. Triscott accepts no responsibility for any stolen or missing belongings.

Smoking is not permitted within the building or at the entrance to the facilities.

If you have a personal health condition, please advise your Trainer before commencing the course. All information is treated in strict confidence and is needed so Triscott can provide support or treatment should an emergency arise.

Should you be involved in any accident resulting in personal injury or damage to equipment or facilities, notify the Trainer immediately.

Follow emergency procedures and exit plans. You must leave the building if you hear an alarm or a staff member advises of an emergency. If you are upstairs, exit via the Emergency Stairs. The Trainer will cover emergency procedures and exit plans during the first session of a new training program.

3.9 Disciplinary procedures

- Any misconduct will result in a formal meeting followed by a written warning.
- Any further incidents will result in termination from the course without a refund.
- Serious misconduct will result in immediate termination from your course without a refund.

3.10 Misconduct

Misconduct includes;

- Theft
- Fraud
- Violence/Assault
- Discrimination, harassment, intimidation or victimisation on all EEO and non-EEO grounds
- Serious negligence, including non-compliance with WHS procedures
- Breaches of policy on staff/service user's relationships
- Serious breach of confidentiality
- Refusing to carry out lawful and reasonable instructions
- Wilful disobedience
- Being affected by alcohol or drugs (both illegal and prescription) where you are so impaired that you are unfit to participate in activities.

4. The Assessment Process

4.1 National Recognition – Credit Transfer

Triscott recognises and acknowledges qualifications and statements of attainment issued by another RTO based in any state of Australia.

If you have a qualification or Statement of Attainment issued by another training organisation, you can apply for a credit transfer for the units of competence equivalent to a unit listed in the training program.

As part of the pre-training review before enrolment, you must indicate your intention to apply for credit. Supply a certified copy of your original transcript of results.

If Assessors determine the units have no equivalency, you may apply for Recognition of Prior Learning. If you are unsatisfied with the outcome of your application, you can appeal. Refer to the appeals process.

4.2 Recognition of Prior Learning

Recognition of Prior Learning (RPL) acknowledges the full range of an individual's skills and knowledge, irrespective of how they acquired it. RPL includes competencies gained through formal and informal study, work experience, employment and other life experiences. Students applying to undertake a training program can have their prior learning recognised.

We provide students seeking RPL with a copy of an RPL application form. Our Triscott Trainers will assist students in understanding the RPL process. You will gather the evidence portfolio to demonstrate competence. The Triscott Trainer will have a competency conversation with you to finalise the RPL application.

4,2,1 RPL process

1. Outline the details of your experience relevant to your training program on the application form.
2. You attend an interview with an appropriately qualified (RPL) Assessor, who will talk to you about your current competency. The Assessor will determine the most appropriate method of verifying the competencies according to the assessment criteria in the RPL kit.
3. Submit the portfolio evidence and RPL Application to the Assessor to judge your current competence.
4. We provide an assessment report when we cannot establish competence and recommend a gap training program.

Successful Students who meet all the RPL requirements can proceed to further training or obtain a Statement of Attainment for the units marked as competent. Applicants may appeal any decision through the appeals procedure.

4.3 Assessment

Before an assessment, Trainers will inform the student of the assessment process. The Trainer is available to answer questions regarding the assessment.

Some examples of assessment activities are:

- Workbooks – Students complete activities in the workbook as formative evidence.
- Role Play – Students participate in a hypothetical situation to demonstrate their skills and knowledge.
- On-the-job demonstration – Students demonstrate their competency in the workplace during work placement.
- Class Presentation – Students present a small talk to others to illustrate a point.
- Questions and Case Studies – Students complete written questions and activities as directed.

You complete many assessment tasks throughout your training program. The Assessor will mark the results for each task as 'Satisfactory' or 'Not Satisfactory.' You must obtain a 'Satisfactory' result in all assessment tasks to be deemed 'Competent' for a unit of competence.

There is no mark/grade given in the assessment. If you receive a 'Not Yet Competent' assessment or 'Not Satisfactory' assessment task, please talk to your Trainer to arrange further training.

The grading in the competency assessment is either 'Competent' or 'Not Yet Competent'.

4.4 Student Integrity and Honesty

Cheating, plagiarism and collusion are unacceptable and treated seriously by Triscott.

Plagiarism: "the practice of taking someone else's work or ideas and passing them off as your own".

- Not acknowledging reference materials used (ask your Trainer for more information about appropriate referencing);

Remember to appropriately acknowledge all reference materials used to prepare an assessment task.

Cheating and Collusion: secret or illegal cooperation or conspiracy to deceive others.

Some examples of collusion include:

- Collaborating on assignments where this is not a requirement of the assessment;
- Copying all or part of assessments from another student;
- Soliciting some assistance from any source;
- Submitting the same work for multiple courses;
- Submitting the work of others or a version of the work of others from previous courses
- Stealing work from Trainer/Assessor, computer, other students, etc.

Triscott has put in place several mechanisms to reduce occurrences and the likelihood of plagiarism, cheating and collusion amongst students, including:

- Student declaration of the authenticity of work submitted;
- Benchmark answers to provide clear assessment guidelines;
- Multiple assessment methods for each unit;

Triscott staff members must source evidence to support the claim if cheating is suspected. This can involve:

- Using Grammarly to review the work and check for plagiarism;
- Review the previous work of the student;
- Comparisons with other students work where collusion is suspected;
- Discussions with the students involved;

- Review previous incidences of cheating (if any) and the disciplinary action taken.

If the claim is substantiated, the Assessor will record the assessment result as Not Yet Competent and advise you of the disciplinary procedures if required. If you are unhappy with the result, you can appeal using the appeals procedure.

5. Complaints/Appeals

A non-academic complaint is a dissatisfaction relating to the provision of a service delivered by Triscott or inappropriate behaviour, for example, sexual harassment, vilification, discrimination or payments or refund issues.

- The complaint may be associated with one of our trainers, assessors or other staff
- a third party providing services on our behalf,
- a student of Triscott.

Academic appeals may include a request for a review of an assessment decision.

5.1 Academic and non-academic complaints

1. Lodge a complaint with the Triscott administration within 14 days of the issue arising, where practicable. Make the complaint in writing via email or mail, and include as much information as possible to enable Triscott to investigate properly. Additionally, the complainant can suggest how we might resolve the matter to their satisfaction.
2. Management will recognise receipt of the complaint within five working days via email or mail.
3. Triscott will aim to provide a written response detailing the outcomes and proposed actions to the complainant within 10 working days after a review.
4. If required, the complainant may be required to attend an interview with a representative of Triscott. In this situation, the complainant may be accompanied by their support person

5.2 Appeals

To appeal an assessment decision, the appellant should initially try and resolve the appeal informally by speaking to the trainer/assessors to resolve the issue regarding a Not Yet Competent assessment.

1. To make a formal request to appeal an assessment decision. Complete the Complaints and Appeals form and submit it to Triscott CEO.
2. The CEO will ask another trainer to review the completed assessment and provide a report within 10 working days.
3. The CEO will provide the appellant with the outcome of the second assessment within 10 working days of receiving the appeal.

If the complainant or appellant is dissatisfied with the outcome of the decision, they may make a written request to Triscott to have the matter dealt with through an external dispute resolution process at their own cost. An external mediator or Assessor with the relevant skills and knowledge facilitates this process.

The external mediator will arrange a round table discussion between Triscott and the appellant within 10 working days of the written notification.

Complainants can raise external complaints via the [ASQA](#).

6. Withdrawal / Completions

6.1 Withdrawal

If you wish to terminate your participation in the training program, please inform your Trainer immediately and complete a Withdrawal/Completion Form. This form will ensure any units completed in the program will be awarded to you promptly.

Triscott may also withdraw students who are no longer actively engaged in their training programs - refer to attendance and training engagement.

6.2 Partial Completion

The RTO issues Statements of Attainment to students who complete units of competency satisfactorily from a Nationally Recognised Qualification.

Triscott will issue Statements of Attainments according to AQF Qualifications and Statements of Attainment Policy and procedure.

6.3 Completion

Triscott will issue full qualifications and statements of results within 30 days of receiving evidence of all assessments being deemed competent.

Triscott will issue Certificates according to AQF Qualifications and Statements of Attainment Policy and procedure.

7. Fees and Refunds

Triscott advises students of all fees associated with a course, including course fees, administration fees, material fees and any other charges via the website.

During the pre-training review, the Trainer will inform you of the total amount of all fees, payment terms, and any fees associated with additional services and the refund policy.

The student confirms their agreement by signing the enrolment form as acceptance of the terms and conditions.

7.1 Fees

Triscott will inform the student prior to enrolment of the fees charged, depending on the qualification, any government incentives available, and the student's eligibility for funding. Triscott will determine the student's eligibility according to the appropriate funding contract.

7.2 Refund Policy

- All course fees, except for Government funded students, include a non-refundable deposit specified on the Triscott website. You accept the fee when signing the Enrolment Form.
- The non-refundable fee includes a resources fee.
- Where Triscott cancels a course due to insufficient numbers or unforeseen circumstances, you are eligible for a refund.
- Students have a 7-day cooling off period; if you decide not to progress with the training course, they will receive a full refund of all monies paid.
- Students who withdraw from a course and wish to seek a refund or have their fees reduced must apply to Triscott in writing, outlining the details and reason for their request. Students who have not completed a withdrawal form are not eligible for consideration of a refund or reduction of fees.
- Eligibility for a refund is assessed based on the services provided to the student and the costs incurred by Triscott to provide those services.
- Students who withdraw from their program because Triscott cannot contact them or they are disengaged will not be entitled to any refund amount.

The outcome of the refunded assessment is provided in writing to the student's registered address, outlining the decision and reasons for the decision, along with any applicable refund or adjustment notice. If unsatisfied with the outcome, you can appeal- refer to the Appeals process.

8. Privacy

Triscott complies with the Privacy Amendment (Enhancing Privacy Protection) Act 2012. The Privacy Amendment prevents Triscott from providing student details to anyone other than the student.

Students are to note: Triscott's obligations to provide students' private information as required by law.

8.1 Record Keeping / Confidentiality

Triscott staff will discuss all matters concerning course enrolment, assessment results, course fees or any other issue only with the student. Exceptions to this rule are when a third party (such as a parent or guardian for students under 18) signs the course enrolment form, or we receive a student letter permitting access to the student's information.

Make requests to view your student file in writing detailing the specific information required. Submit the request to admin@triscott.edu.au

All personal and company details provided to Triscott by students remain confidential. Records containing personal and company details are stored securely with limited access to approved personnel.

To comply with legislation, Triscott will send student records to relevant authorities for statistical analysis.

Triscott keeps complete and accurate records of students' admission, academic progress, and graduation. Financial records will reflect all payments, charges, and the balance due, and we can provide copies of these records to you upon request.

8.2 Privacy Act

Students should be familiar with the Privacy Act Legislation detailed on the website: www.oaic.gov.au. Personal information is collected solely to operate as a Registered Training Organisation.

The requirements of the registering authority may require the release of your personal information for audit purposes.

Under the National Privacy Principles, you can access personal information held by you and request corrections to incorrect or outdated information.

9. Legislation

A range of legislation applies to Triscott staff and students. Find information on relevant legislation as follows:

9.1 Compliance with Legislation

Triscott meets the requirements and complies with all other relevant legislation, codes of practice, advisory, best practice standards and organisational policies and procedures.

Victorian and Commonwealth legislation governs how we deliver our program to students in our training programs.

- [Education and Training Reform Act 2006](#)
- [Equal Opportunity Act 2010](#)
- [Occupational Health and Safety Act 2004](#) and Regulations made under that Act
- [Privacy and Data Protection Act 2014](#)
- [Age Discrimination Act 2004](#)
- [Disability Discrimination Act 1992](#)
- [Human Rights and Equal Opportunity Commission Act 1986](#)

It is the responsibility of staff and students to meet relevant legislation at all times. Please use the websites indicated or contact the Triscott head office for further information.

10. Evaluations

At Triscott we strive to improve our courses continuously. Therefore, we periodically ask you to provide feedback on all aspects of your training experience:

- Feedback on your Trainers/Assessors
- Course content
- Assessment Tools
- Facilities
- The Triscott administration team

Feedback received forms part of the continuous improvement process to ensure Triscott provides quality training and assessment.

You must complete the NCVET Student Engagement survey towards the end of your training program.

As a condition of registration, Triscott provides a summary report on the feedback received to our registering body as an indication of our performance.

