



Tubal
Workplace Training |
WHS | Risk Management
| RTO No. 51679

Student Handbook

CONTACT US

1300 488 225 | ADMIN@TUBAL.COM.AU
TUBAL PTY LTD – RTO ID 51679

TUBAL.COM.AU

Contents

Welcome to Tubal.....	4
About Us	4
Legislation	6
Commonwealth Legislation	6
State Legislation.....	6
Our Trainer Assessors	6
Your Course	6
Duration of Training.....	6
Enrolment Process	7
Unique Student Identifier (USI).....	7
Change of Personal Details	7
Contract of Training/Training Agreement.....	7
Duty of Care	8
Responsibilities of the Student	8
Responsibilities of Tubal (the Registered Training Organisation).....	8
Responsibilities of your Tubal Trainer/Assessor.....	9
Responsibilities of the Workplace.....	9
Responsibilities of the Workplace Supervisor/Manager (where applicable)	9
Your Privacy	9
Records Management.....	10
Flexible Delivery	10
Competency Based Training	10
Recognition of Qualifications	10
Credit Transfer	10
Recognition of Prior Learning (RPL)	10
Reasonable Adjustment	11
Language, Literacy and Numeracy	11
Access and Equity	11
Code of Conduct for Students.....	11
Assessment.....	12
What is Assessment?	12
Re-Assessment (Short Courses)	12
Appeals	12
Making the Most of Your Training	12
Rules of Evidence	13

Principles of Assessment.....	13
Traineeship Structure	13
Fees.....	14
Payment Plans.....	14
Fee Protection	14
Refunds	14
Student Support Services	14
Complaints and Appeals	14
Issuance of Certification	15
Lost Certification.....	15
Revocation Policy	15
Continuous Improvement.....	15
Collecting Feedback.....	15

Welcome to Tubal

On behalf of our team, welcome, and congratulations on choosing Tubal (RTO ID 51679) as your training provider. We look forward to working with you during your course and making your learning journey as uncomplicated as possible.

This Student Information Handbook has been prepared for students enrolling in training programs with Tubal. It provides essential information that will assist you as a prospective student prior to enrolment to make an informed decision regarding enrolment.

Tubal is a Registered Training Organisation (RTO), recognised by the Australian Skills Quality Authority (ASQA) to deliver recognised vocational education and training (VET) programs in accordance with nationally agreed legislation and standards.

About Us

Tubal has, for over 20 years, been providing training and consultancy services in Vocational Education and Training (VET); Work Health and Safety (WHS); Risk Management; and Human Resources.

During this time Tubal has developed and delivered a variety of training programs and issued a large number of national qualifications to Government and private organisations, large and small, across Australia.

Significant achievements include an International Best Practice Award from the Petroleum Industry and a National Best Practice Award from the Western Australian State Government in conjunction with the Australian National Training Authority (ANTA).

Tubal Pty Ltd has been providing training support and consultancy to the Hospitality, Tourism and Retail Industries since 1995, including VET in Schools Programs. Tubal's broad experience in training and assessment includes the development of national competency standards and qualification frameworks for the Hospitality/Resorts industry and the issuance of national hospitality and resorts qualifications from Certificate II through to Diploma levels.

Experience the rewards Hospitality, Tourism, Retail, WHS and Management career pathways offer and the opportunities that unfold as a result of gaining nationally recognised qualifications.

We invite you to undertake formal training, through either a Traineeship, management/staff training or have your existing skills and knowledge recognised through the processes of Skills Recognition, e.g. Recognition of Prior Learning (RPL).

Tubal is committed to best practice, and is continually seeking improvement in the development and delivery of training programs and short courses. The staff at Tubal are available to answer any questions that you may have regarding the information in this handbook and can be contacted on:

Phone: 1300 488 225 (1300 4 TUBAL)

Email: admin@tubal.com.au

Web: www.tubal.com.au

This Student Information Handbook contains everything you need to know before enrolling with Tubal. Please ensure you read this handbook carefully prior to commencing your training.

Qualifications Available

Holiday Parks

SIT20216 Certificate II in Holiday Parks and Resorts
SIT30416 Certificate III in Holiday Parks and Resorts
SIT40316 Certificate IV in Holiday Parks and Resorts
SIT50216 Diploma of Holiday Park and Resort Management

Hospitality

SIT20316 Certificate II in Hospitality
SIT30616 Certificate III in Hospitality
SIT40416 Certificate IV in Hospitality
SIT50416 Diploma of Hospitality Management

Work Health Safety

BSB30715 Certificate III in Work Health and Safety
BSB41415 Certificate IV in Work Health and Safety

Tourism

SIT20116 Certificate II in Tourism
SIT30116 Certificate III in Tourism
SIT40116 Certificate IV in Travel and Tourism
SIT50116 Diploma of Travel and Tourism Management

Events

SIT30516 Certificate III in Events
SIT50316 Diploma of Event Management

Retail

SIT20216 Certificate II in Retail Services
SIR30216 Certificate III in Retail
SIR40316 Certificate IV in Retail Management

Business

BSB20115 Certificate II in Business
BSB30115 Certificate III in Business
BSB40215 Certificate IV in Business
BSB30415 Certificate III in Business Administration
BSB40515 Certificate IV in Business Administration

Management

BSB42015 Certificate IV in Leadership and Management
BSB51915 Diploma of Leadership and Management

Health

HLT33115 Certificate III in Health Services Assistance
HLT33015 Certificate III in Allied Health Assistance
CHC33015 Certificate III in Individual Support
CHC43415 Certificate IV in Leisure and Health

Short Courses Available

Aquatic Facilities Group 2, 3 and 4

- SISCAQU001 Test pool water quality
- SISCAQU003 Maintain aquatic facility plant and equipment
- SISCAQU004 Develop and implement pool water maintenance procedures
- HLTWHS001 Participate in workplace health and safety

Food Safety & Hygiene Courses

- SITXFSA101 Use hygienic practices for food safety
- SITXFSA201 Participate in safe food handling practices

Health and First Aid Courses

- HLTAID001 Provide cardiopulmonary resuscitation
- HLTAID003 Provide first aid
- HLTAID004 Provide an emergency first aid response in an education and care setting
- Manual Handling (Non-Accredited)

Legislation

Tubal Pty Ltd is subject to a variety of legislation related to training and assessment as well as general business practices. This legislation includes, but is not limited to:

Commonwealth Legislation

- National Vocational Education and Training Regulator Act 2011 (NVR Act)
- Work Health and Safety Act 2012
- Privacy Act 1988 and Regulations 2001
- Australian Human Rights Commission Act 1986
- Sex Discrimination Act 1994
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Copyright Act 1968
- The Working with Children (Criminal Record Checking) Act 2004
- Workplace Relations Act 1996
- Human Rights and Equal Opportunity Commission Act 1986
- Human Rights (Sexual Conduct) Act 1994
- Equal Opportunity for Women in the Workplace Act 1999
- Copyright Amendment (Digital Agenda) Act 2000
- Industrial Relations Act 1979

State Legislation

- Vocational Educational and Training Act 1996
- Anti-Discrimination Act 1997
- Apprenticeship and Traineeship Act 2001
- Apprenticeship and Traineeship Regulation 2010
- Fair Trading Act (WA) 1987

All legislation can be accessed via www.scaleplus.law.gov.au and www.slp.wa.gov.au.

Our Trainer Assessors

Tubal recognises the importance and benefits of combining industry experience with relevant VET Qualifications when striving to deliver programs of highest quality and relevance to the client. Therefore, all trainer/assessors employed or contracted by Tubal have demonstrated significant industry experience in addition to obtaining VET qualifications, allowing them to provide a professional, well-rounded learning environment for participants.

Our trainer assessors are equipped with the skills to ensure their teaching methods are suitable for all participants, utilising simple language where appropriate to communicate information most effectively.

Your Course

Tubal will ensure that you are provided with all the information about the course you are undertaking prior to the commencement of training to ensure that the course meets your needs.

Duration of Training

Training delivery will vary depending on the qualification or short course you have chosen to enrol in. This is explained in more detail during the induction process in detail with your Tubal Trainer/Assessor.

Enrolment Process

We are required to collect specific information regarding students at enrolment for monitoring progress to ensure satisfactory and timely outcomes as well as reporting statistics for Governing bodies. We have tried to make the enrolment process as user friendly as possible. You can enrol by:

- Enrolling online at www.tubal.com.au/enrol-now
- Requesting a copy be sent to you via email or post, and returning to us at your earliest convenience.

If you have submitted an enrolment for a **traineeship** you will be contacted within a few days by your allocated Tubal trainer/assessor to set up a time and place to meet to commence the induction paperwork.

If you have submitted an enrolment for a **short course** you will receive a confirmation letter regarding the course, which includes all the details you need for attendance.

Unique Student Identifier (USI)

From the 1st of January 2015 all students undertaking Nationally Recognised Training were required to provide their USI at enrolment. The USI was created to ensure student VET achievements could be validated and collated into a single authenticated transcript. We are unable to issue certification to students that have not provided their USI. For more information please visit <http://usi.gov.au/>.

Change of Personal Details

Please ensure you contact us at admin@tubal.com.au or phone the office on (08) 9240 5525 to advise us if you change your phone, email or address. Should your employment circumstances change (applicable to workplace traineeships) we also advise that you let us know as soon as possible.

Contract of Training/Training Agreement

If you are signed up for a Traineeship, you must be signed into a Training Program/Agreement, which must be arranged through the Australian Apprenticeship Support Network (AASN). The AASN will provide information about the conditions and responsibilities of the Agreement, as well as your Tubal Trainer/Assessor during induction.

Students who enrol in a training program with Tubal should be aware that they are entering into a contractual agreement. With a view to ensuring all students are fully aware of their rights and obligations, Tubal will design training agreements, enrolment forms and Fee Agreements, or similar using a logical format and simple English. This may include, but is not limited to:

- Wording that allows the perspective student to know what he / she is agreeing to
- Clearly explained disclaimers
- No misleading or deceptive behaviour
- No actions, omissions or dialogue (written or verbal) that may force or coerce the student
- Fair dealings for disadvantaged students

Duty of Care

Tubal is committed to ensuring a safe workplace is provided for our students. Resources used by trainers will comply with all relevant legislation to ensure the health and safety of employees and Students. Information on Workplace Health and Safety will be made available to all employees and Students; it will be a requirement of all staff to share the responsibility of maintaining a safe working environment.

The following guidelines are provided as a basis for safe practice in the training environment:

- Integrate WHS into all aspects of the workplace
- Know and observe details of emergency response and evacuation plans
- Do not undertake activities which may cause injury to self or others
- Be responsible for your own actions
- Report all potential hazards, accidents and near misses to your supervisor/manager.

Responsibilities of the Student

The Student must undertake to:

- Provide and maintain a safe working environment for self and others
- Advise Tubal if you are unable to attend any appointments
- Be adequately prepared and fully participate in sessions
- Advise Tubal of your withdrawal from a workplace
- Take an active responsibility in learning and acquiring the necessary skills and knowledge required by your workplace
- Collect evidence of competence, illustrating the application of the skills you have acquired
- Speak with the manager/employer and the Tubal trainer/assessor about problems you are having with training
- Commit to providing authentic work that you have completed. We do not condone cheating or plagiarism
- Monitor your own progress through the traineeship
- Request additional assistance if you feel that you need help
- Review and resubmit work that is deemed to be Not Yet Competent by the trainer.

Responsibilities of Tubal (the Registered Training Organisation)

Tubal will:

- Provide and maintain a safe working environment for self and others
- Induct you and your employer into the Tubal Learning Management System, and provide ongoing support
- Help to identify and assess your current skills and knowledge
- Develop a learning plan with you and your employer
- Monitor your progress throughout the training agreement
- Record your progress and store this information confidentially
- Arrange access to your file at your request
- Issue a certificate at the completion of your training, or a Statement of Attainment (where the full qualification has not been completed), where payment has been finalised
- Make regular visits during the training program. The Workplace supervisor should be present during these visits.

Responsibilities of your Tubal Trainer/Assessor

Your trainer will:

- Monitor your progress
- Provide advice and assistance in developing future training activities/plans
- Assess your work in a flexible and timely manner
- Offer opportunities for reassessment when required
- Offer additional support mechanisms where required
- Document your progress in the training plan
- Abide by Tubal's policies and procedures
- Support you through your learning journey

Responsibilities of the Workplace

The workplace manager and/or employer should:

- Provide employment for the term of the Traineeship in accordance with the appropriate training wage for your industry
- Link your conditions of employment to an Award or Workplace Agreement
- Provide mentoring and training in the workplace to help achieve the competency standards set by the industry
- Provide a safe working environment
- Help assess your skills in relation to the performance required by your industry
- Offer feedback on your progress
- Regularly liaise with your Tubal trainer about your achievements and how you have achieved these.

Responsibilities of the Workplace Supervisor/Manager (where applicable)

Over the duration of the training program workplace supervisor or manager may be called upon to provide supporting verification that you have performed workplace tasks to an acceptable workplace standard over a period of time.

Supervisors are not authorised to assess competency, but rather provide support to the Tubal trainer/assessor that you can perform the necessary tasks to the workplace standard.

All Supervisors/team leaders are required to complete the *Persons Involved in Assessment Decisions* form to be deemed an approved Supervisor signatory by Tubal. The Workplace supervisor is able to provide assistance to support you to complete the training required for the qualification.

The role of the workplace supervisor is to:

- Provide the opportunity for the off the job training component of the training program
- Help you develop your skills through guiding your practice at the workplace
- Co-ordinate workplace training and assessment so that it fits in with your everyday work and training
- Liaise with the Tubal trainer/assessor to schedule the formal assessment.

Your Privacy

Tubal takes the privacy of its students very seriously and complies with all legislative requirements in regard to this matter. Student information is only shared with external agencies to meet compliance requirements as a Registered Training Organisation (RTO). All information shared is kept in the strictest confidence by all parties and is available on request. More information is provided on our website under *Student Information*.

Records Management

Tubal assures the integrity, accuracy and currency of records maintained in its offices in accordance with the relevant legislation. Please refer to our *Records Management and Maintenance Policy*.

Flexible Delivery

Flexible delivery means providing training when and where it best suits you and your employer. Flexible delivery focuses on *learning* rather than *teaching* and providing the best possible learning experience and outcomes for you. This means that you have greater control over what, when and how you learn.

Competency Based Training

Qualifications are comprised of units of competency, which have been determined by the relevant industry bodies and categorised into National Competency Standards for specific industry areas. The standards provide a framework for training and assessment and specify what skills and knowledge an employee, at a particular level within a particular industry, should be reasonable expected to achieve.

We define competency as:

“... the ability to perform a job to the required level of performance expected in the workplace.”

Recognition of Qualifications

Tubal will recognise qualifications and statements of attainment issued by other RTO's in Australia, for courses on our scope of registration only.

Credit Transfer

Credit transfers will be granted for any units that have been previously attained and match to a unit in the student's current enrolment or where units from a preceding training package are seen to be equivalent as documented by the training package guidelines and these courses are on our scope of registration.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is the determination of the skills and knowledge obtained by you through previous training, work experience and/or life experiences. RPL is used to determine the advanced standing, within a program of training, that you may be awarded as a result of this learning/experience. RPL assessments are primarily used to determine an individual's starting point in a program of training and/or to recognise the skills and competencies currently held by the individual.

In all cases, the onus is on the RPL applicant to document and present a convincing case to justify a claim for RPL. Whilst Tubal may provide guidance or assistance, it remains the applicant's responsibility to present his/her case to the satisfaction of the RPL assessor. Participants seeking RPL must complete an application form, which is available from Tubal, and provide the documentation/evidence necessary to support the application.

Reasonable Adjustment

Clients with disabilities are encouraged to discuss with their Tubal trainer/assessor any 'reasonable adjustments' to training and assessment processes which they consider would be necessary or assist them in the performance of their studies. Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable or where other adjustment may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency-based training and assessment.

Language, Literacy and Numeracy

To assist in identifying any special learning needs, your Tubal trainer/assessor will discuss any Language, Literacy and/or Numeracy support you may require during the induction. If you do have any learning difficulties, it is your responsibility to discuss these with your trainer/assessor either prior to commencement or during the induction. Be assured that any discussions relating to LLN with our staff will be treated as strictly confidential.

Access and Equity

Tubal is committed to providing opportunities to all people for advancement, regardless of their background. We support Government initiatives and provide access to our training for all those seeking to undertake it.

We ensure that our client selection criteria are non-discriminatory and provide fair access to training for the disadvantaged. In addition, we liaise with agencies and Government departments for assistance in matters of language, literacy and numeracy difficulties.

Code of Conduct for Students

The Student Code of Conduct aims to provide a safe and productive learning environment by encouraging ethical and sensible behaviour by all students. As a student, I must:

- Attend scheduled training sessions and notify the trainer before the scheduled start time, if unable to attend sessions
- Respect fellow students and RTO staff
- Maintain a clean and safe learning environment
- Contribute positively during the training session and refrain from disrupting the workplace
- Treat staff, trainers and co-workers in a courteous manner
- Respect the equal rights for all students regardless of gender, race, culture, age, religion, gender preference and abilities which includes their right to participate
- Conduct myself in a professional manner (including neat and clean attire)
- Not attend training under the influence of alcohol and/or illegal drugs or legal drugs that might impair my ability to safely participate in the training / assessment, including the use of equipment/machinery.
- Ensure that my mobile phone is switched off or put on 'silent' during training times, except in extenuating circumstances that have been approved in advance with the Trainer
- Only submit work that I have created and that is original

Each student must acknowledge that as a result of breaking the code of conduct, disciplinary action will be taken which may include one or all of the following:

- The Trainer may stop the training session if behaviour is disruptive or dangerous.
- The student may be removed from the program for behaviour that threatens the safety of others, interferes with the duties of staff, or other student's study.
- The relevant authorities may be contacted where necessary. Refer *P-023 Code of Conduct Policy*.

Assessment

What is Assessment?

In simple terms, assessment is the process of collecting evidence and making judgements on whether competency has been achieved.

To be deemed *competent* you must satisfactorily complete all the requirements of your units of competency. This means that you are assessed in terms of being able to do the job to the required industry standard. If the requirements are not met, you will be deemed *not yet competent* and offered the opportunity for re-assessment.

Not Yet Competent is not a fail. It is a determination that some aspects of the assessment were not covered in sufficient detail. Your trainer may ask you additional questions to demonstrate knowledge of the gap, ask you to provide additional information, request that you participate in additional training in that unit to build up your knowledge. You will be given ample support and time to prepare for the re-assessment.

If there is anything you may think is important for the Trainer/Assessor to know which may affect your assessment (e.g. an injury, broken reading glasses) you should tell them. If you cannot perform a particular activity there will be an opportunity to be assessed at a later date.

Assessment identifies an individual's achievements against established outcomes, rather than relating their performance to that of other learners or trainees. Assessment methods used may include:

- Workplace observation
- Questioning
- Supervisor/Manager reports
- Samples of work performance/projects
- Workbook/journal activities
- Oral presentations
- Role plays or simulation

Re-Assessment (Short Courses)

For students attending short courses, where required, Tubal will provide three (3) re-assessment opportunities before incurring additional assessment fees. If the student is not satisfied with the result of the assessment and the reasons given for the Not Yet Competent (NYC) result, they should first discuss the issues of concern with their assessor who will endeavour to resolve them.

Assessment outcomes of Not Yet Competent (NYC) generally only occur after a student has been given sufficient opportunity to re-apply for an assessment task, provide sufficient additional evidence, or after other alternate options have been considered by the Tubal assessor.

Appeals

If you do not agree with the trainer's assessment decision, it is recommended that you discuss the decision with the trainer and obtain feedback on how the decision was made. If after discussing the decision with the trainer you still disagree with the decision, formal appeal can be made. *Refer P-022 Appeals Policy* for more details.

Making the Most of Your Training

It is very important to make the most of your training opportunity. To optimise your own learning and successful completion, we recommend the following:

- Attend all scheduled sessions and complete required activities
- Prepare in advance of each training session or workplace visit
- Be a willing participant
- Work with fellow learners
- Ensure you have a clear understanding of the assessment requirements
- Take responsibility for the quality of evidence that you upload to the Learning Management System
- Log into the LMS regularly - keep track of your progress
- Be willing to contact your trainer/assessor if you do not understand a training task of knowledge based question.

Rules of Evidence

To ensure we are compliant with the ASQA Standards we need to ensure all assessment tasks meet the Rules of Evidence requirements. Our online learning system has been developed with these rules in mind.

Validity	Does the evidence cover all the requirements of the unit of competency?
Sufficient	Is there enough evidence to make a decision about competency? Quality, not quantity. Is the evidence collected over a period of time and in different situations?
Authenticity	Is the evidence the candidates own work?
Currency	Is the age of the evidence relevant? Is it from the recent past?

Principles of Assessment

To ensure we are compliant with the ASQA Standards we need to ensure all assessment tasks also meet the Principles of Assessment requirements. Our online learning system has been developed with these rules in mind.

Fairness	Consideration to the individuals needs and characteristics is taken into account. The candidate is fully informed about the assessment process, and is aware of what is expected from them and in which form the assessment will take.
Flexibility	Flexible assessments provides for the recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods and be appropriate to the context, task and person.
Validity	The evidence must prove that you have the required skills and knowledge as specified in the unit of competency.
Reliability	Other trainer/assessors would make the same decision based on the evidence collected. Assessment methods are applied consistently from participant to participant and context to context.

Traineeship Structure

To complete your traineeship, you will need to successfully complete a minimum number of units of competency that meets the training package rules of the course you choose to undertake. The units that you have chosen to study will be provided on a Training Plan, which is provided in PDF format on your induction USB.

Fees

It is our policy that short course and traineeship fees are all inclusive. Students will not be 'surprised' by unexpected requirements, fees or expenses. Our fees include all training and assessment, support and coaching, access to the Tubal Learning Management System (LMS) and the resources included within the LMS. Please refer to the policies on our website for more information or contact our office on (08) 9240 5525 to discuss any queries you have regarding our Fees and Charges.

Payment Plans

Tubal offer flexible interest-free payment terms for all training under its scope when requested. Payment terms and instalments will be established between the client and Tubal. A payment plan form will need to be completed and signed by both parties which will clearly outline the schedule of payments to be deducted. Terms and conditions apply. Please refer to the policies on our website for more information or contact our office on (08) 9240 5525 to discuss any queries you have regarding our Payment Plans.

Fee Protection

Tubal has a policy of not retaining more than \$1000 before a course has commenced and no more that \$1500 is held during the course work training that has not been delivered.

Refunds

Refunds may be available where payments have been received but not all of the training has been delivered. All requests for refunds must be made in writing to admin@tubal.com.au

If a student withdraws from a course the amount payable will be based on the number of units that have been commenced in the training program. Please refer to the policies on our website for more information or contact our office on (08) 9240 5525 to discuss any queries you have regarding our Refund Policy.

Student Support Services

Tubal provides guidance where possible to assist students in meeting their learning needs and course expectations through the provision of support by trainers and assessors and/or referral to support agencies or Government departments both during and after training.

Support services include:

- Language, Literacy and Numeracy (LLN)
- One-on-One mentoring with a Tubal trainer/assessor
- Disability support
- Information Technology (IT) support
- Career guidance

Complaints and Appeals

Tubal strives to ensure that each student is satisfied with their learning experience and outcome. In the unlikely event that this is not the case, all students have access to rigorous, fair and timely complaint and appeal processes which are outlined in this section of the policy and procedures document. Any complaints or appeals will be reviewed as part of the continuous improvement process and where corrective action has been highlighted, it will be implemented as a priority.

Please refer to our full Appeals and Complaints Policy for more information.

Issuance of Certification

Where the student is deemed competent in all units required to meet the training package rules for a qualification, Tubal will issue a qualification. If one or more units is assessed competent a Statement of Attainment will be issued to the student in line with the AQF Qualifications Issuance Policy.

Please note that enrolment is not considered complete until all enrolment fees have been settled. Tubal reserved the right to hold onto a certificate until the account has been paid.

Lost Certification

A \$50.00 fee (+GST) is imposed to reissue a lost certificate. The Replacement Certificate request form is available on the Tubal website under *Student Information*.

Revocation Policy

Tubal reserved the right to revoke AQF Qualifications and/or Statements of Attainment that have been issued in the following instances:

- Where incorrect information has been included in the testamur
- Where acts of plagiarism by a student have been proven

Tubal will contact any student/s that have had their testamurs revoked and inform them of the revocation in writing. Tubal will immediately re-issue a revoked testamur where incorrect information has been used. A register of any revoked testamurs will be maintained.

Continuous Improvement

Tubal ensures its policies and procedures are adhered to in relation to continuing monitoring, reviewing and improving its services.

In order to encourage and achieve continuous improvement based on the collection of the above-mentioned data, Tubal has developed a continuous improvement register which includes a record of all improvement strategies and reviews.

Collecting Feedback

Tubal supplies feedback forms to all participants at the end of each program, as participant feedback has been identified as an important and valuable factor in monitoring and developing business practices and quality training and ensuring the ever-changing needs and expectations of clients are being met.

The Director of Education also welcomes feedback from other improvement opportunities such as risk assessment, participant suggestions, complaints and appeals, validation sessions and audit reports.

As a student with Tubal, your feedback is critical to our continuous improvement policy. Along with the formal feedback mentioned earlier, students are encouraged to give feedback throughout their enrolment.

Feedback can be sent to Tubal via the following forums:

Our Website:

www.tubal.com.au/feedback-form

Email us:

admin@tubal.com.au