

Taronga Training Institute

Student Handbook



Contents

Introduction	4
Welcome	4
About Taronga Training Institute	4
National Partnerships	4
TTI Contact Details	5
Student Acknowledgement & Agreement	5
Privacy Notice	6
Code of Practice	6
Consumer Rights	7
Consumer Guarantee	7
Changes to Agreed Services	8
Access and Equity	8
Application and Enrolment	9
Important Course Information	12
Application Process	12
Student Support	15
Language, Literacy and Numeracy	16
The Unique Student Identifier (USI)	18
Certification	18
Access to Records	18
Attendance Requirements	19
Participation in Theory Classes (not applicable to online students)	19
Certificate II In Animal Care Missed Unit Sessions – Support and Next Steps	20
Certificate III In Wildlife and Exhibited Animal Care Missed Unit Sessions – Support and Next Steps	21
Participation in Practical Assessments	22
Certificate II in Animal Care Missed Practical Assessments – Support and Next Steps	23
Certificate III in Wildlife and Exhibited Animal Care Missed Practical Assessments – Support and Next Steps	24
Practical Placement Attendance	25
Rescheduling a Practical Placement	25
Students already working as keepers	25
Student Uniform	26
Payment of Fees and Charges	26
Fee types	26
Full Fee-paying Students	26
Smart and Skilled Funding (NSW residents only)	27
Career Start Funding (QLD residents only)	28

Additional Fees, Charges and Costs	29
Payment Options	30
Cooling Off Period, Refund, Withdrawal and Deferral	31
Deferral and Practical Placement Requirements	32
Your Right of Appeal re: Withdrawal/Deferral/Refund	32
Financial Management Policy	33
Prepaid Fee Protection	33
Refund Conditions	33
Course Transfers	33
Payment Plans	33
Additional Costs	34
Documentation and Transparency	34
Dispute Resolution	34
Responsibilities	34
Learning and Assessment	34
Assessment	34
Due Dates	35
Assessment Extensions	35
Late Theory Assessments – Support and Next Steps	36
Why we do this	37
Missing or Late Assessments	37
Resubmitting an Assessment Task	37
Resubmission/Attempts	37
Right of Appeal	37
Retraining and Assessing/Repeating a Unit of Competency	38
Course Results – Testamurs and Transcripts	38
Recognition of Prior Learning (RPL)	38
Credit Transfer	39
Student and Learning Management Systems	39
Surveys	40
Discrimination, Harassment and Bullying	40
Confidentiality, Privacy and Freedom of Information	42
Work Health and Safety	42
Insurance and Coverage Information	43
Copyright	44
Media Policies	44
Student Conduct and Discipline	44
Student Plagiarism and Cheating	45
Complaints and Appeals	47

Introduction

Welcome

If you are reading this Student Handbook, you are either considering applying or are already enrolled to study with the Taronga Training Institute (TTI). We are delighted to welcome you and hope you enjoy a rewarding and enriching study journey with us.

This document outlines your rights and responsibilities as a TTI student and our responsibilities in relation to the delivery of our Nationally Accredited qualification(s).

About Taronga Training Institute

We are a Registered Training Organisation (RTO) # 91359 offering quality vocational training in NSW and around Australia through our partner zoos. We are a department of Taronga Conservation Society Australia (TCSA), a leading zoological institution which operates Taronga Zoo (Sydney) and Taronga Western Plains Zoo (Dubbo).

We adhere to the *VET Quality Framework* and the *Standards for Registered Training Organisations (RTOs) 2025* and currently provide training and assessment in the following courses within the *Australian Qualification Framework (AQF)*:

Courses	Course Length	Delivery	Practical Locations
ACM20121 Certificate II in Animal Care	6 months	Face to face	Taronga Zoo or Taronga Western Plains Zoo
ACM20121 Certificate II in Animal Care HSC	9 months	Face to face	Taronga Zoo
ACM20121 Certificate II in Animal Care HSC	9 months	Online+ face to face	Taronga Western Plains Zoo
ACM20121 Certificate II in Animal Care QCE	9 months	Online+ face to face	Currumbin Wildlife Sanctuary
ACM20121 Certificate II in Animal Care	12 months	Online	Taronga Zoo, Taronga Western Plains Zoo or Currumbin Wildlife Sanctuary
ACM30321 Certificate III in Wildlife and Exhibited Animal Care	12 months	Face to face	Taronga Zoo, Taronga Western Plains Zoo, Perth Zoo, Zoos SA or Zoos Vic
SIT10122 Certificate I in Tourism (Australian Indigenous Culture)	N/A	RPL only	Taronga Zoo

National Partnerships

Through national partnership agreements, we deliver:

ACM20121 Certificate II in Animal Care at:

- Currumbin Wildlife Sanctuary

ACM30121 Certificate III in Wildlife and Exhibited Animal Care at:

- Zoos Victoria (Melbourne Zoo, Werribee Open Range Zoo and/or Healesville Sanctuary)
- Perth Zoo (Western Australia)
- Zoos SA (Adelaide Zoo and/or Monarto Safari Park, South Australia)

When enrolling in a TTI course based at any of these sites or as an online student you are registering as a student with TTI, and we are responsible for the delivery and assessment of your chosen course. Any certificates or qualifications will be issued by TTI.

For further details of each of these sites please visit the following websites:

- Taronga Zoo - <https://taronga.org.au/>
- Taronga Western Plains Zoo - <https://taronga.org.au>
- Zoos Victoria- <http://www.zoo.org.au/>
- Perth Zoo - <http://perthzoo.wa.gov.au/>
- Zoos South Australia - <https://www.zoossa.com.au/>
- Currumbin Wildlife Sanctuary - <https://currumbinsanctuary.com.au/>

TTI Contact Details

Phone: (02) 9978 4746

Email: tii@zoo.nsw.gov.au (all sites)

Mail: PO Box 20 Mosman NSW 2088

All students of TTI will be allocated a Support Officer who will be your main point of contact throughout the course for all attendance and administration aspects of your study.

Any course content related questions and/or assessment questions should be directed to your allocated Trainer & Assessor.

Student Acknowledgement & Agreement

This *Student Handbook* contains information about our policies and student services. When enrolling, you will be asked to acknowledge that you have read, understood and agree to abide by the Terms and Conditions outlined in this handbook. Please ensure you read it thoroughly.

By acknowledging you have read and understand this handbook, you are committing to:

- undertake your studies to the best of your abilities
- meet deadlines for work to be submitted
- submit work without plagiarising or cheating
- attend all classroom sessions, assessment sessions and practical placements
- consult with us in a timely manner if problems/issues arise
- advise if you have learning needs or require learning support prior to commencement of your course
- accept joint responsibility for your own learning
- provide feedback to us on our courses and services

You also agree to:

- become familiar with relevant TTI policies and the *TTI Student Handbook* and comply with any student requirements contained therein (including relevant legislated requirements)
- respect the working environment of TTI and the animal collection(s) of TCSA and its industry partners
- follow related policies and procedures of TCSA and its industry partners
- follow all reasonable instructions provided by TTI (including TTI employees) or employees of its industry partners
- conduct yourself in a manner which does not negatively impact upon TCSA's reputation, operations and visitor experience (or that of its industry partners)
- respect the right of our trainer/assessors to express their professional opinions

- conduct yourself in a courteous, polite and ethical manner which demonstrates tolerance and respect for others, and which supports the principles of equal opportunity, anti-discrimination and occupational health safety and environment as outlined in the TCSA Code of Conduct.
- meeting behaviour expectations whilst on practical placement – if students are deemed to be acting inappropriately, in an unsafe manner or not following instructions, their practical placement may be cancelled which will affect them gaining a full qualification.
- transitioning to online classes should the need arise due to the requirements of Government bodies, Taronga Training Institute or at the request of the zoo where you are currently studying.

Privacy Notice

TTI requests personal information which may include name, address, birth date, contact details, health information, qualifications and employment history so that we can process your course application. We may also use this information for analysis purposes, however, in these instances, your record will be de-identified. We may also provide personal information to our administrative staff, trainers and/or staff supervising practical placements. We will not disclose your personal information to anybody else, unless you have given consent, or we are required by any governing body or legal requirement. Your personal information will be stored securely and disposed of according to TTI's *Student Enrolment Policy and Procedure*. Providing us with this information is voluntary but if you choose not to provide this information, we will not be able to accept or process your application. You may request access to your information at any time. For more details on our privacy obligations, please visit <https://taronga.org.au/about/privacy>

Code of Practice

We take pride in the quality of the services we offer our students, and we aim to deliver best practice in training and assessment with strict adherence to the *Standards for Registered Training Organisations (RTOs) 2025*.

TTI supports the integrity of RTOs by:

- complying with all relevant State and Federal legislation (including the *Privacy and Personal Information Protection Act 1998*, *Apprenticeship and Traineeship Act 2001*, *Work Health and Safety Act 2011*, *Anti-Discrimination Act 1977*, and the principles of Access and Equity)
- behaving in a professional and ethical manner, with honesty, due care, diligence, and accountability
- avoiding practices and activities that may bring RTO services into disrepute.

We are committed to ensuring customer satisfaction and we demonstrate this by:

- treating all students with respect and dignity
- providing assistance to help you achieve your desired outcome
- tailoring services to aid you with different circumstances and/or from different backgrounds
- providing high-quality facilities and materials to assist your learning
- respecting and protecting your privacy, while accurately and securely recording and storing your records for future reference
- providing flexibility in our training and assessment delivery to cater for your individual needs
- encouraging you to give feedback without fear of prejudice to support our continuous improvement.

Consumer Rights

You should be aware that our policies and procedures may change from time to time. You will be notified of any substantial policy changes. Those changes notwithstanding, your rights as a consumer are protected by Australian Consumer Law under the *Competition and Consumer Act (2010)* which provides for:

- national consumer protection and fair-trading laws
- enhanced enforcement powers and redress mechanisms
- a national Unfair Contract Terms law
- a (new) national Product Safety regime
- a (new) national Consumer Guarantees law

You should be aware that enrolling with TTI is entering into a contractual agreement. We design agreements, enrolment forms, service agreements and similar documents using a logical format and simple English with a view to ensuring you are fully aware of your rights and obligations. This may include (but is not limited to):

- wording that allows you to know what you are agreeing to
- clearly explained disclaimers
- no misleading or deceptive behaviour
- no actions, omissions or dialogue (written or verbal) that may force or coerce you
- fair dealings for disadvantaged students

For more information refer to <https://treasury.gov.au/policy-topics/consumers-and-community> and www.consumerlaw.gov.au

Consumer Guarantee

TTI guarantees that the services provided by TTI will be:

- provided with due care and skill
- fit for any specified purpose (express or implied)
- provided within a reasonable time (when no timeframe is set for the training).

The student's timetable will inform the student when the services will be provided and the date they will be completed. If there is no timetable available and therefore does not include the dates, i.e. for RPL, then TTI guarantees to supply the service within a reasonable timeframe. What is 'reasonable' will depend on the nature of the training and other relevant factors such as the student's ability to complete the training and assessment.

What happens if this guarantee is not met?

In the first instance, the student should submit a complaint in writing to TTI identifying where they have not met its requirements against the Consumer Guarantee, please refer to the *Complaints and Appeals Policy* for how to submit a complaint.

If a student believes that TTI has failed to meet one or more of the consumer guarantees, he/she is entitled to a remedy – for example, a refund, a further service to rectify the problem and in some circumstances compensation for consequential loss. In line with the Complaints and Appeals process, TTI will provide the appropriate remedy.

If the problem is **minor** and can be fixed, TTI will choose how to fix the problem. The consumer cannot cancel and demand a refund immediately. TTI must have an opportunity to fix the problem. If the complaints process takes too long, the consumer is eligible to cancel the service and request a refund.

In the event of a **major** problem, and TTI is unable to fix the training service, the consumer can choose to:

- terminate the contract for services and obtain a full refund, or
- seek compensation for the difference between the value of the services provided compared to the price paid.

A purchased service has a **major** problem when it:

- has a problem that would have stopped someone from purchasing the service if they had known about it
- is substantially unfit for its common purpose, and can't easily be fixed within a reasonable timeframe
- does not meet the specific purpose the consumer asked for and can't easily be fixed within a reasonable timeframe
- creates an unsafe situation.

TTI is not required to provide a remedy or refund if a consumer:

- simply changes their mind, decides they do not wish to go ahead with the training
- discovers they can buy the training more cheaply elsewhere

Changes to Agreed Services

Where there are any changes to the agreed services that will affect the learner, including in the event of TTI closing down, TTI will advise the learner in writing within 10 business days of the event, this includes changes to any new third-party arrangements or a change of ownership or any changes to existing third party arrangements.

Changes to Agreed Service Process

1. Change of third party

In the incidence of a third-party arrangement changing between TTI and a third-party, students are notified in writing of the new third-party arrangement, including any conditions and contact details of the new third-party.

2. Change of location

In the incidence of a change in training venue or location, we will confirm in writing to the students the new location of the Training Venue, including the provision of a map.

3. Change of trainer

In the event of a change of consistent trainer, we will confirm in writing with the students, the details of their new trainer, including when they will commence and assuring students that the trainer will be provided with a full handover. Please note Certificate III in Wildlife and Exhibited Animal Care will have various trainers throughout their course.

4. Change of ownership

In the event of TTI being taken over by new owners we will notify the students in writing of the change of ownership.

Access and Equity

We are committed to the principles of access and equity which ensure that students, employees, members of other organisations and the public are always treated fairly and with respect.

We provide you with assistance to identify and achieve your desired learning outcomes. We are committed to providing you with training and assessment services regardless of race,

religion, sex, socio-economic status, or disability, and where possible, support you with language, literacy and numeracy.

Application and Enrolment

Before applying for any of our courses we recommend you thoroughly read this *Student Handbook*, ensure you are aware of all fees and charges applicable to the course (which may vary but will be noted on our website prior to application periods opening), your rights and responsibilities and the following pre-requisite and course requirements.

Qualification Code and Title	<u>ACM20121 Certificate II in Animal Care – HSC</u>
Who is this course for?	Students in NSW in Year 11 or 12
Pre-requisite	You must be enrolled in Year 11 or 12 at High School
Language, Literacy and Numeracy requirements	Demonstrate good English skills (verbal and written) and possess basic numeracy skills. We will assess your level through our Language Literacy and Numeracy (LLN) assessment.
Practical Components	Taronga Zoo (Sydney): Five (5) planned, practical placement days in a real zoo plus 1 facilitated practical session and 2 practical assessment days. Taronga Western Plains Zoo (Dubbo): Five (5) planned, practical placement days in a real zoo including 2 facilitated practical sessions, and 2 practical assessment days.
Practical Locations	Taronga Zoo (Sydney) Taronga Western Plains Zoo (Dubbo).
Course Duration	9 months
Other Requirements	Permission from school

Qualification Code and Title	<u>ACM20121 Certificate II in Animal Care – High School Access Class</u>
Who is this course for?	Students in NSW in Year 11 or 12
Pre-requisite	You must be enrolled in Year 11 or 12 at High School and have special education needs
Language, Literacy and Numeracy requirements	Demonstrate good English skills (verbal and written) and possess basic numeracy skills. We will assess your level through our Language Literacy and Numeracy (LLN) assessment. The main adjustments in these classes will be reduced student numbers and a curriculum tailored to the needs of the students.
Practical Components	Five (5) planned, facilitated practical placement days in a real zoo, and 2 practical assessment days.
Practical Locations	Taronga Zoo (Sydney)
Course Duration	9 months
Other Requirements	Permission from school

Qualification Code and Title	<u>ACM20121 Certificate II in Animal Care - QCE</u>
Who is this course for?	Students in Queensland in Year 10,11 or 12
Pre-requisite	Students in Year 10 must be turning 16 in the year of study

Language, Literacy and Numeracy requirements	Demonstrate good English skills (verbal and written) and possess basic numeracy skills. We will assess your level through our Language Literacy and Numeracy (LLN) assessment.
Practical Components	2 facilitated practical days in a real zoo environment, and 2 practical assessment days
Practical Locations	Currumbin Wildlife Sanctuary (Gold Coast)
Course Duration	9 months
Other Requirements	Permission from school

Qualification Code and Title	<u>ACM20121 Certificate II in Animal Care – Face to Face</u>
Who is this course for?	Anyone interested in working in the animal care industry
Pre-requisite	You must be a minimum of 16 years of age (on commencement of the course)
Language, Literacy and Numeracy requirements	Demonstrate good English skills (verbal and written) and possess basic numeracy skills. We will assess your level through our Language Literacy and Numeracy (LLN) assessment.
Practical Components	2 facilitated practical days in a real zoo environment, and 2 practical assessment days
Practical Locations	Taronga Zoo (Sydney) Taronga Western Plains Zoo (Dubbo).
Course Duration	6 months (Sydney) 9 months (Dubbo)
Other Requirements	None

Qualification Code and Title	<u>ACM20121 Certificate II in Animal Care - Online</u>
Who is this course for?	Anyone interested in working in the animal care industry wanting flexibility to study self-paced.
Pre-requisite	You must be a minimum of 16 years of age (on commencement of the course)
Language, Literacy and Numeracy requirements	Demonstrate good English skills (verbal and written) and possess basic numeracy skills. We will assess your level through our Language Literacy and Numeracy (LLN) assessment.
Practical Components	2 facilitated practical days in a real zoo environment, and 2 practical assessment days
Practical Locations	Taronga Zoo (Sydney) Taronga Western Plains Zoo (Dubbo). Currumbin Wildlife Sanctuary (Gold Coast)
Course Duration	12 months
Other Requirements	None

Qualification Code and Title	<u>ACM30321 Certificate III in Wildlife and Exhibited Animal Care</u>
Who is this course for?	Anyone interested in a career as a trainee zookeeper, aquarium keeper, animal attendant or wildlife animal carer
Pre-requisite	You must have completed ACM20121 Certificate II in Animal Care or have previous studies in an accredited animal-related field <i>or</i> have worked/volunteered at an animal care workplace for a minimum of 250 hours in the

	past 12 months. Evidence will be required to support this such as reference letter or letter from organisation on letter head to confirm dates that experience occurred. Verification may be conducted by further questioning before approval. You must be at a minimum turning 18 years-of-age before the first scheduled practical placement of the course to enrol.
Language, Literacy and Numeracy requirements	Demonstrate good English skills (verbal and written) and possess basic numeracy skills. We will assess your level through our Language Literacy and Numeracy (LLN) assessment.
Practical Components	Thirty (30) planned, practical placement days in a real zoo and 5 practical assessment days. Refer to website for any changes to the number of practical placement days.
Practical Locations	Taronga Zoo (Sydney) Taronga Western Plains Zoo (Dubbo). Perth Zoo Zoos South Australia Zoos Victoria
Course Duration	12 months
Other Requirements	You will need access to a domestic animal at home to conduct one assessment during your course.

Qualification Code and Title	<u>SIT10122 Certificate I in Tourism (Australian Indigenous Culture)</u>
Who is this course for?	Anyone interested in working in a range of job roles in the tourism industry in organisations with an Australian Indigenous focus.
Pre-requisite	This course is only offered as RPL. Applicants must be able to fulfill all the evidence requirements for the RPL process. The RPL kit which includes evidence requirements can be provided on request by the TTI Manager. As part of the RPL process practical skills are required to be demonstrated. This is verified on practical days that are scheduled according to sufficient student demand.
Language, Literacy and Numeracy requirements	Demonstrate good English skills (verbal and written) and possess basic numeracy skills. We will assess your level through our Language Literacy and Numeracy (LLN) assessment.
Practical Components	2 practical days in a tourism organisation
Practical Locations	Taronga Zoo (Sydney)
Other Requirements	None

It is noted that all applications are accepted via our online enrolment process and will only be accepted during the application opening period (except online courses which are always open). Outside of our application time you can register your interest on the website to receive communications from TTI regarding future dates and courses.

All students are required to complete their course within two (2) years of their original commencement date. This timeframe includes any periods of deferral or permission to return in a subsequent year to complete missed units of competency and/or practical assessments.

Students who wish to return after the two-year completion period has elapsed will be required to re-sit any incomplete units of competency and/or practical assessments at their own cost, regardless of the reason for the delay, including illness or misadventure.

If, during the two-year completion period, the qualification or units of competency in which the student was originally enrolled are superseded or replaced, the student will be required to transition to the updated qualification and/or units of competency in order to meet current training package requirements. This may involve completing additional units of competency and/or assessments.

Important Course Information

Our Animal Care courses offer a unique and rewarding opportunity for those passionate about working with animals - but it may not be suitable for everyone.

To help you decide if this course is the right fit, please carefully read the information below. While we welcome students from all backgrounds and learning styles, the nature of this course requires a high level of independence, focus, and physical capability.

Students must be able to:

- Process and act on instructions quickly in a high-risk and fast-paced environment
- Understand and respond to safety instructions quickly and accurately during practical placement
- Work and learn independently with limited supervision in both classroom and practical settings
- Use a computer confidently for email, learning platforms and assignment submissions
- Stay organised and manage time effectively, particularly during intensive theory blocks or weekly sessions
- Comprehend and apply relevant course theory and practical content

All applications will be considered. If you're unsure whether our Animal Care courses are appropriate for you, we encourage you to contact us to discuss the expectations in more detail. Our priority is to ensure every student is placed in a learning environment where they can thrive, learn safely, and succeed.

Application Process

1. Read the student handbook.
2. Choose the course and delivery model.
3. Apply for enrolment through our website or HSC apply through EVET Portal.
4. Answer all questions in the application form or the questionnaire (HSC only).
5. TTI will evaluate your enrolment application and notify you via email of your progress within 14 business days of the application period closing.

Qualification Code and Title	<u>ACM20121 Certificate II in Animal Care - HSC</u>
To start your application process	School submits expression of interest on behalf of student through EVET Portal.
Expression of Interest review	You will be emailed a questionnaire to complete.
If your questionnaire is successful	Your outcome will be updated on the EVET Portal and reviewed by school representatives. The school must accept the position through the EVET Portal.

	<p>If your questionnaire was not successful, your outcome will be updated on the EVET Portal and reviewed by school representatives.</p> <p>Possible reasons for your application not being successful would-be poor responses to the target questions, an incomplete application or being outcompeted in the merit-based selection process.</p>
Once your school representative has accepted your position in the course	You will be emailed welcome instructions with your Learning Management System invitation.

Qualification Code and Title	ACM20121 Certificate II in Animal Care – High School Access Class
To start your application process	School submits expression of interest on behalf of student through EVET Portal
Expression of Interest review	You will be emailed a questionnaire to complete. The questionnaire will be reviewed and scored and if successful, you will progress to an interview with a TTI Student Support Officer (your school student representative is recommended to attend for support).
If your interview is successful	<p>Your outcome will be updated on the EVET Portal and reviewed by school representatives. The school must accept the position through the EVET Portal.</p> <p>If your questionnaire/interview was not successful, your outcome will be updated on the EVET Portal and reviewed by school representatives.</p> <p>Possible reasons for your application not being successful would-be poor responses to the target questions, an incomplete application or being outcompeted in the merit-based selection process.</p>
Once your school representative has accepted your position in the course	You will be emailed welcome instructions with your Learning Management System invitation.

Qualification Code and Title	ACM20121 Certificate II in Animal Care - QCE
If your application was not successful	You will receive an email stating you were not accepted at this time. Possible reasons for your application not being successful would-be poor responses to the target questions, an incomplete application or being outcompeted in the merit based selection process.
If your application is successful	You will be emailed an offer to accept a position
Once you have accepted your position in the course	You will be emailed an invoice for payment. Payment must be completed by the time specified to hold your position. Once payment is received by TTI you will be emailed welcome instructions with your Learning Management System invitation.

Qualification Code and Title	ACM20121 Certificate II in Animal Care
If your application was not successful	You will receive an email stating you were not accepted at this time. Possible reasons for your application not being

	successful would-be poor responses to the target questions, an incomplete application or a lower score in comparison to other applicants. If you are in the latter category, you may also have the possibility of being placed on a waiting list dependant on your application score. You will receive notification of this via email.
If your application progresses	You will receive an email asking you to attend an onsite group interview. You will also be asked to complete a Language, Literacy, Numeracy quiz and a Digital Literacy Skills questionnaire.
If you are successful	You will be emailed an offer to accept a position. If you were not successful, you will receive an email stating you were not accepted at this time.
Once you have accepted your position in the course	You will be emailed an invoice for payment. Payment must be completed by the time specified to hold your position. Once payment is received by TTI you will be emailed welcome instructions with your Learning Management System invitation.

Qualification Code and Title	<u>ACM20121 Certificate II in Animal Care - Online</u>
If your application was not successful	You will receive an email stating you were not accepted at this time. Possible reasons for your application not being successful would-be poor responses to the target questions or an incomplete application.
If your application progresses	You will receive an email asking you to complete a Language, Literacy, Numeracy quiz and a Digital Literacy Skills questionnaire.
If you are determined to have the correct LLN skills to undertake the course	You will be emailed an offer to accept a position. If your LLN assessment was not a successful result, a support person from TTI will contact you to discuss your outcome and options.
Once you have accepted your position in the course	You will be emailed an invoice for payment. Payment must be completed by the time specified to hold your position. Once payment is received by TTI you will be emailed welcome instructions with your Learning Management System invitation and pre course tasks.

Qualification Code and Title	<u>ACM30321 Certificate III in Wildlife and Exhibited Animal Care</u>
If your application was not successful	You will receive an email stating you were not accepted at this time. Possible reasons for your application not being successful would-be poor responses to the target questions or an incomplete application.
If your application progresses	You will receive an email asking you to complete a one-way video interview using 'Hireflix'.
If your Hireflix interview is successful	You will receive an email asking you to complete a Language, Literacy, Numeracy quiz and a Digital Literacy Skills questionnaire. If your Hireflix interview was not successful you will receive an email stating you were not accepted at this time.

If you are determined to have the correct LLN skills to undertake the course	You will receive an email asking you to attend an onsite interview. If your LLN assessment was not a successful result, a support person from TTI will contact you to discuss your outcome and options.
If your onsite interview is successful	You will be emailed an offer to accept a position. If your onsite interview was not successful you will receive an email stating you were not accepted at this time.
Once you have accepted your position in the course	You will be emailed an invoice for payment. Payment must be completed by the time specified to hold your position. Once payment is received by TTI you will be emailed welcome instructions with your Learning Management System invitation, pre course tasks and orientation details.

Qualification Code and Title	<u>SIT10122 Certificate I in Tourism (Australian Indigenous Culture)</u>
Due to this course only being offered through RPL, applications are taken by directly contacting the TTI Manager for a specific quote and RPL kit which includes evidence requirements.	

Here are a few tips to help you succeed with your application:

- **Commit to Your Future:** Carefully review the course requirements and dates to ensure you're ready to embark on this exciting adventure.
- **Stand Out:** Give your best effort on the assessment questions. Thoughtful, error-free responses show your dedication and help make a great first impression.
- **Be Thorough:** Answer every question clearly and concisely. Your attention to detail could make all the difference.
- **Plan Ahead:** Applications have a closing date, avoid the last-minute rush and give yourself plenty of time to submit confidently.

Remember, **spaces are limited**, and selection is based on merit, so make sure your application truly shines.

Student Support

The Taronga Training Institute is committed to meeting the diverse learning needs of all students by identifying and addressing the needs throughout the student's learning journey, starting from enrolment and induction. Students are encouraged to share their learning requirements at any stage of their course. TTI provides additional support, advice, and assistance to ensure the quality of training and assessment, and we encourage students to take full advantage of these services.

TTI Support Officers are available at specified times across all training sites to provide student support and answer questions. Specific contact times will be shared at orientation, and students are encouraged to use the support services offered.

Students have an obligation to identify any special learning requirements in their application. If a learning need is highlighted, the student may be required to have a qualified practitioner complete Professional Support Documentation to:

- Clearly identify the student's ability to complete a TTI course
- Provide advice regarding any reasonable adjustments needed for assessments
- Help ensure that TTI fulfils its duty of care to the student

TTI strives to support students with learning difficulties. However, in some cases, additional professional support may be necessary. This may be provided either by TTI or by the student, depending on individual learning needs. Such needs should be discussed with the TTI Manager prior to formal enrolment and acceptance into a course.

Support services include:

- Learning support
- Assistance with applying for RPL (Recognition of Prior Learning) or credit transfer
- Evaluation of the need for specialized support equipment or personnel
- Determining reasonable adjustments to accommodate the student's needs
- Briefings on the assessment process (recorded in writing if delivered verbally)
- Access to assistive technology
- Additional tutorials to support learning (this can be organised for an additional fee, email TTI for a specific quote)
- Assistance with using technology
- Adjustments to equipment (e.g., providing suitable study arrangements for students with physical needs)
- Referral to LLN (Language, Literacy, and Numeracy) support
- Mentoring
- Referral to counselling services
- Support with grievance/conflict resolution
- Stress management services
- Addressing access and equity concerns
- General client welfare and support

Assessments associated with TTI courses may include reasonable adjustments for students with identified learning needs. Reasonable adjustments are designed to support access to training and assessment; however, they must not compromise the integrity of the assessment, the competency outcomes, or the requirements of the unit of competency.

TTI will make every reasonable effort to support students with learning needs. As a Registered Training Organisation, TTI must ensure that all assessment criteria and course conditions are met in order for a student to be assessed as competent and to be issued a qualification or statement of attainment that reflects workplace requirements.

TTI is committed to providing appropriate training, assessment, and support services. Students who experience difficulties that may impact their learning or attendance are encouraged to speak with their Support Officer as early as possible so suitable support options can be discussed and implemented.

Language, Literacy and Numeracy

LLN stands for **Language, Literacy, and Numeracy**. In the context of education and training, particularly in Australia's Vocational Education and Training (VET) sector, LLN skills refer to the basic skills required by learners to effectively engage in training, learning, and work. Here's a breakdown of the terms:

- **Language:** The ability to understand and use spoken and written communication, including listening, speaking, reading, and writing skills.
- **Literacy:** The ability to read, write, and understand information, as well as the capacity to use written language in various contexts, including work-related tasks.
- **Numeracy:** The ability to apply mathematical concepts and skills, such as calculations, measuring, interpreting data, and using numbers in real-world situations.

TTI deem, identifying and supporting LLN needs as crucial element for ensuring learners can successfully complete their training and meet workplace requirements. This will involve conducting an LLN assessment prior to enrolment in a course to tailor support strategies.

If a learner does not pass their LLN (Language, Literacy, and Numeracy) assessment, TTI has several actions we may take to support the student in achieving the necessary skills. The specific actions will depend on the learner's LLN needs, the nature of the course, and TTI's available resources.

Here are some common steps TTI might take:

Provide Additional LLN Support

- **Individualised LLN Support:** The learner may receive additional tutoring or coaching in specific areas where they need improvement (e.g., reading comprehension, numeracy skills).
- **LLN Resources:** TTI might provide LLN-specific resources, such as study guides, worksheets, or online programs designed to improve language, literacy, or numeracy skills.
- **Referrals to LLN Specialists:** In some cases, TTI may refer learners to external LLN specialists or literacy programs to help them reach the required skill level.

Adjust Training and Assessment Strategies

- **Tailored Learning Plans:** TTI may develop a customised learning plan that includes additional time or different approaches to help the learner develop LLN skills during your course.
- **Modified Assessments:** Assessments could be adjusted (without compromising competency standards) to accommodate learners' LLN needs, such as providing oral assessments instead of written, or using simplified language in instructions.

Pre-training LLN Preparation Courses

- **Bridge Courses:** TTI may refer the learner to a pre-training program or LLN preparation course that focus on building the essential LLN skills needed to succeed in the primary qualification.
- **Foundation Skills Programs:** TTI may suggest enrolling in a foundation skills course, this can help build LLN capacity before they begin the full vocational course.

Workplace or Contextualised Learning

- **Contextualised LLN Support:** TTI might embed LLN skill development into the vocational training by using real-life examples and work-related tasks that the learner will encounter in their job, making the content more relevant and easier to understand.

Extend the Duration of Study

- **Additional Time:** If the learner requires more time to develop LLN skills, TTI may extend the course duration, offering more time for them to complete assessments.

Offer Alternative Pathways

- **Lower-level Qualifications:** If a learner's LLN needs are extensive, TTI might refer them or suggest an alternative qualification at a lower AQF level (Australian Qualifications Framework) that is more suited to their current skill set.

Ethical Decline of Enrolment

- **Declining Enrolment (if necessary):** In some cases, if the learner's LLN needs are so significant that they are unlikely to succeed even with support, TTI might ethically

decline your enrolment into the course. TTI would provide guidance on other learning opportunities that may be better suited to the learner's current skills.

Ongoing Monitoring and Feedback

- **Regular Progress Checks:** TTI will continuously monitor the learner's progress with respect to LLN skills, providing feedback and adjusting support as needed throughout your studies.

The Unique Student Identifier (USI)

The Unique Student Identifier (USI) scheme, enabled by the *Student Identifiers Act 2014*, allows learners to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs. TTI is not exempt, TTI must only issue a qualification or statement of attainment to a learner after:

- The learner has provided TTI with a verified USI, or
- TTI has applied for a USI on the students' behalf.

A USI gives you access to your online USI account, which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016. When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life. You can access your USI account online from a computer, tablet or smart phone anywhere and anytime.

Certification

In determining whether a student is competent/or not yet competent, the student is assessed against the requirements of the qualification, including the units of competencies and the performance criteria and assessment requirements within the units of competency.

Students are issued with a VET Statement of Attainment or VET Qualification once competency has been achieved, as outlined within the Training Product. The testamur for all AQF qualifications issued will identify the qualification as an AQF qualification with the words "The qualification is recognised within the Australian Qualifications Framework".

Access to Records

All student records, such as personal details and records of participation and progress (this includes data collected on the Enrolment Application and assessment results that are collected), are kept within a secure area electronically. An electronic record of each Student's enrolment and participation is kept on the Student Management System for a period of 30 years, this record is password-protected with two factor and is only accessible by employees of the RTO.

All students have the right to access an enrolment summary within a timely manner. In order for a student to access their records they are required to submit a request in writing to TTI (TTI@zoo.nsw.gov.au). If the student wishes to provide a third party with access to their records, they should state this in their formal request in writing.

TTI will provide, within 3 business days of receiving the written request, a confirmation in writing that TTI has received a request for Access to Records and confirmation of how long it

will take for the access to be granted. In no more than 5 business days TTI will provide the student with access to their records as well as a Record of Results of the student's participation and progress.

Attendance Requirements

Students are required to actively participate in all scheduled training and assessment activities. Regular attendance supports your ability to gain the skills and knowledge required to demonstrate competency. Active participation includes engaging in class activities, learning activities, completing required tasks, and following trainer instructions.

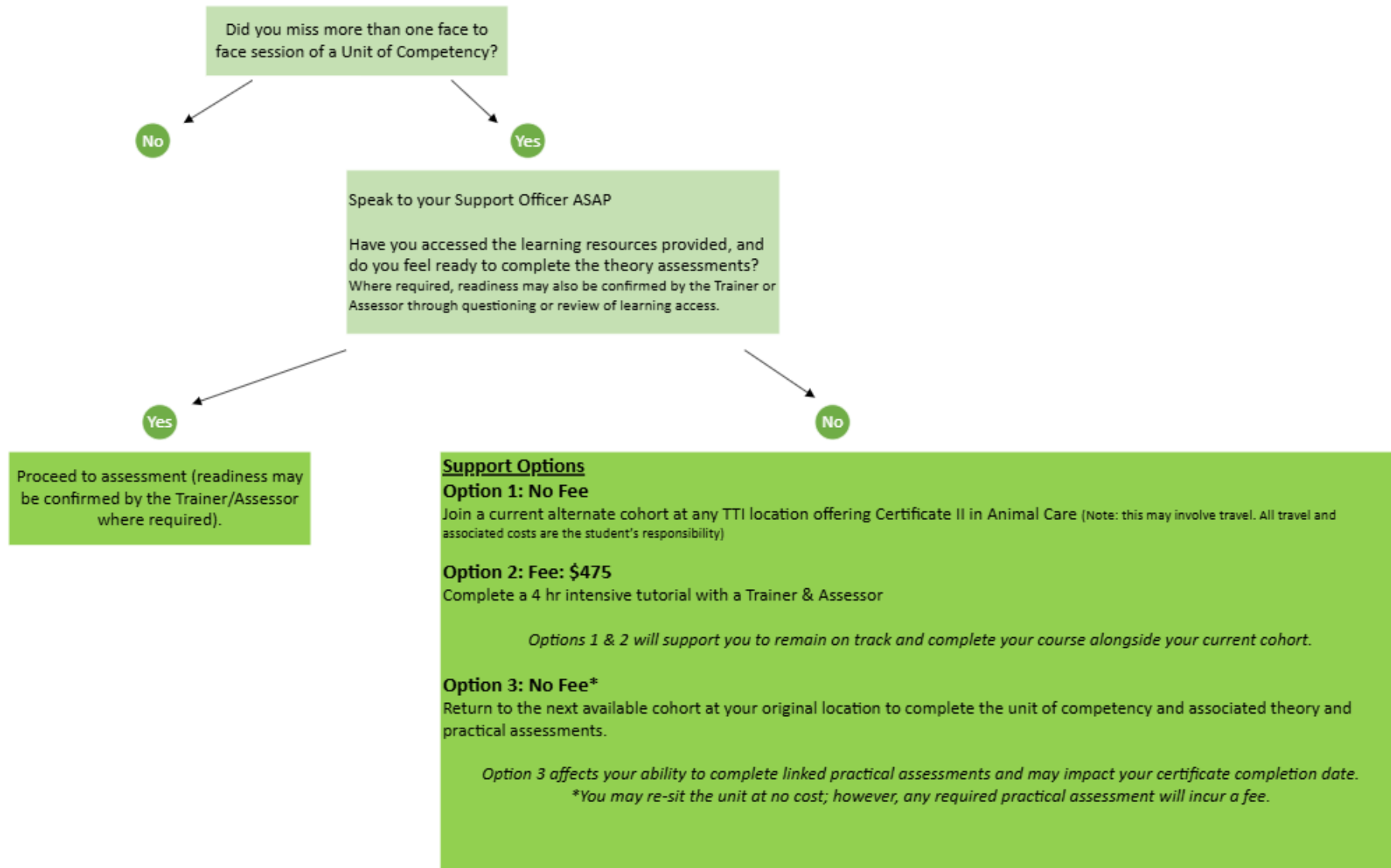
Participation in Theory Classes (not applicable to online students)

Students should aim to attend all scheduled theory classes. Attendance at theory sessions is strongly encouraged to support learning; however, competency is determined through assessment outcomes.

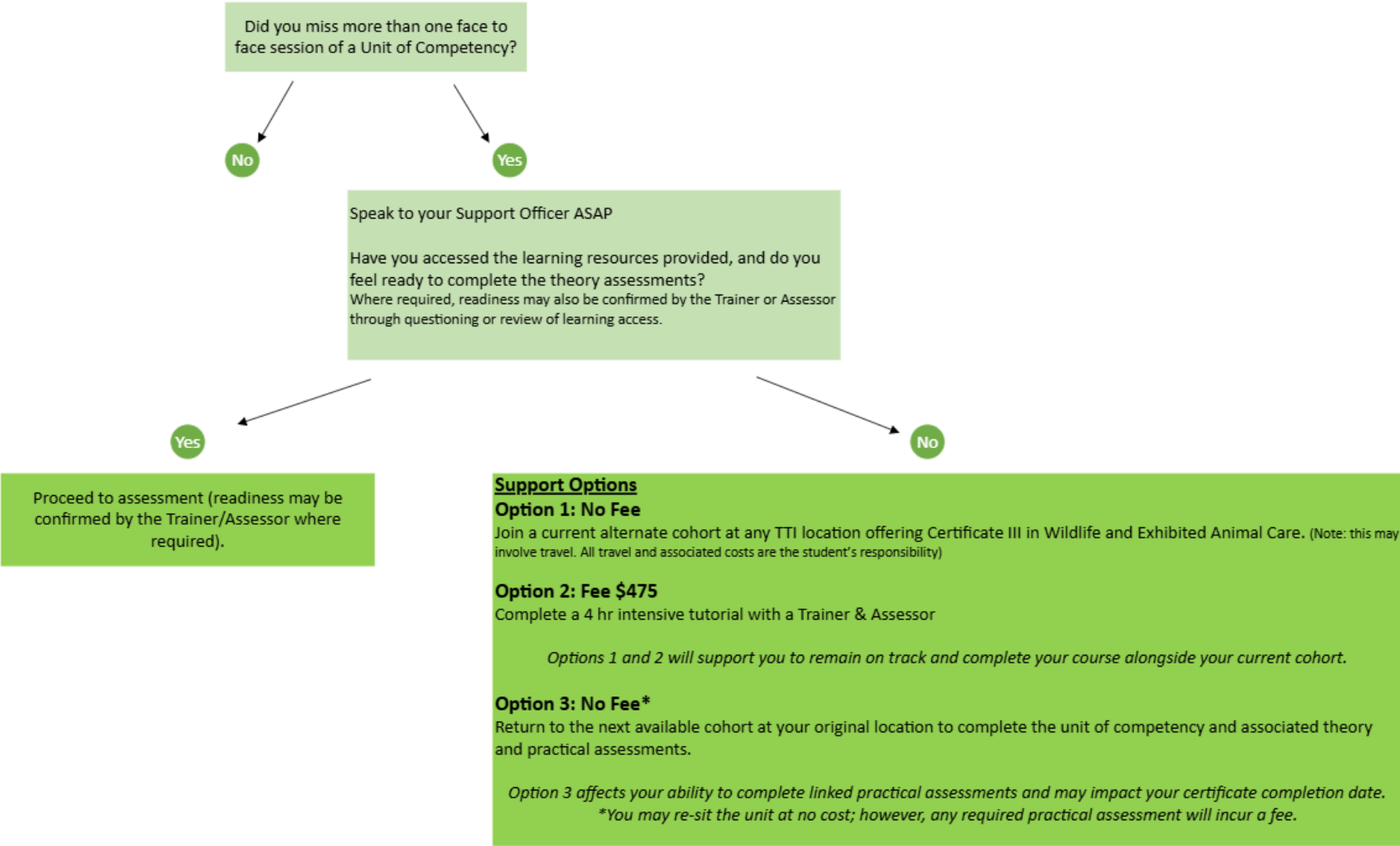
Students who do not attend theory sessions are still required to demonstrate full competency through completion of all learning resources and assessments.

Attendance will be recorded to monitor student engagement. If a student is absent from theory sessions for two (2) consecutive weeks, a Support Officer will contact the student to discuss their engagement, identify any support needs, and assess the risk of non-completion. Ongoing non-engagement may place the student at risk of withdrawal from the course.

Certificate II In Animal Care Missed Unit Sessions – Support and Next Steps



Certificate III In Wildlife and Exhibited Animal Care Missed Unit Sessions – Support and Next Steps



Note: For Certificate III in Wildlife and Exhibited Animal Care students in block weeks, one session equals a half-day class, block weeks are made up of 2 sessions daily (8am-12 pm and 1pm-5pm). For all other students, one session refers to a full day or night class.

Why We Monitor Attendance and Engagement

We monitor attendance and engagement to support students to successfully complete their course and achieve competency. Regular participation in theory classes helps students understand course content, stay on track with assessments, and build the knowledge and skills required for practical training and assessment.

Recording attendance allows us to identify early signs that a student may be disengaging or experiencing difficulties. If a student misses two consecutive weeks of theory sessions, a Support Officer will make contact to check in, discuss any barriers to participation, and offer appropriate support or adjustments where needed.

Early intervention helps prevent students from falling behind, reduces the risk of non-completion, and ensures that all students are given a fair opportunity to succeed. In some cases, ongoing non-engagement may result in withdrawal from the course; however, this step is only considered after attempts have been made to re-engage the student and provide support.

This approach reflects our commitment to student wellbeing, academic progress, and our responsibility to meet training and assessment standards while supporting students to achieve positive outcomes.

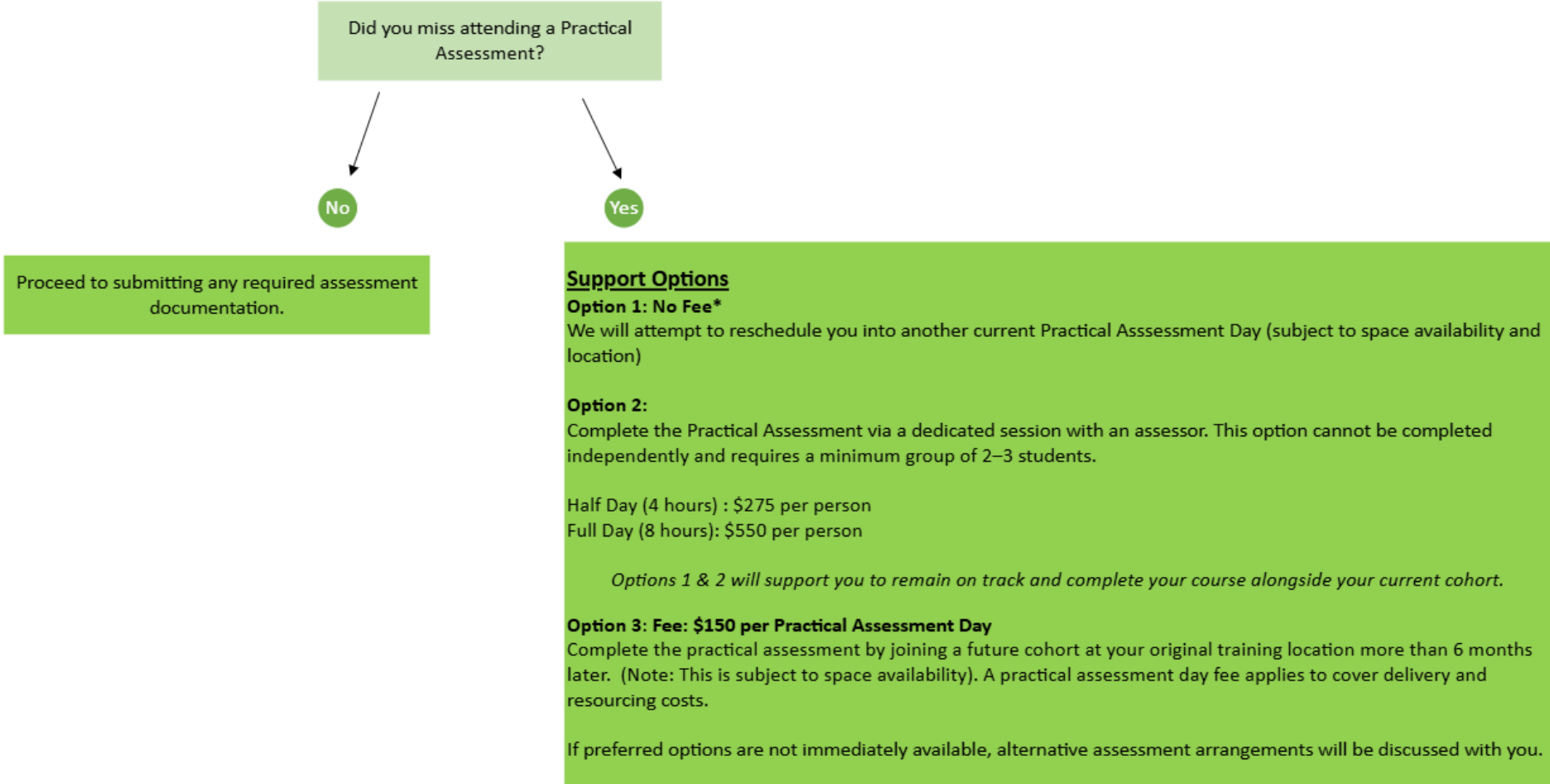
Transition to Virtual Classrooms

At times, it may be necessary to shift from face-to-face classrooms to virtual sessions with short notice. Regardless of the delivery method, attendance is still required. If virtual classrooms are needed for an extended period, you will be informed of the expected return to in-person classes, which may be determined by TTI or government agencies.

Participation in Practical Assessments

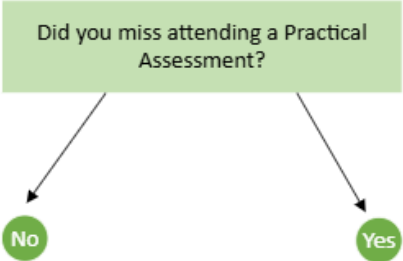
Students must attend all scheduled practical training and practical assessment sessions. Attendance at practical sessions is compulsory as these sessions are required to observe, practice, and assess hands-on skills. Students who do not attend practical sessions cannot be assessed as competent for the relevant unit of competency.

Certificate II in Animal Care Missed Practical Assessments – Support and Next Steps



* If a student cancels or fails to attend their Practical Assessment Day with less than 5 working days’ notice on more than one occasion, **Option 3 will automatically apply**. This means that if a student cancels their first, and then cancels their second scheduled Practical Assessment session, they then **incur a \$150 fee to reschedule for a future date**. Please refer to Additional Fees, Charges and Costs section of this handbook.

Certificate III in Wildlife and Exhibited Animal Care Missed Practical Assessments – Support and Next Steps



Proceed to submitting any required assessment documentation.

Support Options

Option 1: No Fee*
 Join a current alternate cohort at any TTI location offering Certificate III in Wildlife and Exhibited Animal Care (Note: this may involve travel. All travel and associated costs are the student's responsibility and is subject to space availability)

Option 2:
 Complete the Practical Assessment via a dedicated session with an assessor. This option cannot be completed independently and requires a minimum group of 2–3 students.

Half Day (4 hours) : \$275 per person
 Full Day (8 hours): \$550 per person

Options 1 and 2 will support you to remain on track and complete your course alongside your current cohort.

Option 3: Fee: \$150 per Practical Assessment Day
 Return to a future assessment session at your original location to complete the Practical Assessment (Note: This is subject to space availability). A practical assessment day fee applies to cover delivery and resourcing costs.

If preferred options are not immediately available, alternative assessment arrangements will be discussed with you.

* If a student cancels or fails to attend their Practical Assessment Day with less than 5 working days' notice on more than one occasion, **Option 3 will automatically apply**. This means that if a student cancels their first, and then cancels their second scheduled Practical Assessment session, they then **incur a \$150 fee to reschedule for a future date**. Please refer to Additional Fees, Charges and Costs section of this handbook.

Practical Placement Attendance

Practical placement is a vital and unique aspect of the course. It is an opportunity to work closely with experienced and highly skilled staff.

Where practical placement is applicable to your course, a schedule of practical placement days will be provided to you as part of your orientation.

You must attend all scheduled practical placement days, except when an emergency or extenuating circumstance arises (e.g., a medical emergency or unavoidable statutory obligation such as Jury Duty). Where you are not able to attend a practical placement day you are required to telephone your practical placement division immediately advising of your absence and notify TTI (within seven [7] days).

We may sometimes reschedule your practical placement (with notice) due to operational necessities. In this instance, a Support Officer will work with you on suitable dates since we recognise that it can sometimes be challenging to clear the necessary dates. There is no administration fee for a TTI-led change to practical placement.

Rescheduling a Practical Placement

There is high demand and limited availability of practical placement positions. Your missed days may be rescheduled where (and if) the schedule can accommodate the change. This may mean relocation to another division or may require flexibility in the usual conditions of placement.

If you are unable to attend a scheduled practical day:

- we will attempt to reschedule at an operationally convenient time for your zoo (this may impact your course completion date)
- you should make every effort to accommodate the proposed schedule change.

A \$75 fee (per rescheduled practical placement day) may apply to administer the reschedule, for example: you have 7 scheduled practical placement days and you cannot attend two (2) of these days this will occur at a cost of \$75.00 per day x 2 days = \$150.00) where:

- you do not contact your practical placement division prior to the start time of your scheduled practical placement to advise of your inability to attend.

This will be at the discretion of the Support Officer, their decision will be final. If you do not complete the required amount of practical placement hours, you will be ineligible to complete your full qualification.

Students already working as keepers

If you perform the duties of a zookeeper (in a paid position) with TCSA or one of our partner zoos, you may use your workdays in lieu of practical placement *with prior agreement* between TTI management and the zoo according to the relevant policy. This must be discussed with the Support Officer to ensure the correct hours are being recorded and you have fulfilled all the course requirements. At the time of writing this is not applicable to Perth Zoo.

Note: Undertaking practical placement days at any other animal care organisation outside of the following zoos is not permitted

- Taronga Zoo (Sydney)
- TTI Western Plains Zoo (Dubbo).
- Zoos Victoria
- Perth Zoo
- Zoos South Australia

Student Uniform

All students receive an appropriate student uniform (a polo shirt) badged with the TTI logo, your site's logo and clear STUDENT labelling. Depending on the course and site some extra uniform items (extra shirt and fleece) are provided. Uniform items beyond what TTI provide are at your own cost. Speak to your Support Officer for exact pricing of extra items if you wish to purchase.

You are required to supply:

- **Work Pants or Shorts:** Sturdy pants or shorts in neutral colours.
- **Boots:** Strong, waterproof, and non-slip boots. These are essential for walking on various terrains, working in wet areas, and providing foot protection from animals or equipment.

Payment of Fees and Charges

If you are offered a position in one of our courses, you will be sent a Letter of Offer containing an invoice for the total course fees due. For some NSW students, a Smart and Skilled Fee Quote will also be sent to you. To accept a position in the course you are required to set up a payment subscription (Ezy Pay) and authorise payment of the Acceptance fee.

Carefully consider your course enrolment decision as the Acceptance Fee is **Non-Refundable** irrespective of the Cooling Off Period (please refer to the section below for Cooling Off Periods).

Fee types

Different fees apply depending upon what type of position we offer you. You may be offered a full fee-paying position (un-subsidised) or if you are living in NSW, you may be offered a subsidised position funded by NSW Smart & Skilled (limited availability). If you are offered a Smart & Skilled funded position, you may need to pay a portion of the fees which is referred to as the *Student Contribution*. This amount is determined by Smart & Skilled and we are notified of this amount when we nominate you as a Smart & Skilled candidate.

If you are a Queensland resident and enrolling in the online ACM20121 Certificate II in Animal Care with 4 x practical days at Currumbin Wildlife Sanctuary, Gold Coast, you may be eligible for Career Start funding. If you are offered a Queensland Government funded position, you will need to pay a portion of the fees which is referred to as the *Co-contribution Fee*. These amounts are set and detailed further in the 'Career Start Funding (QLD residents only)' section below.

Full Fee-paying Students

Course Type	Payment Plan
Certificate II level courses (except HSC courses)	<ul style="list-style-type: none"> ▪ Payment by way of 2 x 50% instalments ▪ The first instalment within two (2) weeks of acceptance (this includes a non-refundable \$300.00 acceptance administration fee) ▪ The second instalment due one (1) month after your first instalment
HSC Courses	<ul style="list-style-type: none"> ▪ The fee structure is set by the Department of Education and current information is available on the EVET website

Course Type	Payment Plan
	<ul style="list-style-type: none"> ▪ The NSW Department of Education pays the course fee on behalf of Public School students ▪ Non-public school student fees are paid by the student's family or school/school sector as per individual arrangements with your school/school sector. TTI has no part in deciding which party makes payment.
Certificate III level courses	<ul style="list-style-type: none"> ▪ Payment by way of 4 x 25% instalments ▪ The first instalment within two (2) weeks of acceptance (this includes a non-refundable \$300.00 acceptance administration fee) ▪ The second instalment due one (1) month after your first instalment ▪ The third instalment due one (1) month after your second instalment ▪ The final instalment due one (1) month after your third instalment ▪ A minimum of 50% of the total course fee must be finalised before the commencement of the course

A student may ask for a payment plan outside of these above schedules in extenuating circumstances or financial hardship.

Smart and Skilled Funding (NSW residents only)

TTI is a provider of training subsidised by the NSW Government under its *Smart and Skilled* funding program. If you are eligible, you may be able to receive subsidised course fees for the following qualifications (delivered in NSW):

- ACM20121 Certificate II in Animal Care
- ACM30321 Certificate III in Wildlife and Exhibited Animal Care

For more information on *Smart and Skilled* contact 1300 772 104 or visit their [website](#)

The *Smart and Skilled* fee is determined by your eligibility which is defined by the evidence you provide at the time of application. Therefore, all relevant evidence is required to ensure that the correct fee is determined. If you would like to apply for a Smart and Skilled subsidised position in your chosen course, you will be able to indicate this when completing your application form.

Using the information provided by you, we will then lodge a claim on your behalf and provide you with a quote outlining the amount to be subsidised by Smart and Skilled and the fee balance you will be required to contribute. You are required to review the quote and advise if you wish to proceed with the subsidised position or not. If you opt to proceed you are then required to make payment of the student contribution to secure your position in the course.

- Student contributions are payable in full prior to commencement of the course.
- (A maximum of) \$300 from the student contribution is considered an acceptance administration fee and is non-refundable.

Please note Smart and Skilled subsidies are not guaranteed. Even though you may meet all eligibility criteria, TTI is granted limited funding and may NOT be able to offer a subsidised position to ALL eligible applicants. You will be notified from TTI via email if you are approved to receive a subsidised course fee.

Career Start Funding (QLD residents only)

As an approved **Skills Assure Supplier (SAS)**, Taronga Training Institute offers training under the **Career Start** funded program. For more information on *Skills Assure*, visit their [website](#).

Career Start is a Queensland Government funded program that offers reduced-cost training to support eligible Queenslanders in starting their careers or transitioning into skilled roles. For more information on this funding program, visit their [website](#).

If you are eligible, you may be able to receive subsidised course fees for the following qualifications (delivered in QLD):

- ACM20121 Certificate II in Animal Care (online with 4 x practical days at Currumbin Wildlife Sanctuary, Gold Coast)

Access to subsidised **General Training** under the Career Start program is subject to eligibility requirements. Eligible students will receive **funding as a Concessional Student or a Non-Concessional Student** and all must meet the following criteria:

- be aged 15 years or older, and no longer in school;
- permanently live in Queensland;
- be an Australian or New Zealand citizen, or Australian permanent resident (includes humanitarian entrant), or temporary resident with an [eligible visa subclass](#);
- not have completed a certificate III or higher-level qualification within the last 10 years for a general training pathway;
- not be enrolled in another qualification, even if it's on hold or deferred, whether funded by Department of Trade, Employment and Training or not (foundation skills qualification doesn't count);
- not exceed a maximum of two government-funded apprenticeships/traineeships within a 10-year period.

To meet the additional **Concessional funding requirements**, the student must fall into one of the following categories:

- Holds a Health Care, Veteran or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of a person who holds such a card and is named on the card;
- Holds an official form issued under Commonwealth law confirming that they, their partner, or the person of whom they are a dependant is entitled to concessions under a Health Care, Veteran or Pensioner Concession Card;
- Identifies as Aboriginal or Torres Strait Islander;
- Has a disability;
- Is an adult prisoner.

Co-contribution Fees

Under the Career Start program, the Queensland Government funds most of the training cost, while the student pays a co-contribution fee. The co-contribution fee helps Taronga Training Institute to cover essential delivery expenses - such as hands-on assessments at a zoo or wildlife sanctuary - and ensures high-quality training for every student.

Subsidised concessional: \$43 per unit x 12 units = \$516

Subsidised non-concessional: \$74 per unit x 12 units = \$888

Full fee without funding: \$322.50 per unit x 12 units = \$3,870

Payment Plans

Students accessing Career Start funding are required to pay 30% of the total co-contribution fee upon enrolment. Payment of the co-contribution fees are as follows:

- The first instalment of 30% within two (2) weeks of acceptance
- The second instalment of 70% due one (1) month after the first instalment

(A maximum of) \$300 from the co-contribution fee is considered an acceptance administration fee and is non-refundable.

Full fee-paying students follow the payment plan outlined above in the '*Full Fee-paying Students*' section.

Career Start Entitlement - When It Ends

Under the Queensland Government's Career Start program, each student is entitled to a **maximum of two subsidised training places**. This entitlement can be used in one of the following ways:

- **Option 1:** One *general training qualification* (such as ACM20121 Certificate II in Animal Care or Certificate III in a priority industry) **and** one apprenticeship or traineeship; or
- **Option 2:** Two apprenticeships or traineeships.

Once you have accessed your two subsidised places, your entitlement is exhausted, and any further training will be at full fee cost.

Important: If you choose ACM20121 Certificate II in Animal Care under the general training pathway, this counts as your general training allocation. You will still have one entitlement remaining for an apprenticeship or traineeship, but you cannot enrol in another general training qualification under Career Start.

Additional Fees, Charges and Costs

There are additional fees and charges associated with all TTI courses:

- Administration fees apply to processes which have an administration workload for a member of TTI staff (eg: RPL, Credit Transfer, Printing, Rescheduling)
- Student expenses vary by student and include things such as weather protection, parking, public transport fares etc. These are additional to your enrolment.

Fee Name	Description
Student Acceptance fee (non-refundable)	Acceptance into one of our courses requires a (non-refundable)\$300 fee to cover administrative costs involved in processing your enrolment (may be lower if you have been offered a NSW Smart and Skilled or QLD Career Start funded position). This forms part of your total fees.
Trainer & Assessor Tutorial fee	If you opt to have a 4hr intensive tutorial with a Trainer & Assessor regarding a Unit of Competency a \$475 fee will apply.
Late Assessment fee	If you do not submit an assessment on time, and you miss the Extension Request Form period, a fee of \$75 per assessment will apply if you wish to request additional supported assessment time. This includes up to 30 minutes with a Trainer & Assessor if required. Note: This is not applicable to HSC, QCE or online students. HSC & QCE students have access to 'Catch-up Day' classes where any missed theory assessments can be completed. Online students have some flexibility with due dates that can be discussed with their Support Officer to accommodate the 'self-paced' method of learning.

Fee Name	Description
Practical Assessment Day reschedule fee	<p>If you are required or opt to complete a Practical Assessment via a dedicated session with a trainer, the following fees will apply</p> <ul style="list-style-type: none"> • Half Day (4 hours): \$275 per person • Full Day (8 hours): \$550 per person <p>(Note: subject to Assessment type and this option cannot be completed independently and requires a minimum group of 2–3 students.)</p> <p>If you wish to return to a future assessment session at your original location to complete the Practical Assessment (subject to space availability) a fee of \$150 will apply.</p> <p>If a student cancels or fails to attend their Practical Assessment Day with less than 5 working days' notice on more than one occasion, \$150 will be charged. This means that if a student cancels their first, and then cancels their second scheduled Practical Assessment session, they then incur a \$150 fee to reschedule for a future date.</p>
Practical Placement reschedule fee	<p>If you do not attend one (or more) of your scheduled practical placement days and rescheduling is required, a \$75 rescheduling fee will apply for every practical placement day missed.</p>
Retraining & Assessing fee (Resit of a Unit of Competency)	<p>You are allocated two additional attempts (if required) after your first attempt to achieve competency in your assessments. If you are still not deemed competent after a total of three attempts and you wish to be competent in this unit of competency, you are able to apply for retraining and assessment (re-sitting the unit of competency), which will incur the following fees:</p> <ul style="list-style-type: none"> ▪ Certificate III in Wildlife & Exhibited Animal Care \$521.87/unit ▪ Certificate II in Animal Care \$322.50/unit
Credit Transfer Application fee	<p>There are administration costs involved in verifying your study with a prior RTO. The cost will be \$150 per unit of competency. Credit Transfers from a previous TTI course are free.</p> <p>Note: Credit Transfer fees do not apply to Queensland Career Start funded students.</p>
Online Course Extension fee	<p>Requests to extend an online course can be requested for up to a maximum of 6 months. An online course extension fee of \$300 for 3 months and \$600 for 6 months will be charged.</p>
Recognition of Prior Learning (RPL) fee	<p>You will be provided with an approximate cost on your unique situation when applying. Please ensure you are eligible for RPL before applying.</p>
Qualifications/ Statement of Attainment/ Testamur Printing fee	<p>All Qualifications, Statements of Attainment and Testamurs will be provided electronically at the conclusion of the course. If you wish to have a printed/signature-original copy of any of these, a fee of \$40 applies (this includes postage).</p>
Other Student expenses	<p>All students receive an appropriate student uniform (a polo shirt) badged with the TTI logo, your site's logo and clear STUDENT labelling. Depending on the course and site some extra uniform items (extra shirt and fleece) are provided. Uniform items beyond what TTI provide are at your own cost.</p>

Payment Options

We accept payment via Direct Debit **ONLY**. You are required to set up a payment subscription with our third-party provider Ezy Pay. Ezy Pay will automatically deduct payments from your nominated bank account or credit card (per your Agreed Payment plan) and deposit those funds into our account on your behalf. The payment information is

encrypted and stored securely with Ezy Pay; no payment information is held by us. You may opt to have your payments debited from the following accounts which each have transaction fees as listed:

- **Direct Debit Fee (Bank)** \$1.10 incl. GST
- **Master/Visa card Fee** 1.32% incl. GST
- **AMEX Fee** 4.29% incl. GST
- **Failed Payment Fee** \$9.79 incl. GST

Cooling Off Period, Refund, Withdrawal and Deferral

Carefully consider your course enrolment decision because you are **not eligible for a refund of course fees** unless we cancel the course for operational reasons. Accepting the offered position means you are agreeing to the terms of enrolment including incurring the full course fee (or your student contribution).

Cooling Off Period

For face-to-face classes, we offer a two (2) week cooling off period after you have paid the \$300 acceptance non-refundable administration fee during which time you may withdraw your enrolment in the course, and we will waive any further payments you had incurred.

Note: we will retain the non-refundable acceptance fee to cover our administrative costs.

For online classes, we offer a two (2) week cooling-off period from the date we have received your first instalment. Note: Access to the online course will be provided within seven (7) days after receipt of your first instalment. If a request has been made to withdraw within the cooling off period, and you request a refund of any amount in excess of the \$300 non-refundable administration fee, then any assessments already submitted will not be assessed.

To withdraw your enrolment during the Cooling Off Period you must contact us *in writing* (during business hours) to advise of your decision to withdraw your enrolment. We will respond in writing to acknowledge your decision and make arrangements to refund any amount in excess of the non-refundable fee paid. Note any refunds do not include any transaction fees (course fee only).

Refunds/Withdrawal after the Cooling Off period and prior to commencement

If you choose to withdraw your enrolment after the cooling-off period but before the course commencement, no refund will be issued for any fees already paid. Additionally, any outstanding fees through Ezy Pay must still be honoured.

Refunds/withdrawal after commencement (Face to face/blended)

Positions in most of our courses cannot be re-filled should a position become vacant after the course has commenced (including compulsory classes and practical placements). For that reason, we do not refund fees paid/payable for any reason, including change-of-mind, change-of-circumstance, transitions to virtual classrooms or poor performance.

Refunds/withdrawal after commencement (Fully online)

Online students who choose to withdraw (within the first two units of competency) from their course may be eligible for a refund of fees paid for units the student hasn't engaged in. As online enrolments do not limit class capacity or prevent another student from accessing a place, TTI may approve a refund where a student has not continued with their studies. Students wishing to withdraw must notify the RTO in writing as soon as possible.

Withdrawal by TTI

If you repeatedly do not come to class or practical placement, it may result in us withdrawing you from the course for non-attendance. In this instance, all fees paid will be retained by us and any payment still owing will remain payable.

Deferral

If you seek to defer your studies (i.e. pause and return at a future date) you can request this by completing the Deferral Request Form and sending via email to the TTI Manager (through your Support Officer). Your Support Officer can provide these details upon request. Please note that deferral is not an automatic student right and will only be considered in extenuating circumstances if:

- a vacancy is available
- you have commenced study
- you are able to provide supporting evidence
- you have no outstanding or overdue fees

If approved, your deferral will require you to return to study within 12 months and at the original site of study (unless TTI no longer has a partnership with your original site. In this instance you will be offered a place at another site). You will be ineligible for a refund of any course fees if you choose to defer.

It is noted that the following scenarios are not considered extenuating circumstances and will not be a valid reason for a deferral request:

- If TTI is required to deliver classes on-line via a virtual classroom for any reason and for any given length of time.
- If you have not disclosed a learning difficulty and not allowed TTI the opportunity to assist with student support services
- If you are finding that you are unable to keep up with your studies due to work or personal commitments

Please note that when deferring, all fees must be paid in full before the deferral can be granted. Additionally, you are only allowed to defer one time during the duration of your course and you are not permitted to defer if you have not started your course with us.

Deferral and Practical Placement Requirements

If your request for a deferral is approved, you may take a break from your studies for the approved period. However, where possible, it is **strongly recommended that you complete all required practical placement days before commencing your deferral.**

Practical placements are a critical component of your course and are often subject to availability, scheduling constraints, and host organisation requirements. Completing your placement requirements prior to deferral can help you:

- Maintain continuity in your learning and skill development
- Avoid delays to your course progression and completion
- Reduce the need to re-arrange placements when you return to study

If you are unable to complete your practical placement requirements before your deferral begins, you should discuss your circumstances with your Support Officer to understand how this may impact your course timeline and any re-enrolment requirements upon return.

Approval of a deferral does not automatically guarantee the availability of practical placement opportunities at a later date.

Your Right of Appeal re: Withdrawal/Deferral/Refund

If you feel your circumstances warrant special consideration, you will need to make a formal request *in writing* to the TTI Manager and attach any supporting evidence to support your appeal.

Financial Management Policy

The purpose of this policy is to protect the fees paid by students to TTI and ensure that in the event of unforeseen circumstances such as the cessation of the organisation or inability to deliver a course, students' fees are safeguarded. This policy aligns with the Standards for Registered Training Organisations (RTOs) 2025, ensuring students are treated fairly and their financial interests are protected.

This policy applies to all students who pay fees to TTI for their enrolled courses. It covers all pre-paid fees and outlines the conditions under which fees will be refunded or protected.

Prepaid Fee Protection

If TTI is unable to deliver (or continue to deliver) training as previously agreed with a student/(s), TTI will refund any prepaid fees for services yet to be delivered above the threshold prepaid fee amount of \$1,500. As an NSW Government Entity, this is in accordance with the requirements of the Standards for Registered Training Organisations (RTOs) 2025. Should TTI become insolvent, these liabilities will be passed on to the NSW Government for fulfilment of the RTO obligations.

Refund Conditions

A full refund will be provided in the following circumstances:

- If TTI is unable to deliver the course as agreed.
- If a course is cancelled by TTI prior to commencement.
- If the student withdraws in writing within the cooling-off period (as specified in the *Financial Management Policy*).

Course Transfers

In the event TTI is unable to continue delivering the course after it has commenced, students will be transferred to a suitable alternative course with another provider, where possible. All fees already paid will be transferred to the new provider or refunded in full.

Payment Plans

TTI offers payment plans to minimise the financial burden on students. These plans allow students to pay fees in instalments, further ensuring that large upfront payments are avoided.

Certificate II level courses (excluding HSC courses)

Full fee paying students

- Instalment 1: 50% of the total course fee payable two (2) weeks after acceptance. This includes a non-refundable \$300 acceptance administration fee.
- Instalment 2: The remaining balance of 50% of the total course fee payable one (1) month after the first instalment.
- Alternatively, the course fee can be paid in full prior to course commencement.
- Please note: excluding the acceptance fee which is a stand-alone payment, payment can be made over one (1) or two (2) instalments. These payments may vary from time to time dependent upon student or TTI requirements.

Certificate III level courses

Full fee paying students

- Instalment 1: 25% (or 50% if paying in two instalments) of the total course fee payable two (2) weeks after acceptance. This includes a non-refundable \$300 acceptance administration fee.

- Instalment 2: The balance of 25% (or 50% if paying in two instalments) of the total course fee payable one (1) month after the acceptance fee.
- Instalment 3: The balance of 25% of the total course fee payable one (1) month after the second instalment.
- Instalment 4: The balance of 25% of the total course fee payable one (1) month after the payment of the third instalment.
- Alternatively, the course fee can be paid in full prior to course commencement.

Additional Costs

Any additional costs that may arise during the course will be clearly communicated to students. However, additional fees will not exceed the pre-paid fee limit unless the student has agreed to alternative arrangements as per the written agreement.

Documentation and Transparency

All financial transactions between the student and TTI will be documented and transparent. Payment records will be kept in compliance with regulatory requirements.

Dispute Resolution

In the event of a dispute regarding fees or refunds, students are encouraged to follow the **Complaints and Appeals Policy**. TTI will work with students to resolve disputes fairly and promptly.

Responsibilities

The TTI Finance Coordinator & Compliance Officer is responsible for ensuring that this policy is implemented and that student fees are protected in accordance with regulatory requirements. The TTI Manager oversees compliance and manages the RTO's operational adherence to this policy, ensuring all processes align with the *Standards for RTOs 2025*. The Tertiary Products Manager provides strategic governance and enforces compliance at a senior level, ensuring policy objectives are met and financial integrity is maintained across all TTI operations.

Learning and Assessment

We present our courses in the form of traditional classroom-based sessions, online learning and practical instruction. You are expected to attend all scheduled classroom sessions for face-to-face delivery courses. Assessable content is designed to be completed during class, on practical placement or in your own time. Variations to this format may be requested in writing and will need to be approved by the TTI Manager. We will support your learning needs where possible.

Competency-based Training is evidence-based and concerned with what skills you possess at the end of training. You will need to demonstrate your skills and knowledge in accordance with the listed unit competencies (for each unit you undertake). All assessments conducted by us observe the directives as required by the Competency Standards for Assessment from the National Training Package.

Assessment

Assessments may be conducted in a number of ways:

- During any classroom session (including the first session of each Unit of Competency).
- During a designated Practical Assessment Day
- During a designated Workshop Day
- During a designated Facilitated Practical Day

Each course will differ in its requirements, and you will be provided with a list of scheduled dates prior to your enrolment. You need to ensure you can commit to all of the dates listed so that you do not miss any of the assessment requirements of your course.

Flexible assessment may be provided to you if you have identified as having unique learning needs (in consultation with the TTI Manager).

Assessments for our courses may be a combination of tasks including:

- written answers to questions
- reports, projects & presentations
- case studies
- observations of you performing tasks; or
- supervisor reports

Due to the nature of the animal care industry, it may be necessary for you to attend your study site outside of your normal scheduled class times (not applicable to online courses) to fulfil your assessment requirements. You will be advised of any dates and times that fall outside of your scheduled classes and you must attend all these dates in order to be assessed. If you are unable to attend a designated assessment date and time, it may be possible to negotiate an alternate date and time, however this will be at the discretion of your Support Officer and may incur additional fees payable by the student.

Please refer to Additional Fees, Charges and Costs section of this handbook specifically the 'Practical Assessment Day reschedule fee' for exact costings.

All assessments carried out by us are required to demonstrate compliance with the four Principles of Assessment which require that assessments be:

- Valid (does it gather the information that we need?)
- Reliable (does it result in the same answers from all students?)
- Fair (can it be fairly completed by you?)
- Flexible (does it allow for alternatives for those with different learning needs?)

As well as the above principles, the Rules of Evidence must also be followed. These require that we collect evidence of your learning that is:

- Valid (does the evidence we gather prove your understanding?)
- Sufficient (do we gather it enough times to show that you can repeat the skill?)
- Current (did we gather it recently?)
- Authentic (can we prove that the work is your own?)

Due Dates

We will give you due dates for assessment tasks for each Unit of Competency at the beginning of each unit:

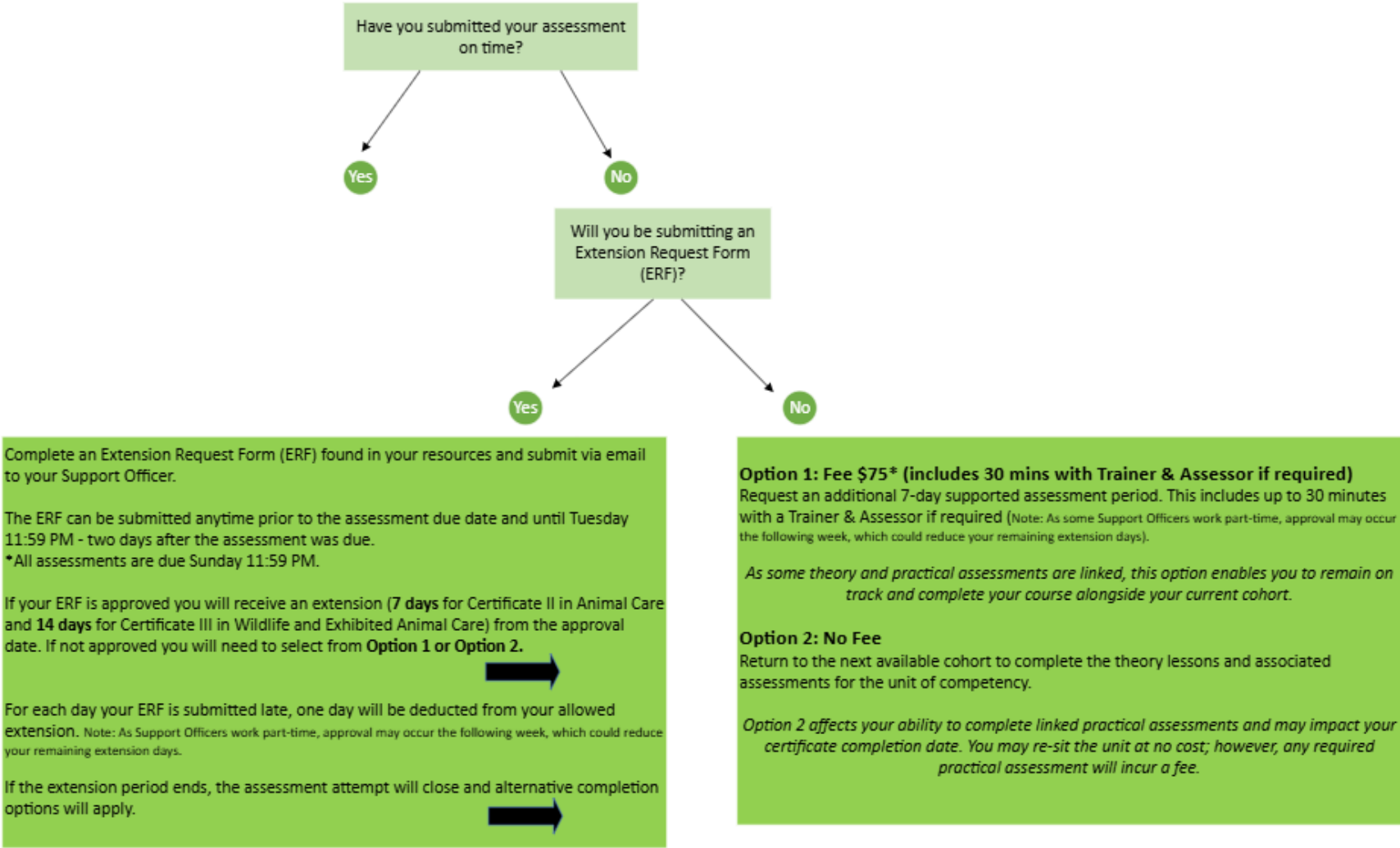
- in writing via the Learning Management System and/or
- verbally by the Trainer and Assessor or Support Officer

You will be required to submit all assessments by or on your due date(s).

Assessment Extensions

If you are unable to submit a theory assessment by the due date, you must follow the Late Theory Assessment process to ensure your progress can be managed fairly and consistently.

Late Theory Assessments – Support and Next Steps



*Option 1 is not applicable to HSC, QCE or online students. HSC & QCE students have access to ‘Catch-up Day’ classes where any missed theory assessments can be completed. Online students have some flexibility with due dates that can be discussed with their Support Officer to accommodate the ‘self-paced’ method of learning.

Why we do this

We understand that students may experience illness, personal circumstances, or competing commitments that affect assessment deadlines. This process is designed to be fair, transparent, and supportive while ensuring assessments remain valid and aligned with competency requirements. By offering structured extensions and clear support options, we aim to give students a reasonable opportunity to complete their assessments without compromising academic integrity, assessment quality, or progression requirements. Our focus is on supporting you to demonstrate competency confidently while maintaining consistent and fair processes for all students. Where additional support or assessment opportunities are requested outside standard timeframes, fees may apply to cover the cost of extra training, assessor time, and administration.

The TTI Manager may intervene in cases where a student repeatedly makes an application for extension.

Missing or Late Assessments

If you do not submit an assessment by the due date (or with an authorised extension), or you upload an incomplete, inappropriate, or irrelevant document your assessment will be classified as unsubmitted. If you do not submit an assessment at all, you will be deemed 'Not Satisfactory' in that assessment which will mean you are found 'Not Competent' for the whole Unit of Competency. If you are deemed 'Not Competent' by our Trainer/Assessor for a Unit of Competency you can choose to re-enrol in the unit the next time a space is available and pay the associated course fee for that unit.

If there is a pattern of missed, late, incomplete or illegitimate attempts of assessments, you may have your learning management system locked which means you will not be able to access any further assessments until you have discussed your circumstances with the Support Officer and/or the TTI Manager.

Resubmitting an Assessment Task

If you have completed the assessment task within the required assessment dates but are initially assessed as Not (yet) Satisfactory, you may be entitled to resubmit the assessment task with any revisions deemed necessary by your Trainer/Assessor. This applies to an initial attempt or submission that is considered to be a genuine attempt by an assessor.

You are required to resubmit the assessment within the new extended due date that has been provided by the Trainer/Assessor or a Support Officer. Failure to resubmit within the extended due date will result in a 'Late Assessment fee' being applied. If you do not resubmit as requested, a result of Not Satisfactory will be recorded for the assessment.

Resubmission/Attempts

After an assessment has been submitted and a trainer has provided feedback indicating the assessment needs to be revised and resubmitted, you will be allowed a maximum of two resubmissions. If you have not been able to meet the requirements of the task on the third attempt, we will discuss your options which may include additional learning, additional support, further attempts, or a result of *not yet competent*.

Right of Appeal

If you believe that you should be given additional resubmission attempts due to extenuating circumstances you are required to inform the TTI Manager of your reassessment request *in writing* within two (2) weeks of the assessment outcome advice. A decision on whether any additional resubmissions will be granted is at the discretion of the TTI Manager.

Retraining and Assessing/Repeating a Unit of Competency

If you need to repeat a Unit of Competency because of not submitting or not satisfactorily demonstrating understanding for the Trainer/Assessor, you may be able to repeat the unit by re-enrolling in a future instance of the unit at your own cost. Please refer to Additional Fees, Charges and Costs section of this handbook specifically the Retraining & Assessing fee (Resit of a Unit of Competency) Note: repeating a whole unit may require you to re-attend all classroom sessions and re-complete all assessment tasks the next time the unit runs.

Note: Your request to re-enrol does not guarantee a place will be available.

Course Results – Testamurs and Transcripts

'Testamurs' are formal documents showing that you have successfully completed your course. 'Transcripts' are formal documents that show the names and results of all of the units you have enrolled in. Transcripts and testamurs are emailed in digital form to the address registered on your student record. Your results will be withheld if you have any fees or charges owing.

Recognition of Prior Learning (RPL)

All students are eligible to apply for Recognition of Prior Learning (RPL). RPL assesses your past and current informal education, training, work, or life experience against the performance standards in the Units of Competency.

RPL Process

To start the RPL process, express your interest as early as possible. This allows time to determine if your RPL application is successful or if additional or gap training is required. Consult with TTI Manager

- Decide which units you want to apply for RPL.
- Develop an evidence plan and prepare your portfolio of evidence.
- Obtain peer assessments or third-party evidence.
- Be ready to demonstrate your skills and knowledge.

Types of Evidence for RPL

RPL evidence may include:

- Performance demonstrations or skills assessments
- Workplace observations
- Oral presentations
- Portfolios, logbooks, or task books
- Projects or assignments
- Written reports
- Interviews and responses to questions
- Simulations
- Verified video or photographic evidence
- Competency conversations (focused on key aspects)

RPL Assessment

You will be assessed against the performance criteria and critical aspects of each unit of competency. Applicants must provide clear and sufficient evidence to support their RPL claim.

If you're interested in applying for RPL, contact TTI to request an RPL Information Booklet. This booklet outlines the types of evidence required, including guidelines on collecting and presenting your evidence. Evidence must meet the following criteria:

- It addresses the performance criteria for each element of the unit.
- It must be verifiable, sufficient, authentic, and recent (usually within the last two years).

The RPL Information Booklet will guide you on the evidence needed and how to access the relevant government training package for further information.

RPL Assessment Outcome

Your evidence will be reviewed by a qualified assessor. If the evidence meets the competency requirements, you will receive a Certificate or Statement of Attainment. If the evidence is insufficient or not valid, you will be given the opportunity to provide additional evidence. If you cannot provide the required evidence, the certification will not be granted.

RPL Fees

An administrative fee applies to the RPL process to cover the gathering and assessment of your evidence. Please refer to Additional Fees, Charges and Costs section of this handbook for specific costs.

Credit Transfer

Credit Transfer (CT) allows you to obtain direct (competency) credit for Units of Competency offered by TTI. If you have completed units of competency in the past, you may be eligible for direct credit if the studies you have previously completed align with the requirements of the unit you wish to enrol in. You will need to provide **certified** copies of Qualifications with the Transcripts/ Records of Results or Statements of Attainments, plus grant Taronga Training Institute access to view your USI transcript via the USI portal for direct credit to be granted. We will personally verify these with the issuing organisation prior to awarding CT. There is a 'Credit Transfer Application fee' for this. Please refer to Additional Fees, Charges and Costs section of this handbook for specific costs.

If your Qualifications and or Statement of Attainment were issued previously by TTI you will not be charged the 'Credit Transfer Application fee'.

To be eligible for a potential reduction in the course fee, applications for Credit Transfer must be:

- advised during the application and/or enrolment process and all evidence submitted prior to the commencement of the course.
- supported with evidentiary documentation (if you are currently studying and wish to claim credit transfer for study you have not yet received results for, please supply evidence of your enrolment)

If you are awarded Credit Transfer for one or more Units of Competency, you are not required to attend the classroom lessons associated with those units or submit any related assessments. However, you are welcome to attend classes if you wish to do so.

Student and Learning Management Systems

TTI uses as a cloud-based Student Management System (SMS). All your enrolment details are held securely within this database. TTI also uses a cloud-based Learning Management System (LMS). You will be required to submit documents and assessments electronically and will have online access to:

- all relevant TTI policies and procedures applicable to assessment requirements
- all course and assessment resources
- assessment tasks

TTI supports a paperless environment and, as such, we limit hard copy documents wherever possible.

You will be required to supply your own:

- Laptop or tablet (Windows or Mac)

Surveys

Throughout your course, you will be invited to complete short surveys at different stages of your training. These surveys are an important part of our continuous improvement process and give you the opportunity to provide feedback on your learning experience, training, assessment, and support services. Your responses help us identify what is working well and where we can make improvements for current and future students. Toward the end of your course, you will also receive a final survey issued by ASQA, Australia's national VET regulator. Participation in all surveys is strongly encouraged, as your feedback contributes to maintaining and improving the quality of nationally recognised training.

Queensland students may also be asked to complete Queensland Government surveys on your training goals, experience and outcomes.

Discrimination, Harassment and Bullying

In support of key legislation such as the Disability Discrimination Act 1992 (Cth), Disability Standards for Education 2005, Anti-Discrimination Act 1977 (NSW) and the Education Act 1990 (NSW) TCSA recognises the right of its employees and TTI students to work and learn in an environment that is free from harassment, victimisation and unlawful discrimination, and maintain a productive and harmonious environment that affords equality of opportunity.

In this regard, TCSA will not tolerate any form of harassment, victimisation and/or unlawful discrimination in the workplace (which includes customers/clients/students) and is committed to the principles of equal opportunity. If it is determined by TCSA that you have been guilty of harassment, victimisation and or discrimination, you will be immediately removed from any form of study and you will forfeit any student fees paid.

Discrimination

Discrimination is any practice which makes distinctions between individuals or groups that disadvantages some or advantages others. However, not all forms of discrimination are unlawful due to such factors as the inherent requirements of a role, or through exemptions being formally provided to an employer for a specific circumstance.

Discrimination may be direct or indirect, as follows:

- **Direct Discrimination** happens when someone is treated unfairly compared to someone else in the same or similar circumstances because of their gender, race/ethnicity, age, religion, marital status, sexuality or disability, or because of pregnancy or carer's responsibilities. (For example, if an employer will not hire a person just because of their gender, this is likely to be direct sex discrimination).
- **Indirect Discrimination** happens when a requirement (or rule) that is the same for everyone has an effect or result that is unequal and unreasonable having regard to the circumstances. (For example, an employer stating that they require a person over 180cm tall to do a certain job could be indirectly discriminating against persons who

are less likely to be this height (such as women). A prospective employee could claim indirect discrimination if they could show that the job could reasonably be done by someone shorter with simple modification such as a ladder).

Harassment

Harassment is a form of unlawful discrimination. Harassment may be non-sexual or sexual and refers to unwelcomed or unreciprocated behaviour which makes an individual feel intimidated, offended or belittled. It includes acts of bullying and intimidation (e.g. shouting or intimidation through voice, gestures or threats).

- **Non-Sexual Harassment** is any form of behaviour that:
 - the other person does not want and does not return
 - offends, humiliates or intimidates
 - targets individuals because of their (actual or presumed) race/ethnicity, gender, age, sexuality, disability, religion, marital status, pregnancy or carer's responsibilities, or
 - any other reason that is against the law

- **Sexual Harassment** is any form of sexually related behaviour that:
 - the other person does not want and does not return;
 - offends, humiliates or intimidates (or in the circumstances, a reasonable person should have expected would offend, humiliate or intimidate).

Bullying

Bullying is a form of harassment. Generally, workplace bullying is any behaviour (or series of behaviours) that is unreasonable or undesirable at the place of work (and/or in the course of or related to employment) which intimidates, humiliates and/or undermines a person or a group of people. Bullying will generally meet the following four criteria:

- it is repeated
- it is unwelcome and unsolicited
- the recipient/s consider the behaviour to be offensive, intimidating, humiliating or threatening
- based on the available information, the behaviour would be considered offensive, intimidating, humiliating or threatening to the individual it is directed at (or others who are witness to or affected by it)

Victimisation

It is against the law for anyone to victimise anyone else because they complained about harassment or to victimise anyone else because they supported someone who complained about harassment.

Student Responsibilities (Anti-discrimination)

Your anti-discrimination responsibilities includes ensuring that your behaviour:

- meets an acceptable standard
- contributes to a productive learning environment free from harassment, victimisation and unlawful discrimination.

If you notice or suffer harassment, victimisation and/or unlawful discrimination you can:

- seek advice and support from a trainer/assessor, a Support Officer and/or the TTI Manager
- tell the person concerned to stop the behaviour (you may want to seek support before taking this step)
- lodge a grievance/complaint.

Confidentiality, Privacy and Freedom of Information

Privacy and Freedom of Information

We are committed to respecting the privacy of individuals in relation to the collection, storage, use and disclosure of personal information. We are also committed to your right to access information about yourself. We will:

- only collect information that is necessary to carry out a particular function or administrative activity and only use the collected information for that purpose
- not disclose personal information without your knowledge and written approval, except as required under the standards for RTOs or by law
- advise you of the purpose for collecting your information
- access and use personal information for TTI purposes only
- secure personal information
- ensure that personal records are complete, correct and up-to-date
- provide you with ready access to your personal information
- enable you to make corrections/updates to your personal information, if required.

At any time, you can ask us to give you access to your personal information and other information relating to your learning by completing the TTI Student Request for Information Form which is available from the TTI Manager.

Confidentiality of Information

All information gained by you about TCSA (and its partners) operations, business, intellectual property, financial records, and/or employee information (whether obtained directly or indirectly) is to be regarded as confidential. In enrolling with us you are promising to treat this information in a strictly professional and confidential manner and not discuss it outside the confines of the specific work area or external to your site.

Release of Information

In your role as a TTI student, you are not authorised to release information and/or communicate directly with the Office of the Minister for the Environment, government agencies or representatives, the media, and other third parties. In all instances, requests to release information and/or discuss issues related to Taronga are to be directed to the TTI Manager or, in the case of partner zoos, to the Media Manager at your site.

Restrictions on use of Imagery

The following restrictions apply to photographic images and video material taken by you in your capacity of student studying at Taronga Zoo and Taronga Western Plains Zoos or any of our partner sites.

Specifically, TTI students may not (without prior approval from TTI):

- Seek to sell, derive a profit or in any way commercially exploit any imagery taken at the zoo(s)
- Send or distribute images to any third parties or external agencies
- Post imagery on networking or other websites (e.g. Facebook) that is not in accordance with the TCSA *Social Media Policy*.
- Publish images in any way.
- Take photographs or video of any behind-the-scenes work areas of the zoo(s) without permission/approval of an authorised individual.

Work Health and Safety

Work Health and Safety (WHS) aims to ensure the health, safety and welfare of employees, students, contractors, visitors and volunteers in the workplace. As a leading zoological institution and a corporate member of the community, TCSA seeks to conduct its business

with a commitment to best practice WHS and is committed to providing a safe, healthy and quality environment for employees, students, visitors and community members.

Taronga and its associated partners, reserves the right to request that students have specific vaccinations, and all students agree to abide by these requests and provide medical evidence as part of their attendance on site. Any students who decline to provide the required medical evidence may not be able to continue with their studies and will forfeit any and all monies paid.

Our Responsibilities

To provide a safe learning environment, we must:

- provide a safe workplace for staff, students, contractors, visitors and volunteers
- ensure there are adequate resources provided to meet health and safety objectives
- ensure TTI complies with TCSA's WHS policy and procedures
- effectively manage work health and safety hazards and risks
- enable staff to be consulted on work practices which may affect work health and safety
- provide efficient mechanisms to monitor and report on work health and safety issues

Your Responsibilities

To ensure a safe learning environment, you must:

- take responsibility for your own safety and safety of others in the workplace
- not withhold information in relation to any safety issue that could be hazardous or dangerous
- co-operate with TTI in our efforts to comply with and exceed WHS requirements/expectations, including working safely when learning, following safe work practices, utilising personal protective equipment, notifying of hazards, injuries or illness, taking precautions to protect peers and others, and co-operating with management
- ensure a safe learning environment by complying with TCSA (and the partner zoo site you are on) WHS policy and procedures when undertaking practical industry work.
- disclose any allergies or associated illness which may impact on your ability to be in contact with or around animals or any animal related resources (including food)
- take responsibility for your own personal requirements and ensure that you do not put yourself in any harm, including disclosing any allergies and/or illnesses to your trainer and supervisor prior to any practical placement or practical zoo activities.
- ensure the learning environment is tidy to eliminate hazards (trips, slips and falls) and take due care not to affect the natural environment in any adverse way.

Insurance and Coverage Information

TTI maintains public liability Insurance throughout its registration with adequate cover suitable for the RTO's size and scope of registration.

TTI students are considered customers of Taronga, as Taronga provides education services for a fee, similar to visitors who purchase an entry ticket. For this reason, all students are treated as third parties, in the same way as visitors to Taronga.

Taronga's insurer, the Treasury Managed Fund (TMF), does not provide Personal Accident insurance cover for students. However, TMF does provide cover to Taronga where there is a legal liability to students as third parties (for example, in the event of injury caused by Taronga's actions or negligence).

Educational Work Experience Programs are generally short-term placements that allow students to gain industry experience to support their studies. As these placements are unpaid and unpaid workers are generally not covered under NSW Workers Compensation legislation, TMF has extended Personal Accident insurance cover for students participating in these approved work experience programs while they are undertaking duties at Taronga. Students attending Taronga from other schools are expected to be covered by their own institution's insurance. In these cases, the student's institution must provide a Certificate of Currency confirming active Public Liability insurance.

Copyright

All content which forms the material provided in a TTI course is TCSA's intellectual property and protected by copyright. As permitted under the provisions of the Copyright Act 1968 (Cth), no part may be reproduced or reused for any commercial purposes whatsoever, except with the express written consent of TCSA.

Media Policies

Social Media

You must conduct yourself in accordance with the TCSA *Social Media Policy* and any other Social Media Policy belonging to the partner zoo where you are studying. TTI students can have a role in supporting and championing TTI's vision in your interactions with people, including through social media sites. TTI students are trusted and expected to conduct themselves appropriately when they communicate and participate in social media, especially when they identify or affiliate themselves in any of these public spaces as TTI students.

Media

You must conduct yourself in accordance with the TCSA Media Policy and any other Media Policy belonging to the partner zoo where you are studying. You must not make official comment on matters relating to the organisations unless authorised by the Director and Chief Executive or appropriate Executive member, or officer from the Media Relations section. All requests for media contact should be referred to the Media Relations section of your site. This includes all forms of communication covering print, radio, video/TV and online variants.

Student Conduct and Discipline

As a TTI student you must comply with TCSA's *Code of Conduct*. The Code sets out standards of behaviour expected of our employees, students, volunteers, contingent workers, contractors, external partners working on site and members of the Board or committees. Everyone engaged with TCSA has a responsibility to familiarise themselves and has a responsibility to follow the Code – to do the right thing and encourage others to do the same.

All TTI students must maintain appropriate behaviour in the classroom, during any organised activities in zoo grounds and during practical placement. If students are found to be not acting safely or not following instruction during course activities they could potentially have their enrolment in their course withdrawn.

Policing student discipline means we can:

- maintain proper standards of student behaviour
- protect the reputation and operations of TCSA, TTI and our partners
- protect the public, including visitors.

Our emphasis will generally be on corrective action (such as counselling) rather than discipline. Where disciplinary action is considered appropriate, it will be taken without delay as it is in the best interests of all parties to have the matter resolved as soon as possible.

To ensure fairness and consistency in disciplinary matters, we may take the following action:

- if a disciplinary matter has been raised about you, we will inform you as fully as possible of the allegation made against you
- wherever possible, you will have an opportunity to put forward your case
- all relevant parties will be heard and all relevant submissions considered
- the person who raises the disciplinary matter will not conduct the inquiry into the matter, rather it will be undertaken by an independent decision-maker
- the decision-maker will act fairly and without bias

We will treat each case on its merits, tailor the form of action taken to the individual case and be even-handed in our application of policy. In deciding what action is necessary, our decision-maker will weigh all the relevant information and not be influenced by irrelevant factors.

'Even-handed' treatment does not necessarily mean identical treatment—the same concerns raised against two students will not necessarily lead to the same penalty because the circumstances of the two incidents may be different. For these reasons, it is neither possible nor desirable to establish a standard penalty for a specific breach of conduct.

Disciplinary action may be taken if you:

- breach your responsibilities around plagiarism and cheating
- engage in any misconduct
- consume or use alcohol while in uniform, at class or on practical placement
- consume or use illegal drugs, or misuse legal drugs while in uniform, at class or on practical placement
- intentionally disobey or disregard any reasonable instruction by TTI including TTI employees (or another person with the authority to make or give such an instruction)
- are negligent, careless or obstructive in your behaviour
- are disrespectful to the zoos animal collections, employees, visitors and/or the natural environment within which you are situated; or
- engage in any disgraceful, improper or illegal conduct which may bring TTI or TTI into disrepute.

In cases of serious breach, you may be excluded from your course, TTI services and the site at which you had been studying. Any illegal student conduct will be reported to the relevant authority. All disciplinary matters will be documented and reported to the TTI Manager.

Student Plagiarism and Cheating

Rules regarding plagiarism are strictly enforced by TTI. Plagiarism is a form of cheating and is a serious offence which may result in a penalty such as having to resubmit an assessment or exclusion from a course. You may need to pay an additional fee if required to resubmit or resit an assessment or re-enrol in a Unit of Competency.

We strongly recommend that you reference/cite/attribute your sources wherever possible so that your trainer will see you are being transparent about the source of the information you are using. Your trainer will explain the most appropriate forms of referencing for your studies.

Plagiarism occurs when you claim ownership for written words/data, ideas or inventions which are not your own. Examples of plagiarism include:

- submitting assessments substantially similar to (or copied from) another person's assessment.
- submitting assessments that use the exact words of another without using quotation marks and citing/attributing the original source
- submitting assessments that paraphrase (summarise) the work or words of another without citing the original sources
- presenting any work of another individual or group as your own
- submitting assessments without appropriate acknowledgement/referencing of original sources.
- submitting assessments using artificial intelligence (AI). AI sources work that is published on the internet and summarises them. This therefore makes using AI a plagiarism shortcut since those works are not attributed, sourced or referenced.

Cheating means seeking to obtain an unfair advantage in an examination or other written assessment (or in practical work required to be submitted or completed by you for assessment). You may be disciplined as a result of cheating.

If there are no substantial factors to indicate that plagiarism was accidental or unintentional, plagiarism will be treated as cheating since it is done consciously in an attempt to earn unfair advantage in assessment. A TTI assessor who has reasonable grounds to believe that cheating has occurred will mark the assessment as requiring resubmission and report the matter to the TTI Manager. Where your work has been assessed as requiring resubmission due to cheating, we will advise you in writing of the reasons for the decision so that you have the opportunity to remediate.

If you are caught copying the work of others in assessments (including examinations) we will also treat this as cheating. At the time of such an incident, we will (in writing):

- advise you of the misconduct
- request a resubmission
- report the incident to the TTI Manager.

Use of Artificial Intelligence

We understand that AI tools are becoming a regular part of how people study and learn. While the use of AI isn't prohibited, we want to be clear about what's expected in your assessments.

These assessments are designed to demonstrate your understanding, based on what you've learned and experienced during your course and practical placement. This means we expect you to submit responses written in your own words.

AI can help you study, explore ideas, or clarify concepts, but it should not write your assessment answers for you. If you have used AI in these ways, we expect you to acknowledge it in your own work. Even then, the content must be in your own words.

The use of direct AI generated responses in assessments will be considered as plagiarism and may result in disciplinary action.

Appealing a decision about plagiarism/cheating

You may appeal a decision by writing to the TTI Manager within ten (10) working days of notification of the decision. Upon receipt of a written appeal, the TTI Manager will assign an independent assessor to consider your appeal. The independent assessor will provide

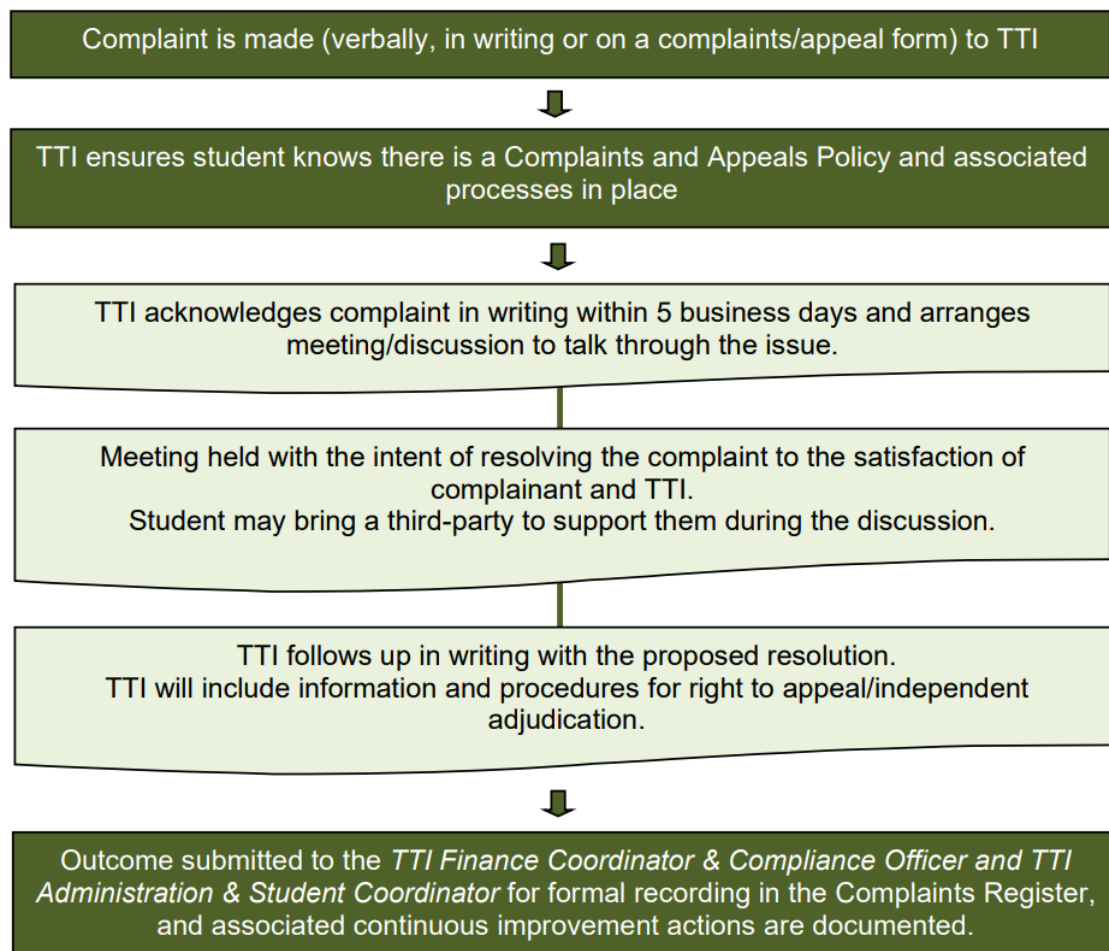
written advice regarding the outcome of the appeal to you, the original TTI trainer/assessor and the TTI Manager.

Complaints and Appeals

The *Complaints and Appeals Policy* ensures TTI has a fair and efficient process for the recording, acknowledging and resolving student complaints or appeals.

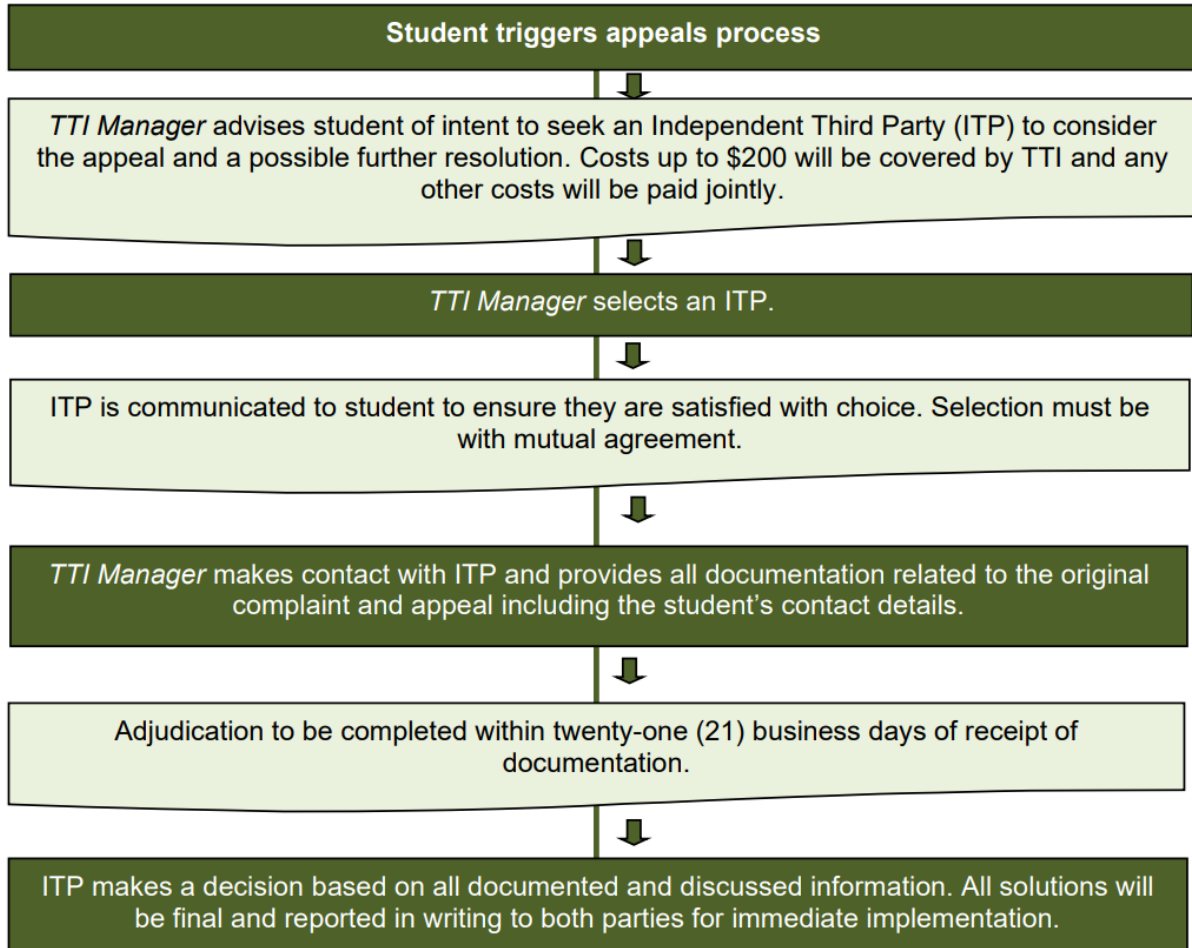
Complaints Process

Students may choose to submit a complaint to TTI through the process below. The intent is to resolve the complaint through discussion and mutual agreement.



Appeals Process

If you are not yet satisfied with the proposed solution for a formal complaint, you can ask the TTI Manager to apply the appeals process which will trigger an additional opportunity to provide a solution.



For more detailed information refer to the '*Complaints and Appeals Policy*' on the website.