

Taronga Training Institute

Student Handbook



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1. Introduction

Taronga Training Institute

The Taronga Training Institute (TTI) is a section of Taronga Conservation Society Australia ('Taronga') and a Registered Training Organisation (RTO) — RTO Code 91359. Taronga is a leading zoological institution and operates both Taronga Zoo (Sydney) and Taronga Western Plains Zoo (Dubbo). Through TTI, Taronga offers quality vocational training in NSW (Sydney and Dubbo) and through its partners in Victoria, South Australia and Western Australia.

TTI adheres to the VET Quality Framework and *Standards for NVR Registered Training Organisations (RTO) (2015)* and currently provides training and assessment in the following courses within the Australian Qualification Framework (AQF):

- Tourism studies
 - SIT10116 Certificate I in Tourism (Australian Indigenous Culture)
 - SIT20116 Certificate II in Tourism
 - SIT30116 Certificate III in Tourism
- Animal Care and Management
 - ACM20117 Certificate II in Animal Studies
 - ACM30317 Certificate III in Captive Animals

Student Acknowledgement & Agreement

This *Student Handbook* contains information about policies and student services of TTI. When enrolling, all students are required to acknowledge that they have read, understood and agreed to abide by the terms and conditions outlined in this handbook.

In signing their agreement, TTI students commit to:

- undertake their studies to the best of their abilities;
 - meet deadlines for work to be submitted;
 - submit work without plagiarising or cheating;
 - attend all classroom sessions and practical placements of their enrolled course;
 - consult with TTI in a timely manner if problems/issues arise;
 - accept joint responsibility for their own learning; and
 - provide feedback to TTI on its courses and services.
-
- They 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 others at TTI, Taronga and its industry partners;
 - respect the animal collection and to follow related policies and procedures of Taronga and its industry partners;
 - follow all reasonable instructions provided by Taronga including TTI employees and employees of its industry partners;
 - conduct themselves in a manner which does not negatively impact upon Taronga's reputation, operations and visitor experience (or that of its industry partners);
 - respect the right of TTI to express their trainer/assessor opinions; and to
 - conduct themselves in a courteous, polite and ethical manner and in a manner which demonstrates tolerance and respect for others and which supports the principles of equal opportunity, anti-discrimination and occupational health safety and environment.

2. Code of Practice

TTI takes pride in the quality of the services it offers to its students, and aims to deliver best practice in training and assessment with strict adherence to the *Standards for Registered Training Organisations (RTOs) 2015*.

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; and
- avoiding practices and activities that may bring RTO services into disrepute.

- TTI is committed to ensuring customer satisfaction. We demonstrate this by:
 - treating all students with respect and dignity;
 - providing assistance to help students achieve their desired outcome;
 - tailoring services to aid students with different circumstances and/or from different backgrounds;
 - providing high quality facilities and materials to assist in student learning;
 - respecting and protecting our students' privacy, while accurately and securely recording and storing student records for their future reference;
 - providing flexibility in our training and assessment delivery to cater for individual student needs; and
 - encouraging students to give feedback without fear of prejudice to support our continuous improvement.

3. Attendance

It is compulsory that students attend all classroom sessions. Absences from classroom sessions may result in the student missing an assessment or information/instruction critical to an assessment. If a student is unavoidably absent from a classroom session, TTI may request the student provides evidence to support their competency or require the student to undertake additional alternative tasks (to evidence learning) or attend a future session. Any rescheduling of classroom sessions may impact the student's course completion date and may incur a fee unless the student provides evidence of extenuating circumstances (i.e. medical certificate).

If a student is absent from classes or practical days for an extended period of time due to extenuating circumstances (i.e. illness) they **MUST** inform TTI in writing via aXcelerate, including the expected period of absence and the reason for absence. Students are required to submit supporting evidence of the extenuating circumstances (i.e. medical certificate). Failure to do so may result in the student relinquishing their place in the course, with all fees paid to date being retained by TTI and any fee still owing falling due immediately.

Students of animal-related courses are also required to attend all practical placement days as scheduled. If a student is unable to attend a scheduled practical day TTI may reschedule. Any rescheduling of practical days may impact the student's course completion date and may incur an administration fee unless the student provides evidence of extenuating circumstances (i.e. medical certificate).

Course Name	Location of course	Number of practical days at zoo
Certificate II in Animal Studies (HSC)	Taronga Zoo	5 days
Certificate II in Animal Studies	Taronga Zoo	In class
Certificate II Animal Studies	Taronga Western Plains Zoo	In class
Certificate III in Captive Animals	Taronga Zoo	1 day / week
Certificate III in Captive Animals	Taronga Western Plains Zoo	4 x 10-day blocks
Certificate III in Captive Animals	Zoos Victoria (Melbourne Zoo, Werribee Zoo, Healesville Sanctuary)	4 x 10-day blocks
Certificate III in Captive Animals	Perth Zoo (Perth)	4 x 10-day blocks
Certificate III in Captive Animals	Zoos South Australia (Adelaide Zoo, Monarto Zoo)	4 x 10-day blocks

4. Key Contacts

Manager, Tertiary Programs and Business Development	Emma Pollard
TTI Manager	Michelle Durkan
Tourism Course Coordinator and Trainer	Lynda Lorenz
TTI Coordinator and Compliance Officer	Rachel Howey
TTI Student Coordinator & Cert III Support Officer (Sydney)	Eilish Garratt
TTI Support Officer (Sydney) – Certificate II Animal Studies	Jessica Cook
TTI Support Officer (Dubbo)	Rhonda Betts
TTI Support Officer (Perth)	Nikki Beynon
TTI Support Officer (Melbourne)	Bali Forbes
TTI Support Officer (Adelaide)	Casana Goodchild

TTI Contact Details

Contact with Trainers will generally be in-person at class or through the TTI student management system, aXcelerate.

Phone:	02 9978 4746
Fax:	02 9978 4508
Email:	tti@zoo.nsw.gov.au (Sydney, Melbourne, Perth or Adelaide campus)
Email:	ttidubbo@zoo.nsw.gov.au (Dubbo campus)
Mail:	PO Box 20 Mosman NSW 2088

5. Payment of Fees and Charges

Once you have been offered a position in one of the courses TTI delivers, all fees are payable upfront (unless otherwise agreed with TTI). All invoices will be provided through the aXcelerate student management system.

If you are eligible for smart and skilled funding, TTI will be in contact with you before your fees are due, to determine your student contribution (once smart and skilled have advised TTI of your subsidy amount).

Positions will be offered within 1-2 months after the closing date of enrolments. In order to secure your position in the course you will need to finalise your payment within two (2) weeks of being offered the position.

The following fees and charges are also applicable to your enrolment at TTI:

Late assessment fee: \$75 per assessment (if submitted late without an approved extension)
Late (invoice) payment fee: 10% per week (of total amount due) after 7 days overdue*
Recognition of Prior Learning (RPL) application fee: \$250
Credit transfer application fee: \$150
Certificate/Statement of Attainment/ Testamur re-print fee: \$40
Student withdrawal admin fee: \$100
Practical Placement reschedule fee: \$70 per practical placement day (if approved evidence of extenuating circumstances is not provided).

*A late payment fee is applicable when fees and charges are not paid on time for any reason you are unable to pay by the due date, please contact TTI at least 7 days prior to the due date.

Payment Options

TTI accepts Direct Debit, MasterCard or Visa for the payment of fees and charges through the aXcelerate student management system. Information on payment options and fees are located on the bottom of your invoice.

Smart and Skilled Funding

TTI is a provider of training subsidised by the NSW Government under their *Smart and Skilled* program. Eligible students may be able to receive subsidised course fees for the following qualifications (delivered in NSW):

- ACM20117 Certificate II in Animal Studies
- ACM30317 Certificate III in Captive Animals
- SIT20116 Certificate II in Tourism
- SIT30116 Certificate III in Tourism

For more information on *Smart and Skilled* contact 1300 772 104 or go to www.smartandskilled.nsw.gov.au. The *Smart and Skilled* student fee is determined by your eligibility. This is defined by the evidence you provide at the time of enrolment. Therefore, all relevant student evidence is required to ensure that the correct fee is determined at enrolment.

Please note Smart and Skilled subsidies are not guaranteed. You will be notified if you are approved to receive a subsidised course fee.

6. Consumer Rights

Students should be aware that TTI 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; and
- a (new) national Consumer Guarantees law.

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

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

For more information refer to: www.treasury.gov.au/Policy-Topics/Consumer and www.consumerlaw.gov.au

7. Practical Placement

Practical placement days are a vital and unique part of the course. They are an opportunity to work closely with experienced and highly-skilled staff of Taronga, Taronga Western Plains Zoo, Zoos Victoria, Perth Zoo or Zoos South Australia. Where possible (and if applicable to the course) students will be scheduled for practical placement days according to the availability they have indicated during the application/enrolment process and/or by the ballot system. A schedule of practical placement days will be provided to students as part of their orientation.

Required practical placement days for TTI's animal courses are:

Course Name	Location of course	Number of practical days at zoo
Certificate II in Animal Studies (HSC)	Taronga Zoo	9 days
Certificate II in Animal Studies	Taronga Zoo	In class
Certificate II in Animal Studies	Taronga Western Plains Zoo	In class
Certificate III in Captive Animals	Taronga Zoo	1 day / week
Certificate III in Captive Animals	Taronga Western Plains Zoo	4 x 10-day blocks
Certificate III in Captive Animals	Zoos Victoria (Melbourne Zoo, Werribee Zoo, Healesville Sanctuary)	4 x 10-day blocks
Certificate III in Captive Animals	Perth Zoo (Perth)	4 x 10-day blocks
Certificate III in Captive Animals	Zoos South Australia (Adelaide Zoo, Monarto Zoo)	4 x 10-day blocks

Students must attend all scheduled practical placement days, except when an emergency or extenuating circumstance arises (e.g. a medical emergency). Where a student is not able to attend a practical placement day they are required to **telephone their practical placement division** immediately advising of the unavailability to attend and (within seven [7] days) **provide TTI with written evidence supporting the extenuating circumstance** (i.e. medical certificate) that resulted in their practical day absence.

NOTE: Students are not to wear any perfume during Practical days. Standard deodorant is acceptable, however strong perfume can have a negative/adverse effect on the animals in our care

Students who do not attend their scheduled practical placement days regularly will appropriately disciplined.

Rescheduling a Practical Placement

Any scheduled practical placement day not attended by a student needs to be rescheduled by TTI and completed by the student at an operationally convenient time to Taronga/Taronga Western Plains/Zoos Victoria/Perth Zoo/Zoos South Australia. A student will be required to pay a rescheduling fee of \$70 where they are absent from a practical placement day without providing evidence (i.e. medical certificate) of a valid extenuating circumstance to TTI and/or where the student does not contact their practical placement division prior to the start time of their scheduled practical placement day to advise of their inability to attend. In addition, students who do not complete the required amount of practical placement hours will be ineligible to complete their full qualification.

A student who is employed as a keeper at the zoo hosting their course may use their work-day in lieu of practical placement with prior agreement between the management of TTI and the partner zoo.

If a TTI student is also a Taronga Volunteer, their volunteering day's only count as practical placement days for their course where prior approval has been sought from the TTI Manager.

When undertaking practical placement days at an animal care organisation/institution, TTI students are to uphold TTI's Code of Conduct for students and abide by that organisation/institution's policy and procedures.

Changes may be made in advance to a student's schedule of practical placement days subject to:

1. Practical placement spaces being available (note that there is high demand and limited spaces)
2. The student paying an administration fee of \$70 per rescheduled practical placement day.

8. aXcelerate

aXcelerate is the main system of communication between TTI and students. Any announcements or administrative matters concerning TTI courses will be made via aXcelerate. It will also be the main method of (non-classroom) communication between trainers and students.

TTI uses aXcelerate as a student management system. All student enrolment details are held securely within this database. Students will have access to all relevant TTI policies and procedures through aXcelerate.

All course materials will be made available to students through aXcelerate. Students will be able to download

assessment documents, complete assessment tasks, and submit documents electronically via aXcelerate. Assignments submitted in hard copy won't be accepted unless as part of an agreed learning management strategy with TTI.

9. Learning and Assessment

TTI presents its courses in the form of traditional classroom-based sessions, online learning and on-the-job instruction. Students are expected to attend all scheduled classroom sessions. Some assessments are designed to be completed during class sessions, some during on-the-job prac and the remainder outside of class. When considered appropriate by TTI, variations to this format may be undertaken to suit a particular student's needs.

Competency-based Training and Assessment

Competency-based Training is concerned with what the learner will be able to do at the end of training. It does not matter how the learner acquired the skills, knowledge and attitude, as long as the learner can demonstrate achievement of the listed competencies. All assessments conducted by TTI observe the directives as required by the Competency Standards for Assessment from the National Training Package.

Principles of Assessment

All assessments carried out by RTOs are required to demonstrate compliance with the four principles of assessment: **validity, reliability, fairness** and **flexibility**.

Validity

Assessment is deemed 'valid' when the process assesses what it claims to assess. For this to happen, the assessor must ensure:

- the outcomes and performance requirements of the unit are addressed;
- the broad range of skills and knowledge that are essential to demonstrate competent performance are addressed;
- assessment of knowledge and skills is integrated with their practical application; and
- judgement of competency incorporates the requirements of validity.

Reliability

'Reliability' refers to the consistency of the interpretation of evidence and assessment outcomes. Reliability can only be achieved when assessors share a common interpretation of the unit(s) being assessed. For assessment to be reliable, the assessor must:

- use clearly defined benchmarks for assessment;
- be able to interpret those benchmarks for assessment information and requirements;
- adhere to those benchmarks in the assessment process; and
- monitor and review own and others' assessment decisions to ensure consistency of judgement.

Fairness

Assessment is 'fair' when the assessment process is clearly understood by students (and agreed by both assessors and students) and when students' needs and characteristics are addressed.

For assessment to be fair, the assessor must:

- provide students with clear, accurate and relevant information about the assessment process (including assessment purpose, benchmarks, tools, materials, methods, evidence requirements and review/appeals processes);
- enable candidates to prepare and agree on the assessment process;
- provide for recognition and self-assessment of readiness for assessment;
- take into account the characteristics of candidates;
- apply reasonable adjustments (where appropriate, depending on the characteristics of students);
- explain reasons for not making adjustments, as applicable;
- document the assessment process; and
- provide feedback to candidates.

Flexibility

Flexibility in assessment involves consideration of the needs of the various parties involved in the assessment process. Flexibility applies to the assessment process—not the competency standard. Providing for flexibility must be balanced to ensure validity of the assessment.

To be 'flexible', assessments should:

- reflect the needs of students and other parties impacted by the assessment process;
- be accessible to students in terms of timing and readiness;
- provide for the recognition of competencies no matter how, where or when they have been acquired;
- draw on a range of methods and be appropriate to the context and students' characteristics; and
- enable progression from one competency standard to another.

Rules of Evidence

As well as the Principles of Assessment, the Rules of Evidence must also be followed. The Rules of Evidence include the following principles:

Sufficiency

Sufficiency relates to the amount of evidence collected. 'Sufficient' evidence is necessary to ensure all aspects of the competency standard have been captured and to satisfy the need for repeatable performance. Supplementary sources of evidence may be necessary.

Currency

Currency relates to the age of collected evidence. Competency requires demonstration of 'current' performance – therefore the evidence collected or provided must be recent. This is particularly important when students seek recognition of existing competence through an assessment-only pathway.

Authenticity

Authenticity relates to ensuring the evidence is from the student and not another person. Where evidence relies on indirect or supplementary forms of evidence (or the direct evidence is not directly observable) complementary evidence that supports 'authenticity' may need to be provided. The Evidence Guide of the Units of Competency provides advice to assessors relating to the collection of evidence (particularly through the sections entitled 'Overview of Assessment', 'Collection of Quality Evidence Requirements' and 'Specific Evidence Requirements').

Types of Assessment

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

- written answers to questions;
- reports, projects & presentations;
- case studies;
- observations of students performing tasks; and
- supervisor reports.

All assignments are to be completed online and/or uploaded electronically to the student portal in aXcelerate against the correct unit and labelled per the instructions provided.

Assessment Due Dates and Extensions

Students are advised of the due dates for all assessment tasks for that Unit of Competency in writing (on aXcelerate) and verbally by the Trainer and Assessor at the beginning of each unit. **Students should expect that assessments may be conducted at every classroom session (including the first session of each Unit of Competency).**

Students are expected to submit all assessments by or on their due-date. However, TTI will provide flexibility to students (in extenuating circumstances) by providing an extension to the due-date of the assessment.

Students who are not able to submit an assessment by or on the due date will need to request an extension before the due date and receive TTI's approval. Students are required to make their application for an

extension in writing to the Support Officer at their site at least 48 hours before the due date. **Evidence supporting the extenuating circumstance (i.e. medical certificate) must also accompany the student's written request for an extension.** (Extenuating circumstances are, for example, unavoidable emergencies or illness.)

Students who regularly make application for extensions will be appropriately, disciplined.

Students who do not submit an assessment by the due date may be required to submit evidence to prove competency. If no evidence is provided, the student may pay a late fee of \$75 to have their assessment marked by a trainer within four (4) weeks of the original due date. If no assessment is submitted within four (4) weeks of the original due date, students will be deemed Not-Competent for that assessment (and therefore the unit). Students who are deemed 'Not Competent' by a TTI Trainer & Assessor for a Unit of Competency can request to re-enroll in the next available Unit of Competency and pay the associated course fee for that unit.

Flexible assessment may be provided to students with special needs as identified upon enrolment (or as required) in consultation with the TTI Manager.

Note:

- **The maximum period of extension for submission of assessment is two (2) weeks.**
- **A late marking fee of \$75 is payable per assessment item if submitted late without an approved extension.**
- **Students will fail the assessment if it is not submitted within four weeks of the due-date and a result of Not Competent (NC) will be recorded against the assessment (and therefore the unit).**
- **Students have the option to repeat the unit (s) recorded as Not Competent (NC) by re-enrolling and paying for each of the Unit(s) of Competency they wish to complete. See 'Repeating a Unit(s) of Competency' in the Student Handbook for further information.**

Re-sitting or Resubmitting an Assessment Task

If you have completed the assessment task within the required assessment dates but are initially assessed as not yet competent, you may be entitled to re-sit or resubmit the assessment task. This only applies to initial attempts or submissions that are considered to be a genuine attempt by the student.

Students are required to resubmit the assessment within the new extended due date that has been provided by the Trainer or Support Officer. Failure to resubmit within the extended due date will result in a late fee being applied. If the assessment is not submitted within four (4) weeks of the original due date, a result of Not-Competent will be recorded for the assessment (and therefore the unit).

Only one re-sit or resubmission may be granted for each assessment task and will be subject to approval by the TTI Support Officer. If a student is not deemed competent after the second attempt of the assessment tasks/event, a result of Not Competent (NC) may be recorded. To be eligible for additional resubmissions or re-sits of the assessment, you are required to inform the TTI Manager of your reassessment intent in writing through aXcelerate within two (2) weeks of the assessment outcome advice.

Repeating a Unit(s) of Competency

If you need to repeat a Unit(s) of Competency as a result of not achieving competency during the initial enrolment of the unit(s), you may have the option to repeat the unit(s) by re-enrolling in a future unit and paying a fee for each Unit(s) of Competency you wish to repeat. Details of fees for repeating Unit(s) of Competency are available by contacting TTI. Re-enrolment to repeat Units(s) of Competency where training and delivery are required may not be able to occur until the next delivery period of the unit(s). Note: repeating a unit may require the student to re-attend all classroom sessions and re-complete all assessment tasks.

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 and posted to the address registered on your current student record, or given to you at student graduation. Your results, including a report to your employer if you are a trainee, will be withheld if you have any fees or charges owing.

10. Access and Equity

TTI is committed to the principles of access and equity which ensure that students, employees, members of other organisations and the public are treated fairly and with respect at all times.

TTI provides assistance to all students to identify and achieve their desired learning outcomes. TTI is committed to providing training and assessment services to all students regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy.

Application and Enrolment

Application for enrolment in TTI courses is available to individuals who meet the following course entry requirements.

For Certificate II in Animal Studies (HSC) students must be a minimum of 16 years of age (on commencement of the course), be able to demonstrate good English skills (verbal and written) and possess basic numeracy skills.

Access to an animal care workplace is a requirement to enable the practical components of the course to be undertaken. For students of TTI, this workplace is required to be Taronga Zoo (Sydney). In this regard, all enrolled students of TTI will be assured the required and planned access to Taronga Zoo for nine practical placement days.

For Certificate II in Animal Studies students must be a minimum of 16 years of age (on commencement of the course), be able to demonstrate good English skills (verbal and written) and possess basic numeracy skills.

Access to an animal care workplace or related activities is a requirement to enable the practical components of the course to be undertaken.

For Certificate III in Captive Animals students must be a minimum of 16 years of age on commencement of the course at Taronga (Sydney or Dubbo) or a minimum 18 years of age for the Melbourne, Perth and Adelaide course. Students must have completed Certificate II in Animal Studies or have worked/volunteered in an animal care industry for a minimum of one year (on an equivalent regular basis).

Students of this course must also be able to demonstrate good English skills (both verbal and written) and basic numeracy skills.

Access to an animal care workplace is a requirement to enable the practical components of the course to be undertaken. For students of the Taronga Training Institute, this workplace is required to be Taronga Zoo (Sydney), Taronga Western Plains Zoo (Dubbo), Melbourne Zoo/ Werribee Open Range Zoo/ Healesville Sanctuary, Perth Zoo or Adelaide Zoo/ Monarto Zoo. In this regard, all enrolled students of TTI will be assured the required and planned access to Taronga Zoo, Taronga Western Plains Zoo, Melbourne Zoo/ Werribee Open Range Zoo, Perth Zoo or Adelaide Zoo/ Monarto Zoo in accordance with their course requirements.

For the Certificate I in Tourism (Australian Indigenous Culture), Certificate II in Tourism and Certificate III in Tourism there are no pre-requisites for enrolment, however students should be able to demonstrate good English skills (both verbal and written) and basic numeracy skills.

In addition, due to the practical components of the courses, students will need to have the ability to undertake the inherent requirements of the course. An assessment of may be carried out to determine an individual's suitability.

Criminal Conviction

If an Australian or overseas Court has ever found you guilty of a criminal offence, not including offences which may have become spent convictions, please provide details including the nature of the offence, date and penalty imposed to tti@zoo.nsw.gov.au marking the e-mail 'Confidential'. Students who have been convicted of a serious sex offence or are a Registered Person cannot undertake study with Taronga Zoos, Zoo's Victoria, Perth Zoo or Zoos South Australia.

11. Anti-Discrimination Statement

In support of key legislation such as the *Disability Discrimination Act 1992* (Cth), the *Disability Standards for Education 2005*, the *Anti-Discrimination Act 1977* (NSW) and the *Education Act 1990* (NSW) Taronga 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, Taronga 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.

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:** 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 they are a woman, this is likely to be direct sex discrimination).
- **Indirect 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 women and some ethnic groups who are less likely to be this height than men or people from other ethnic groups. They could claim indirect sex or race discrimination if they could show that the job does not really need someone that tall to perform the role).

Harassment

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

Non-Sexual Harassment: Non-sexual harassment is any form of behaviour that:

- the other person does not want and does not return;
- offends, humiliates or intimidates; and
- 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: Sexual harassment is any form of sexually- related behaviour that:

- the other person does not want and does not return; and
- 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; and
- 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 victimise anyone else because they supported someone who complained about harassment.

Student Responsibilities

Student anti-discrimination responsibilities include:

- ensuring that their behaviour:
 - meets an acceptable standard; and
 - contributes to a productive learning environment free from harassment, victimisation and unlawful discrimination.

- Reporting (to their trainer/assessor, a TTI Support Officer or the TTI Manager) where a student notices or suffers harassment, victimisation and/or unlawful discrimination.

Students who experience harassment, victimisation and/or unlawful discrimination should ensure they take action which can include:

- seeking advice and support through their trainer/assessor, a TTI Support Officer and/or the TTI Manager
- telling the person concerned to stop the offending behaviour (the student may seek support before taking this step); and/or
- lodging a grievance/complaint.

12. Privacy, Freedom of Information and Confidentiality

Privacy and Freedom of Information

TTI is committed to respecting the privacy of individuals in relation to the collection, storage, use and disclosure of personal information. TTI is also committed to student rights to access information about themselves.

TTI 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 the student's knowledge and written approval, except as required under the standards for RTOs or by law;
- advise students of the purpose for collecting 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 students with ready access to their personal information; and
- enable students to make corrections/updates to their personal information, if required.

At any time, a student can request TTI to provide them with access to their personal information and other information relating to their learning by completing the TTI Student Request for Information Form which is available from the TTI Manager.

Confidentiality of Information

All information gained as a Student concerning Taronga's (and its partners) operations, business, intellectual property, financial records, and/or employee information, whether obtained directly or indirectly, is to be regarded as confidential. Such information shall be treated in a strictly professional and confidential manner and not discussed outside the confines of the specific work area, or external to Taronga.

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.

Restrictions on Use of Imagery

The following restrictions apply to photographic images and video material taken by Taronga employees and associates (Volunteers, Zoo Friends and Taronga Training Institute Students) at Taronga and Taronga Western Plains Zoos, Perth Zoo, Melbourne Zoo, Werribee Open Range Zoo, Healesville Sanctuary., Adelaide Zoo and Monarto Zoo.

Specifically, Taronga Training Institute students may not without prior approval from the TTI Manager:

- Seek to sell or derive a profit from any imagery taken at the zoos.
- Commercially exploit the imagery in any way.
- 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 Taronga Social Media Policy.
- Publish images in any way.
- Take photographs or video of any behind-the-scenes work areas of the Zoo without permission/approval.

13. 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, Taronga 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.

Student Responsibilities

To ensure a safe learning environment, students must:

- take responsibility for their 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 Taronga in their 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; and
- ensure a safe learning environment by complying with Taronga's WHS policy and procedures when undertaking practical industry work.

Student responsibilities also include ensuring the learning environment is clean and tidy to eliminate hazards (trips, slips and falls) and take due care not to affect the natural environment in any adverse way.

14. Obligation to Recognise other RTOs

TTI recognises the AQF Qualifications and Statements of Attainment issued by any Registered Training Organisation (RTO). This means that valid and current Statements of Attainment and/or Certificates issued by another RTO (demonstrating competency in individual units of competency relevant to TTI courses) will preclude the requirement for the student to repeat the unit/s with TTI.

For further information, see section 17: Recognition of Prior Learning / Credit Transfer.

15. Provision of Student Support

Students who are having difficulties in meeting course requirements because of their personal circumstances will be treated with compassion and every effort will be made to provide the assistance needed to complete the course.

TTI will be flexible in the arrangements for students with genuine needs and (during the course and up until the final date for presentation of course assessments) students will be supported by provision of:

- class sessions;
- close supervision during industry placement;
- telephone support (within two business days, with resolution within five business days);
- online communication (via aXcelerate);
- counselling services as required;
- RPL;
- grievance and appeals process;
- internet access onsite; and
- direct workplace access to practical coordinators, trainers/assessors (in class and via the portal) and TTI administration staff (see hours below).

TTI Support Staff will be available for student support and questions at specified times across the week as follows:

- Taronga (Sydney) office is open one hour prior to every class. (Appointments are available outside that time)
- Dubbo, Perth, Melbourne and Adelaide support staff are available until 5:00pm during classroom weeks and on Wednesdays on other weeks.

Students are encouraged to use the support services offered by TTI.

16. Special Needs and Language, Literacy and Numeracy

Students have an obligation to identify any special learning requirements they may have in their Application to a TTI course. If a student highlights a special need on their Application Form, they may be required to have an appropriately qualified practitioner fill in Professional Support Documentation to:

- clearly identify their ability to complete at TTI course; and
- provide advice regarding any reasonable adjustments to assessments that TTI may need to make on the student's behalf; and which
- help TTI to ensure their duty of care is fulfilled.
- A student's Language, Literacy and Numeracy skills may be assessed by TTI for the purpose of ascertaining the student's likely ability to cope with the requirements of the course they are applying for.
- Assessment of these basic skills will be formal and informal via:
 - self-assessment questions on the TTI Course Enrolment Form;
 - appraisal of the student's enrolment documentation; and
 - communications at enrolment time (verbal English skills); and
 - responses and performance during face-to-face interview process.

Where a student is deemed to not have sufficient Language, Literacy and Numeracy skills to succeed at the course, advice on acquiring them will be offered.

Students identified as having significant Learner Support needs will be referred to support agencies. Examples of these agencies include: [AUSPELD](#) (supporting people with learning disabilities) and [Learning Difficulties Australia](#).

17. Refund, Withdrawal and Deferral

Refund

Students are advised to give careful consideration to their course enrolment decision because enrolled **students are not eligible for a refund of course fees** unless TTI cancels the course or if the student advises of their withdrawal at least thirty (30) working days prior to the commencement of the course.

An administration fee of \$100 (taken from the amount refunded) is payable by students who withdraw their enrolment.

Withdrawal

By Student: Students wanting to withdraw are required to do so in writing. Where a student has elected to withdraw, the balance of their course fees remains payable within 30 days of their notice of withdrawal.

By RTO: Continuous non-attendance at either classroom lessons or practical placements AND failure to request deferral in writing will result in the student relinquishing their position in the course, with all fees paid to date being retained by TTI and any fee still owing falling due immediately.

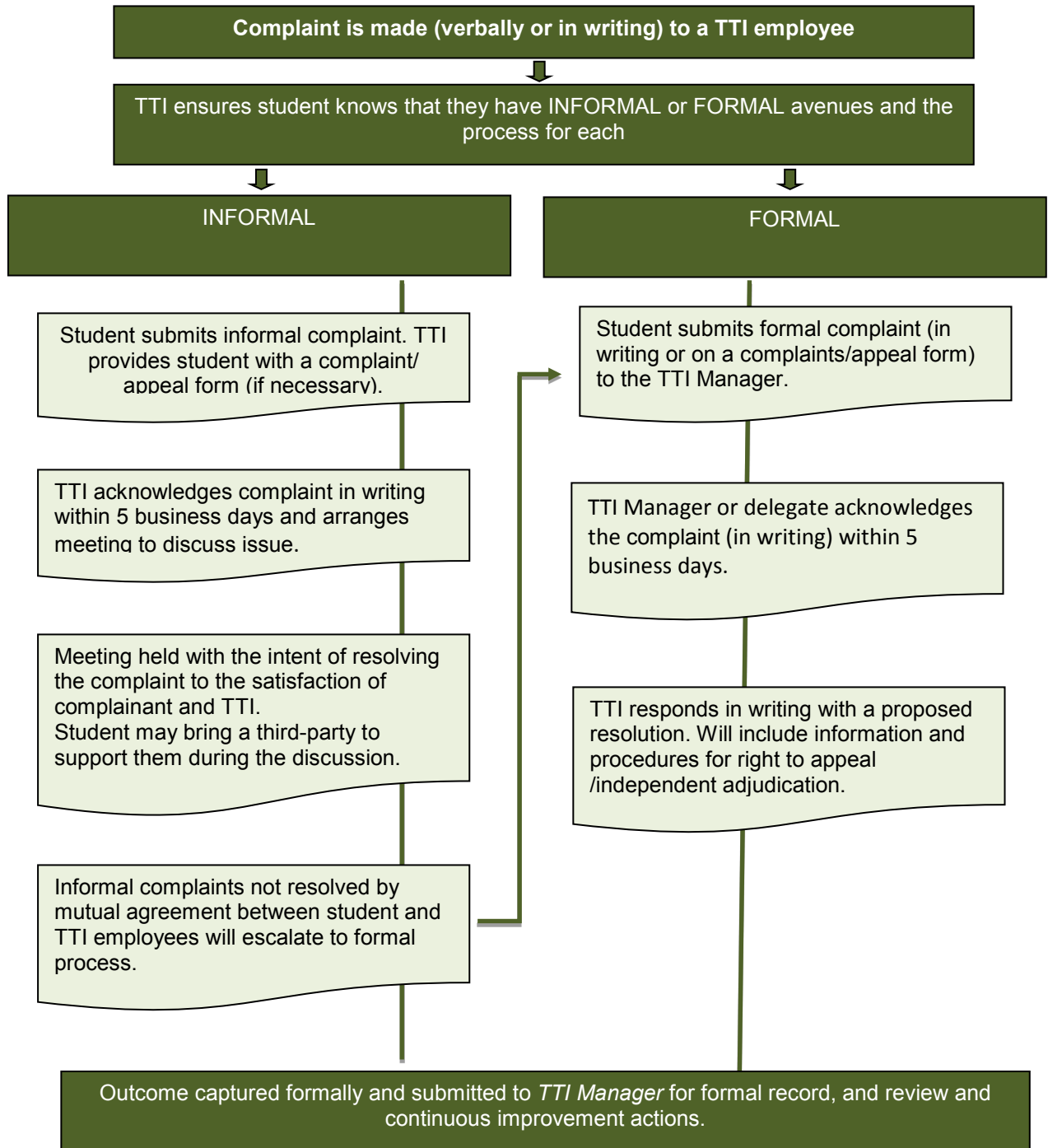
Deferral: Applications to defer will only be accepted when evidence of extenuating circumstances is provided (i.e. medical certificate). Students are able to defer until the next course intake only (i.e.: 6 or 12 months depending on location), and a position will only be held if the course fees have been paid in full and if the application to defer is made at least thirty (30) working days prior to the commencement of the course. Please note, students are ineligible for a refund of course fees if they have chosen to defer. Where a student chooses to defer, they are required to do so in writing to the TTI Manager with an indication of a date of return to the course.

18. Complaints and Appeals

The Complaints and Appeals Policy ensures TTI provides students with a fair and open process to raise complaints or appeal decisions.

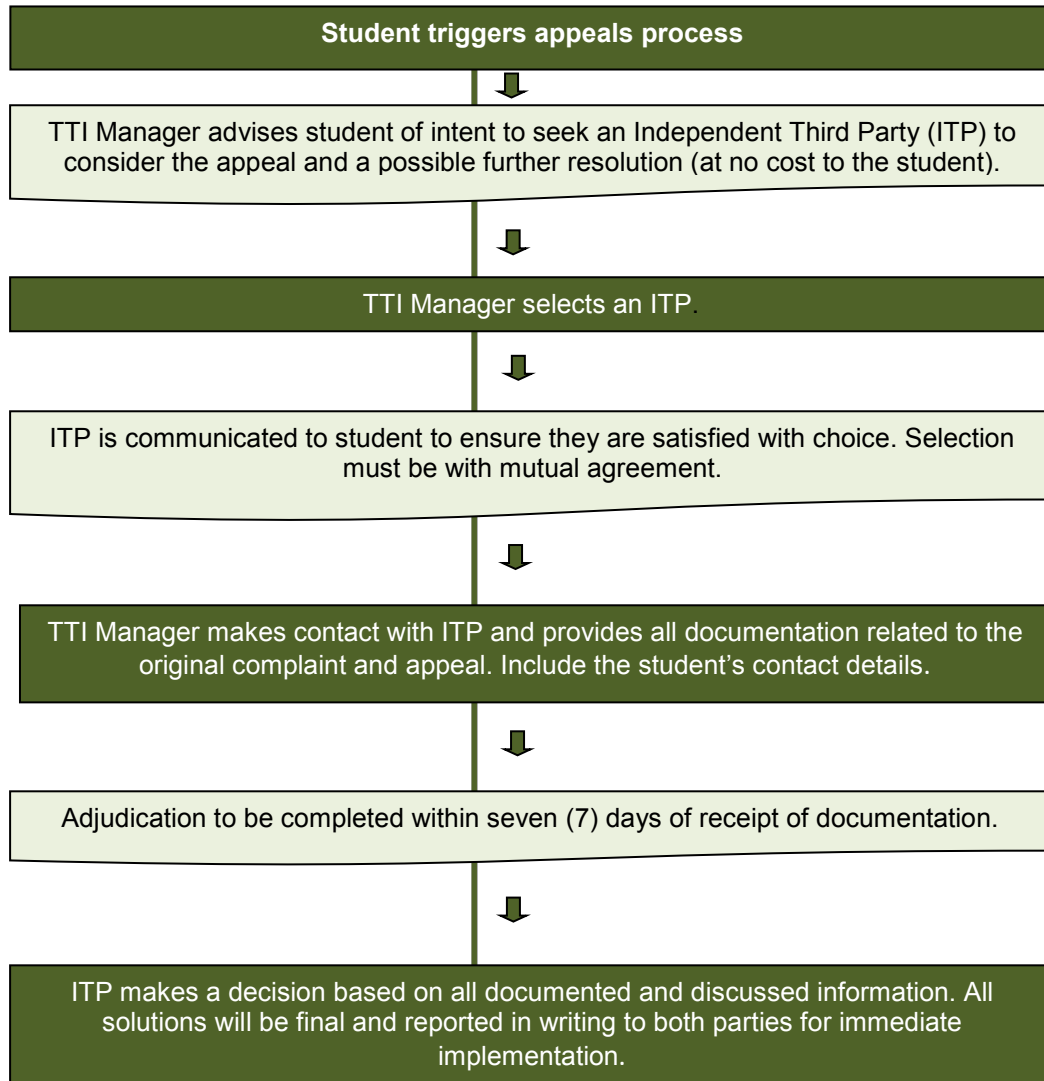
Complaints and Appeals Procedures

Students may choose to submit a complaint to TTI employees via the Informal Process or Formal Process. (For the purposes of this policy 'TTI employees' includes third-parties or partnering organisation personnel). The intent is to resolve the complaint through discussion and mutual agreement. Students seeking to appeal an assessment decision should also follow the complaints and appeal procedure.



Appeals Process

A student who is dissatisfied with the proposed solution for a formal complaint can ask the *TTI Manager* to apply the appeals process which will trigger an additional opportunity to provide a solution.



External Reference of Appeal

If an appellant is not satisfied with the outcome of their appeal, he/she may appeal externally to the Australian Skills Quality Authority (ASQA):

POSTAL: GPO Box 9928, Melbourne, VIC, 3001

TELEPHONE: 1300 701 801

WEB: <https://www.asqa.gov.au/complaints/make-complaint-domestic-students>

19. Welfare and Guidance

TTI recognises that students may, from time to time, face difficulties in their lives which impact on their capacity to complete the course in which they enrolled.

Wherever possible, TTI will assist students by:

- discussing with the student the difficulties they are facing;
- providing flexibility allowable within the National Standards in relation to assessment; and/or
- helping the student locate suitable welfare and/or guidance organisations.

20. Recognition of Prior Learning / Credit Transfer

Recognition of Prior Learning

TTI acknowledges and recognises the vocational value of past experience or training and provides for a reduction in course-load and fees in cases of evidence-based prior learning.

Students who wish to apply for Recognition of Prior Learning (RPL) should contact TTI at the time of enrolment to obtain a RPL Application Form. To be eligible for a potential reduction in the course fee, applications for RPL must be made during the application and/or enrolment process and prior to the commencement of the course. There is an administration cost for an RPL Application.

Students wishing to make application for RPL are given the evidence requirements by TTI in an RPL Kit for the relevant course. The student is required to collect and present the evidence. The Evidence Guide, Elements, Performance Criteria of the relevant Training Package are used to determine the amount and type of evidence required. Essential Training Package information is contained in the TTI RPL Kit which also provides students with instructions on how to obtain a Training Package. The evidence must address the Performance Criteria of each Element within the Unit of Competency for which RPL is sought.

The evidence must be **verifiable** in terms of **authenticity** and **currency**. The evidence will be examined by a qualified assessor in the vocational field. The assessor will examine the evidence to ascertain whether the student demonstrated the Competencies to the required level as stated in the relevant Training Package. If the student's evidence is deemed to prove competency for the Unit of Competency being assessed, a Certificate or Statement of Attainment (as appropriate) will be granted. If the evidence is deemed insufficient, or not valid (i.e. does not prove competency), the student will be advised and given an opportunity to supply further evidence. In this case, if the candidate is unwilling or unable to supply further evidence, a Certificate or Statement of Attainment will not be granted.

Credit Transfer

TTI recognises all AQF qualifications and statements of attainment issued by any other RTO.

Credit Transfer allows students to obtain direct (competency and financial) 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. You will need to provide **certified copies of qualifications (or Statement of Attainment)** for direct credit to be granted.

Students who wish to apply for credit Transfer (CT) need to advise TTI during the application and/or enrolment process and prior the commencement of the course. To be eligible for a potential reduction in the course fee, applications for CT must be supported with the relevant documentation, such as transcripts, at the time of enrolment. If you are currently studying and wish to claim credit transfer, please supply evidence of your enrolment. There is an administration cost for a CT Application.

21. Student Plagiarism and Cheating

TTI recommends the Harvard system of referencing to its students. 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 a student having to resubmit an assessment or their exclusion from a course. Students may need to pay an additional fee if required to resubmit or resit an assessment, or re-enrol in a Unit of Competency.

'**Plagiarism**' occurs when a student claims ownership for written words/data, or ideas, or inventions which are not their own. Examples of plagiarism are:

- submitting assessments substantially similar to (or copied from) another student;
- submitting assessments that use the exact words of another without using quotation marks and citing the original source;
- submitting assessments that paraphrase or summarise the work or words of another without citing the original sources;

- presenting any work of another individual or group as one's own work; and
- submitting assessments without appropriate acknowledgement/referencing of original sources.

'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 a student for assessment). Students 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. 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 a student's work has been assessed as requiring resubmission due to cheating, the TTI assessor will advise the student in writing of the reasons for the decision.

A student found copying the work of others in assessments such as examinations will also be considered as cheating. At the time of such an incident, the TTI assessor will advise the student of their misconduct and that the assessment will need to be resubmitted as a result and will report the incident to the TTI Manager. The TTI assessor will confirm the incident and this advice in writing to the student concerned.

Appealing a decision about plagiarism/cheating

Students 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 student appeal, the TTI Manager will assign an independent TTI assessor to consider the appeal. The independent TTI assessor will provide written advice regarding the outcome of the appeal to the student, the original TTI assessor and the TTI Manager.

22. Referencing

TTI students are expected to reference their work to avoid plagiarism. TTI uses the Harvard Referencing System. A referencing guide is available to all students through the aXcelerate student portal.

Submitted work should be referenced:

Within the text: (Author Surname, Year)
In a reference list: Author Surname & Initials, Year, Title, Publisher, and Location.

23. Student Conduct and Discipline

The objective of student discipline is to:

- maintain proper standards of student behaviour;
- protect the reputation and operations of Taronga, TTI and our partners including Zoos Victoria, Perth Zoo and Zoos South Australia; and
- protect the public including visitors.

The 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, the following action will be taken:

- a student against whom a disciplinary matter has been raised should be informed as fully as possible of the allegation made against them;
- wherever possible, the student will have an opportunity to put forward their 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; and
- the decision-maker will act fairly and without bias.

Each case will be treated on its merits and the form of action taken will be tailored to the individual case. 'Even-handed' treatment does not necessarily mean identical treatment; the same charge against two students will not necessarily lead to the same penalty. 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 offence.

In deciding what action is necessary, the decision-maker will weigh all the relevant considerations and not be influenced by irrelevant factors.

Disciplinary action may be taken when a student:

- breaches the responsibilities of TTI students including plagiarism and cheating;
- engages in any misconduct;
- consumes or uses alcohol while in uniform, at class or on practical placement;
- consumes or uses illegal drugs, or misuses legal drugs while in uniform, at class or on practical placement;
- intentionally disobeys or disregards any reasonable instruction by Taronga including TTI employees (or another person with the authority to make or give such an instruction);
- is negligent, careless or obstructive in their behaviour;
- is disrespectful to the Taronga's animal collection, employees, visitors and/or the natural environment within which it is situated; or
- engages in any disgraceful, improper or illegal conduct which may bring Taronga or TTI into disrepute.

In cases of serious breaches, the student may be excluded from their course and TTI. Any illegal student conduct will be reported to the relevant authority. All disciplinary matters will be documented and reported to the TTI Manager.

Social Media

All students must conduct themselves in accordance with the Taronga [Social Media Policy](#). Taronga students can have a role in supporting and championing Taronga's vision in their interactions with people, including through social media sites. Taronga 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 Taronga students.

Media

All students must conduct themselves in accordance with the [Taronga Media Policy](#) (and that of their hosting zoo). Students must not make official comment on matters relating to the organisation 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. This includes all forms of communication covering print, radio, video/TV and online variants.

24. Course delivery in Victoria and Western Australia

Zoos Victoria

The TTI partnership agreement with Zoos Victoria allows for the delivery of the *ACM30317 Certificate III in Captive Animals* at Melbourne Zoo, Werribee Open Range Zoo and/or Healesville Sanctuary. TTI is the RTO responsible for the delivery and assessment of this course. When enrolling in the TTI course based at Melbourne Zoo/Werribee Open Range Zoo/Healesville Sanctuary, you are registering as a student with TTI.

The responsibilities of Zoos Victoria under this partnership agreement include the supply of classroom and office facilities and suitable practical placements as required by this course. Students completing practical placements are required to submit their Skills Book as Third Party Evidence for assessment by a TTI Trainer and Assessor.

The responsibilities of TTI under this partnership agreement include the delivery of training and assessment, student support services and course coordination/administration.

If the services provided through the partnership agreement are unable to be delivered, TTI will work with each student to ensure that they are not disadvantaged.

All matters and enquiries relating to the TTI course at Melbourne Zoo, Werribee Open Range Zoo and/or Healesville Sanctuary should be directed to the Zoos Victoria TTI Support Office/r.

Further details regarding Zoos Victoria can be found here: <http://www.zoo.org.au/>

Perth Zoo

The TTI partnership agreement with Perth Zoo allows for the delivery of the *ACM30317 Certificate III in Captive Animals* at Adelaide Zoo. TTI is the RTO responsible for the delivery and assessment of this course. When enrolling in the TTI course based at Perth Zoo, you are registering as a student with TTI.

The responsibilities of Perth Zoo under this partnership agreement include the supply of classroom and office

facilities and suitable practical placements as required by this course. Students completing practical placements are required to submit their Skills Book as Third Party Evidence for assessment by a TTI Trainer and Assessor.

The responsibilities of TTI under this partnership agreement include the delivery of training and assessment, student support services and course coordination/administration.

If the services provided through the partnership agreement are unable to be delivered, TTI will work with each student to ensure that they are not disadvantaged.

All matters and enquiries relating to the TTI course at Perth Zoo should be directed the to the Perth Zoo TTI Support Office/r.

Further details regarding Perth Zoo can be found here: <http://perthzoo.wa.gov.au/>

Zoos South Australia

The TTI partnership agreement with Zoos South Australia allows for the delivery of the *ACM30317 Certificate III in Captive Animals* at Adelaide Zoo. TTI is the RTO responsible for the delivery and assessment of this course. When enrolling in the TTI course based at Adelaide Zoo, you are registering as a student with TTI.

The responsibilities of Zoo's South Australia under this partnership agreement include the supply of classroom and office facilities and suitable practical placements as required by this course. Students completing practical placements are required to submit their Skills Book as Third Party Evidence for assessment by a TTI Trainer and Assessor.

The responsibilities of TTI under this partnership agreement include the delivery of training and assessment, student support services and course coordination/administration.

If the services provided through the partnership agreement are unable to be delivered, TTI will work with each student to ensure that they are not disadvantaged.

All matters and enquiries relating to the TTI course at Zoo's South Australia should be directed the to the Adelaide Zoo TTI Support Office/r.

Further details regarding Zoo's South Australia can be found here: <https://www.zoossa.com.au/>

25. Copyright

All content which forms the material provided in a TTI course is 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 the Taronga Conservation Society Australia.

26. Student Declaration

Students are advised to carefully read all components of this Student Handbook, and complete the below declaration:

- I confirm that I have read, understood and agreed to abide by the terms and conditions outlined in the Student Handbook Version 11.0.
- I confirm that the information I have provided TTI in my application is true and correct.
- I understand that any intentional omission or false statement may be grounds for expulsion or non-acceptance.
- I am aware that I am ineligible to apply for, undertake or remain in, child-related employment if I have been convicted of a **serious sex offence** as defined by the *Child Protection (Prohibited Employment) Act 1998 (NSW)* or if I am a **Registrable Person** under the *Child Protection (Offenders Registration) Act 2000 (NSW)*. I am aware that this same conviction precludes me from undertaking study with TTI or any of its partners. I further declare that:
 - I am not a person prohibited by *Child Protection (Prohibited Employment) Act 1998*
 - from seeking, undertaking, or remaining in child-related employment.
- I acknowledge and agree that Taronga Training Institute ("TTI") and Taronga Conservation Society Australia ("Taronga") may disclose the information provided by me as part of my enrolment application (and any further information that I may subsequently provide) to
 - (i) any entity involved in any restructure or transfer of TTI and Taronga business;
 - (ii) any related bodies corporate of TTI and Taronga; or
 - (iii) any employees, agents or contractors or other service providers of the TTI and Taronga



- for the purpose of enabling TTI and Taronga to assess my application for enrolment in the course for which I have applied;
- during, and within a reasonable period of time after I complete my course with the TTI, for purposes directly related to my current or former studies at the TTI, such as for training, marketing, research and reports; and
- information in research and statistics for educational training purposes and to comply with the Australian Skills Quality Authority (ASQA) requirements.
- I consent to Taronga verifying any fact which is set out in this application (including any position held and educational qualifications).
- I am aware that the information supplied by me as part of the enrolment and assessment process will be used for research, statistical analysis, program evaluation, post-completion surveys and internal management purposes by, but is not limited to, Taronga Training Institute, NSW Department of Education and NSW Department of Industry.
- I will notify tti@zoo.nsw.gov.au of any changes to the information provided within seven days of my knowledge of the change.

(Student name in full)

(Signature)

(Date)