

# Taronga Training Institute

## Student Handbook



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## Introduction

### Welcome

If you are reading this *Student Handbook* then you are considering applying or perhaps are already enrolled to undertake study with the Taronga Training Institute (TTI) in Animal Care. We hope you really enjoy your 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 (RTO 91359)

We are a Registered Training Organisation (RTO) offering quality vocational training in NSW and around Australia through our partner zoos. We are a department of Taronga Conservation Society Australia ('Taronga'), a leading zoological institution which operates Taronga Zoo (Sydney) and Taronga Western Plains Zoo (Dubbo). We adhere to the *VET Quality Framework and Standards for Registered Training Organisations (RTOs) 2015* and currently provide training and assessment in the following courses within the *Australian Qualification Framework (AQF)*:

#### Animal Care and Management

- ACM20121 Certificate II in Animal Care – 6-month course (face to face delivery)
- ACM20121 Certificate II in Animal Care – 12-month course (online delivery)
- ACM30321 Certificate III in Wildlife and Exhibited Animal Care – 12-month course (face to face delivery)

These three courses are delivered in working zoos with either face-to-face delivery in classrooms (virtual if required) and/or integrated with online learning or fully online (except practical components) depending on course chosen.

### **National Partnerships**

Through national partnership agreements, we also deliver *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 the 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/>

### **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.

In signing the agreement on the final page of 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 a learning difficulty or require learning support prior to commencement
- 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 Taronga and its industry partners
- follow related policies and procedures of Taronga and its industry partners
- follow all reasonable instructions provided by Taronga (including TTI employees) or employees of its industry partners
- conduct yourself 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 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
- 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.

### **TTI Contact Details**

For face to face delivery contact with trainers will generally be in-person at class sessions or through a nominated email address which will be provided by your trainer. For online delivery your point of contact will be your Support Officer.

Phone: (02) 9978 4746

Email: [tii@zoo.nsw.gov.au](mailto:tii@zoo.nsw.gov.au) (All sites)

Mail: PO Box 20 Mosman NSW 2088



### **Privacy Notice**

Taronga 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 Taronga's Records Management Policy. 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) 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
- 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 you 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](http://www.consumerlaw.gov.au)

### **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 treated fairly and with respect at all times.

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, disability, language, literacy or 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.

**For Certificate II in Animal Care (HSC)** there is no pre-requisite study. You 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) or Taronga Western Plains Zoo (Dubbo) and so in this regard you will be assured the required access to these two zoos for five (5) planned, practical placement days.

**For Certificate II in Animal Care** there is no pre-requisite study. You 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.

**For Certificate III in Wildlife and Exhibited Animal Care** you must have completed a Certificate II in Animal Care or have previous studies in an animal related field *or* have worked/volunteered at an animal care workplace for a minimum of 250 hours in the past 12 months. You must be a minimum of 18 years-of-age on commencement of the course to enrol. You must also be able to demonstrate good English skills (both verbal and written) and basic numeracy skills. Access to an approved animal care workplace is a requirement to enable the practical components of the course to be fulfilled. You will be assured the required access to your associated zoo for the completion of practical placement in accordance with your course requirements.

It is noted that all applications are accepted via our online enrolment process and will only be accepted during the application opening period. Any applications received outside of the application opening period will not be recorded.

If you are successful with your online application, you will be invited to attend an interview (face to face) with a Taronga Training Institute staff member or via a one-way video. During this interview your suitability for the course will be judged and a determination will be made. If you are successful following your interview you will receive an email with further instructions and your acceptance of the position you have been offered is required to be completed within 72 hours. If your application at either the online application stage or after the interview stage is declined and you wish to receive feedback on your application, you may do so by contacting us at [tii@zoo.nsw.gov.au](mailto:tii@zoo.nsw.gov.au)

During the application process you may be required to undergo a Language, Literacy and Numeracy skills test to ensure you have the required skills to complete the course. Taronga Training Institute has an obligation to ensure that all of its students have the capabilities of completing the course prior to offering a position. If you are unable to complete the Language, Literacy and Numeracy skills test satisfactorily you will be contacted to discuss whether or not the course requirements can be fulfilled.

## **Student Support**

TTI Support Officers are available for student support and questions at specified times across all training sites. Specific contact times will be made available and advised upon enrolment into a course. We encourage you to use the support services we offer.

You have an obligation to identify in your application any special learning requirements you may have. If you highlight a learning need, you may be required to have an appropriately qualified practitioner fill in Professional Support Documentation to:

- clearly identify your ability to complete a TTI course
- provide advice regarding any reasonable adjustments to assessments that we may need to make on your behalf
- help us to ensure our duty of care is fulfilled

Whilst Taronga Training Institute will use every endeavour to assist student's with learning difficulties there may be times when additional professional support is required. This additional professional support may be offered by Taronga Training Institute or it may be required to be provided by the student. This will be assessed on an individual learning needs basis and should be discussed with the Taronga Training Institute Manager prior to your formal enrolment and acceptance of a position.

Any assessments associated with Taronga Training Institute courses may require reasonable adjustments for students with learning needs however these reasonable adjustments are limited in nature and the outcome of the assessment cannot be compromised. Every effort will be made to assist students with learning needs however as a Registered Training Organisation it must be ensured that the assessment criteria and conditions of the course are met in order for a student to be assessed as competent and gain a full qualification or statement of attainment for a unit of competency.

## **Language, Literacy and Numeracy**

We may assess your Language, Literacy and Numeracy (LLN) skills for the purpose of determining your likely ability to cope with the course-specific requirements of your study.

Assessment of these basic skills may be formal and/or informal depending upon your previous skills and knowledge.

Your LLN skills may be assessed via any of the following:

- self-assessment questions on the TTI Course Application Form
- appraisal of your application documentation
- communications at the pre-approval interview (verbal English skills)
- responses and performance during face-to-face and video interview processes
- a written skills and knowledge test prior to enrolment

Where you are deemed to not have sufficient LLN skills to succeed at the course, advice on acquiring the necessary skills will be offered. If you are identified as having significant Learner Support needs, you will be referred to the appropriate support agencies. Examples of these agencies include: [AUSPELD](#) (supporting people with learning disabilities) and [Learning Difficulties Australia](#).

## **Attendance**

### **Class Attendance (Face to face delivery)**

It is compulsory that you attend all classroom sessions as scheduled.

Absences from classroom sessions may result in you missing critical information or instruction. If you are unavoidably absent from a classroom session, you must contact the local Support Officer to let us know. Where possible (and permitted within policy) we will arrange for you to catch up on missed content. We may also request additional evidence to support your learning, require you to undertake additional alternative tasks or attend a future session (sometimes at extra cost).

If you are absent from classes for an extended period of time due to extenuating circumstances (e.g. illness) you must:

- inform us in writing (including the expected period of absence and the reason for absence)
- submit supporting evidence of the extenuating circumstances (e.g. medical certificate).

Failure to provide requested documentation may result in you relinquishing your place in the course, with all fees paid being retained by us. **Any fees still owing will remain due** in accordance with your enrolment agreement and payable as per the payment schedule. Whether or not you can make up classes or defer to the next cohort will be at the discretion of the Support Officer and TTI Manager.

If you are absent from class during a session containing any practical assessment, the assessment may be re-scheduled however [additional fees](#) will be required. For further information regarding fees and charges we refer you to the appropriate section of this handbook.

Multiple missed classes will require you to discuss your circumstances with the TTI Manager. This is via an interview and it is at the discretion of the TTI Manager as to whether you will be withdrawn from the course, if you are permitted to defer your studies or if you will be required to re-sit certain units of competency. It is noted that all these options may have additional costs which will be discussed with you at the time of your interview. It is also noted that if you are required to re-sit a unit of competency, you are not guaranteed a position in



our next available session. This will be dependent upon student numbers and places available.

It is noted that it may be necessary for our face-to-face classroom to change to virtual classrooms at short notice. It is expected that no matter whether the session is held face to face or virtually that you will attend. If virtual classrooms are required for any length of time, you will be advised of the expected return date for face-to-face classes. This may be determined by Taronga or it may be determined by other government agencies.

If a classroom session is missed entirely

- You can only miss one\* session of any unit.
  - If you are a Certificate III in Wildlife and Exhibited Animal Care student undertaking studies in block weeks, one session is a half day class 8am-12pm or 1pm-5pm
  - For all other students, one session is the day or night class you are scheduled to attend.
- If more than one session is missed, you will be required to re-sit the unit and attend class next time it is delivered. This could be up to 6 months later in Sydney and up to 12 months later in all other locations.
  - Resitting a unit later will restrict your ability to attend any practical assessment days or facilitated practical days that include that unit in the assessable content. This is because you cannot be assessed on any content that you have not first attended class for. This will require the assessment days to be attended with the next cohort instead which could be up to 12 months later.
- If you miss a session, you must:
  - provide a medical or carers certificate or other suitable evidence as to why class was missed. Your Support Officer will determine if the class was missed for a suitable reason.
  - provide a full written summary of all topics covered during the missed class to demonstrate your understanding of the content. Information on the topics covered can be sourced from the relevant unit guide and this summary is to be emailed within one week of the missed class to your Support Officer. This will be sent to a trainer to be deemed if appropriate and suitable. This is to ensure your required learning hours are still reached and allows you to continue with your studies.

\*Please note this exception – if you are a Certificate III in Wildlife and Exhibited Animals Care student, you **must** attend both sessions for the **ACMGEN304 Promote positive wellbeing in self and others in animal care workplaces** unit.

If you cannot attend class but can attend online

The option to attend class online is only available for certain units and is up to the discretion of the Support Officer/TTI Manager.

- You can only attend one\* session online for any single unit.
- To attend a session online, instead of face to face in the classroom, you must contact your Support Officer prior to class and supply a reason for not attending in person. It will be up to the Support Officer's discretion to determine if the requirement to attend online is acceptable.
- Reasons that online attendance may be permitted include:
  - Sick due to a contagious infection e.g. COVID-19, RSV, etc. A medical certificate will be required.

- Sick due to a recent medical procedure or injury eg. recovering from surgery and can't travel. A medical certificate will be required.
- Carers Leave for a sick child or close relative. A Carers Certificate will be required.
- Pre-booked holidays that were arranged prior to class scheduling. You must inform your Support Officer of any holidays that were booked prior to the course starting at the start of your course delivery.
- Travel for an unexpected event that allows you to be available for class, but not in the area to attend in person, eg. travel to a funeral.
- Weather impacts eg. a severe weather warning in place where you reside that affects your ability to attend class.
- Public transport strikes where you have no other option for transportation to class.
- If you are given approval to attend class online, you will be emailed a link to join the class. Please note that the trainer will be presenting the content to the onsite students. They may leave the room for behind-the-scenes or on-site activities, which you will not be able to participate in while online. Remember classes are not designed for online delivery.
- If you are participating as an online student, the trainer will check in with you prior to the class, during the break and at the end of the session. They may ask you questions which require a response while online. The trainer will also check in with you prior to logging off. If when attending class online, you do not reply to the trainer in a timely manner or not complete an activity requested, it will be assumed that you are not actively participating and will be marked as absent.

\*Please note this exception – if you are a Certificate III in Wildlife and Exhibited Animals Care student, the **ACMGEN304 Promote positive wellbeing in self and others in animal care workplaces** unit should be attended in class. The first session must be in class, and the second session can only be attended online at your Support Officer's discretion.

### **Tutorial and/or Workshops**

If your course has nominated tutorial and/or workshop dates, these dates are mandatory and must be attended. These days are important to your learning and form part of your overall studies. Each tutorial and/or workshop will be associated with a unit of competency and if you do not attend any of these dates it will jeopardise your ability to successfully complete that particular unit of competency. Alternate arrangements may be made in extenuating circumstances only and will require additional evidence before this can be granted. The volume of hours and work missed will need to be completed in other ways eg. additional workbook activities, projects, assessments and/or any other requirements as deemed appropriate by your trainer and the TTI Manager.

### **Facilitated Practical Days**

If your course has nominated facilitated practical days, these dates are mandatory and must be attended. These days are important for assessment purposes and form part of your overall study requirements. Under extenuating circumstances, alternate arrangements can be made however this is likely to incur additional fees. Please speak to your support officer to discuss any alternate arrangements.

### **Practical Placement**

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, your placement will be scheduled according to the availability you have indicated during the application/enrolment process and/or by the ballot system. 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, notify TTI and (within seven [7] days) provide us with written evidence supporting the extenuating circumstance that resulted in your absence.

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:

- you should provide evidence of extenuating circumstance (e.g. medical certificate) within seven (7) days of the absence (or in advance where possible [e.g. Jury Duty notice])
- 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.
- if you cannot accommodate the proposed schedule change you will be required to find alternate practical placement outside of our facilities to complete your course requirements

A \$75 fee (per rescheduled practical placement day) may apply to administer the reschedule, where:

- you do not provide evidence of a valid extenuating circumstance
- 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.

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 (paid or unpaid)**

If you perform the duties of a zookeeper (paid or unpaid) with TCSA, you may use your workday 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, Zoos Victoria or Zoos South Australia.

Note: Undertaking practical placement days at a (third-party) animal care organisation is not permitted.

## 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 (EzyPay) and authorise payment of the Acceptance fee.

Give careful consideration to 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.

### Full Fee-paying Students

#### Certificate II level courses (except HSC courses)

- \$300 non-refundable acceptance administration fee (this is not an additional fee, but is a deposit against the total course fee) followed by
- full payment of the remaining fees, or
- payment by way of 2 x 50% instalments
  - the first instalment within two (2) weeks of acceptance
  - the second instalment due one (1) month after your first instalment
- all payments must be finalised before the commencement of the course

#### Certificate III level courses

- \$300 non-refundable acceptance administration fee (this is not an additional fee, but is a deposit against the total course fee) followed by
- full payment of the remaining fees, or
- payment by way of 4 x 25% instalments
  - the first instalment within two (2) weeks of acceptance
  - 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 75% of the total course fee must be finalised before the commencement of the course

#### HSC Courses

- The fee structure is set by the Department of Education and current information is available on the EVET [website](#)

- 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. We have no part in deciding which party makes payment.

### **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 if you are approved to receive a subsidised course fee.***



### Additional Fees, Charges and Costs

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

- Late fees are applicable when payments, charges or assessments that have a due date are not paid or submitted on time. If you are unable to pay or submit assessments by the due date, please contact your support officer at least seven (7) days prior to the due date.
- 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.

**Late assessment fee:** if you do not submit an assessment on time and an assessor is required to spend extra time reviewing late assessments, a fee of \$75 per assessment will apply. *This fee is not applicable if you have written permission from us for a late assessment submission due to extenuating circumstances.*

**Late invoice payment fee – seven (7) days overdue:** an additional 10% of total amount owing, due within seven (7) days (Caution: the 10% compounds every additional seven (7) days the payment is late).

**Recognition of Prior Learning (RPL):** You will be provided with an approximate cost on your unique situation when applying. Please ensure you are eligible for RPL before applying.

**Credit Transfer application fee:** 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.

**Printing fee for Qualifications/Statement of Attainment/ Testamur:** 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.

**Student acceptance fee (non-refundable):** acceptance into one of our courses requires a (non-refundable) deposit of \$300 to cover administrative costs involved in processing your enrolment (may be lower if you have been offered a NSW Smart and Skilled position).

**Practical placement reschedule fee:** 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.

**Practical Assessment Day reschedule fee:** if you do not attend or are required to resit (as determined by a Trainer & Assessor) a scheduled practical assessment day and an assessor is required to reschedule a specific assessment day with you outside normal class session times, a \$300 assessment reschedule fee will apply for each day.

**Online Course Extension:** Requests to extend an online course can be requested for 3 and 6 months. An online course extension fee of \$300 for 3 months and \$600 for 6 months will be charged.

**Student expenses:** All students receive an appropriate uniform shirt badged with Taronga logo, your site's logo and clear STUDENT labelling. Uniform items beyond that are at your own cost. Parking, public transport, meals and beverages are also at your own cost.

### Payment Options

We accept payment via Direct Debit **ONLY**. You are required to set up a payment subscription with our third-party provider EzyPay. EzyPay 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 EzyPay; 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**

Give careful consideration to 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 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 between 48 hours and 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* 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.

#### **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 commencement of the course, you will not receive any refund of fees paid to date.

#### **Refunds/withdrawal after commencement**

Positions in most of our courses cannot be re-filled should a position become vacant after the course (including compulsory classes and practical placements) has commenced. 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.

#### **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 in the immediate upcoming course intake (i.e. 6 or 12 months depending on location) and at the original site of study. 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 Taronga 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 Taronga 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

### **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.

## **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) in order 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 of 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 the trainer and Taronga Training Institute Manager and may incur additional fees payable by the student.

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 and Extensions**

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

- in writing via the Student Management System and/or
- verbally by the Trainer and Assessor

### **Due Date Extensions**

You will be required to submit all assessments by or on your due date(s). However, we will provide flexibility in extenuating circumstances (e.g. if you have been very ill and not reasonably able to study or had an unavoidable emergency). In these cases we may provide a two (2) week (max) extension to the due date of an assessment to assist you to complete your work.

If you think you will need an extension, you will need to contact the Support Officer at your site *in writing* at least 48 hours before the due date expires. Evidence supporting the

extenuating circumstance (e.g. medical certificate) must also accompany your written request for an extension.

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. You may need to pay a [Late Marking Fee](#) to compensate a trainer for the additional time taken to specifically mark your resubmitted or late assessments.

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. If you are deemed 'Not Competent' by our Trainer/Assessor for a Unit of Competency you can 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 or incomplete assessments, you may have your student portal 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 Marking 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 (R&R), you will be allowed a maximum of two resubmissions (subject to approval by the TTI Support Officer). If your final resubmission still does not adequately demonstrate your learning a result of Not Satisfactory will be recorded.

**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.

### **Repeating a Unit of Competency**

If you need to repeat a Unit of Competency as a result 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. Details of fees and dates for repeating Unit(s) of Competency are available by contacting the Support Officer at your site. 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 (including a report to your employer if you are a trainee) will be withheld if you have any fees or charges owing.

## **Recognition of Prior Learning / Credit Transfer**

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 where the knowledge is comparable to that contained within the Unit of Competency. This is known as Recognition of Prior Learning (RPL).

We recognise all AQF Qualifications and Statements of Attainment issued by any other RTO. Prior vocational study you have done which has the same\* unit number as a Unit of Competency in a TTI course may be granted to you as Credit Transfer.

\*Some older units may be deemed equivalent to a current one. We look to the resources at [Training.gov.au](https://www.training.gov.au) for a decision re: equivalence. Very old units rarely reach equivalence.

### **Recognition of Prior Learning**

If you wish to apply for RPL for workplace learning or training you have gained in the past, you should contact TTI to obtain an RPL Information Booklet.

RPL carries an administrative load for you and for TTI and so we apply an [admin fee](#) to help manage the gathering and assessment of your evidence.

We will give you guidance on the types of evidence that can be submitted. This information is found in the RPL Information Booklet. You will be required to collect and present documentary evidence to satisfy the RPL requirements. The evidence must address the Performance Criteria of each Element within the Unit of Competency for which RPL is sought and must be **verifiable, sufficient, authentic** and reasonably **current** (usually the last two years)

The Evidence Guide, Elements, Performance Criteria of the relevant Training Package are used to determine the amount and type of evidence you will need to provide. Essential training package information is contained in TTI's RPL Booklets/Workbooks which also provides you with instructions on how to obtain the relevant Government training package for review.

### **Competent or Not Competent?**

Your RPL evidence will be examined by a qualified assessor in the vocational field to ascertain whether you have demonstrated the competencies to the required level as stated in the relevant Training Package. If your evidence is deemed sufficient to prove competency for the Unit(s) of Competency being assessed, a Certificate or Statement of Attainment will be granted as appropriate. If the evidence is deemed insufficient, or not valid (i.e. does not prove competency), you will be advised and given an opportunity to supply further evidence. If you cannot supply that additional evidence, a Certificate or Statement of Attainment will not be granted.

**RPL Fee:** Please refer to the [additional fees and charges](#) in this handbook for specific costs for your level of qualification.

RPL is best determined in advance so that, in the event your RPL application is not successful, you can discuss your options with regard to any additional or gap training requirements.

### **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 (or Statements of Attainment) for direct credit to be granted. We will personally verify these with the issuing organisation prior to awarding CT therefore an [administrative fee](#) applies. There is no charge for verifying Transcripts/ Records of Results/ from courses previously studied with TTI.

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 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 classroom lessons associated with the Units of Competency or submit any associated assessments.

## **Student Management System**

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 Learner 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
- all course and assessment resources
- completed assessment tasks

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

## **Anti-Discrimination**

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) 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. If it is determined by Taronga 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 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. 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 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 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 Taronga 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, 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.

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 Taronga'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 Taronga 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 Taronga's 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.

Your responsibilities also include doing your part to 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.

## **Copyright**

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

## **Media Policies**

### **Social Media**

You must conduct yourself in accordance with the Taronga Social Media Policy. Taronga students can have a role in supporting and championing Taronga's vision in your 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**

You must conduct yourself in accordance with the Taronga Media Policy (and that of your hosting zoo). You 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 of your site. This includes all forms of communication covering print, radio, video/TV and online variants.

## **Student Conduct and Discipline**

Policing student discipline means we can:

- maintain proper standards of student behaviour



- protect the reputation and operations of Taronga, 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 Taronga 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 Taronga 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 you
- submitting assessments that use the exact words of another without using quotation marks and citing/attribution 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.

### **Appealing a decision about plagiarism/cheating**

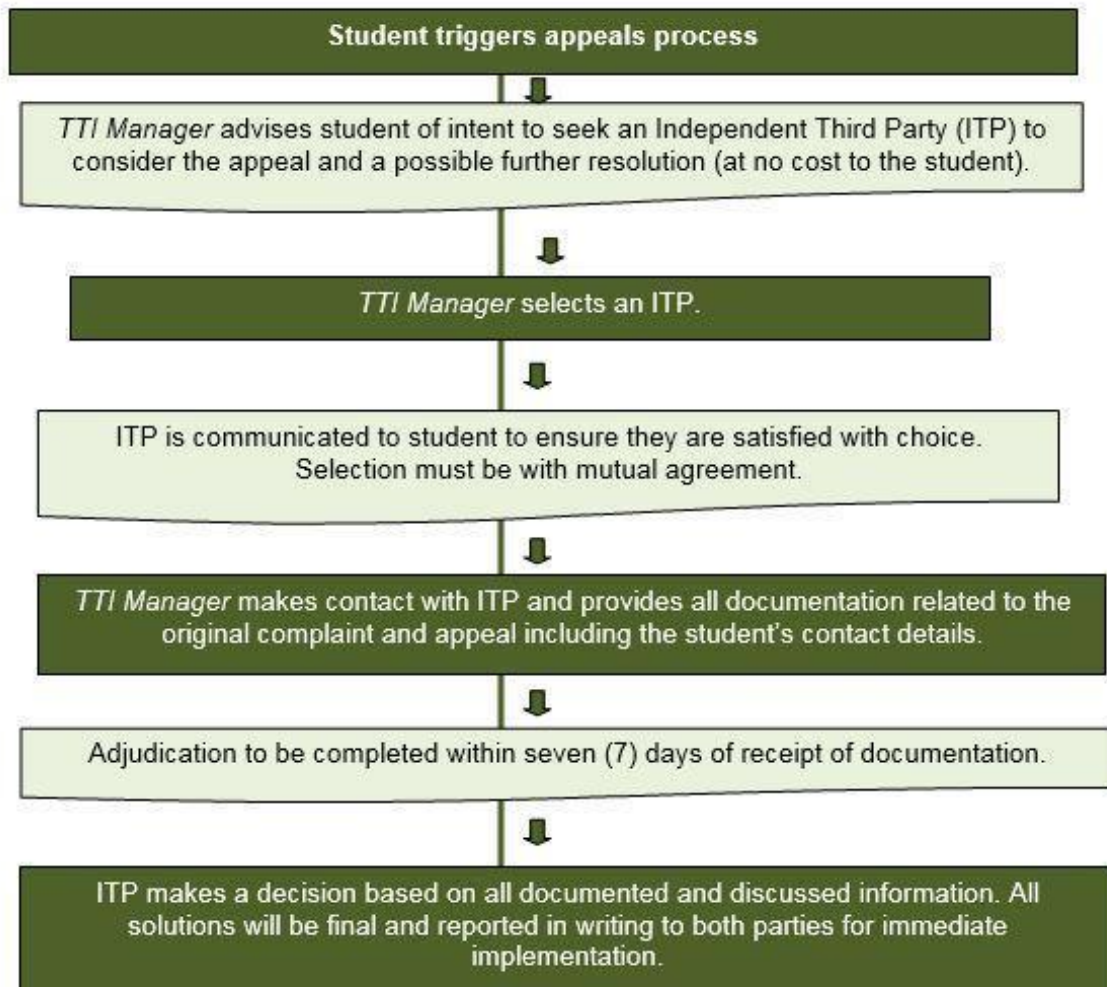
You may appeal a decision by writing to the TTI Manager within ten (10) working days of notification of the decision. Upon receipt of a written appeal, the TTI Manager will assign an independent assessor to consider your appeal. The independent assessor will provide written advice regarding the outcome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

## **Complaints and Appeals**

The Complaints and Appeals Policy ensures we provide you with a fair and open process to raise complaints or appeal decisions.

### **Appeals Process**

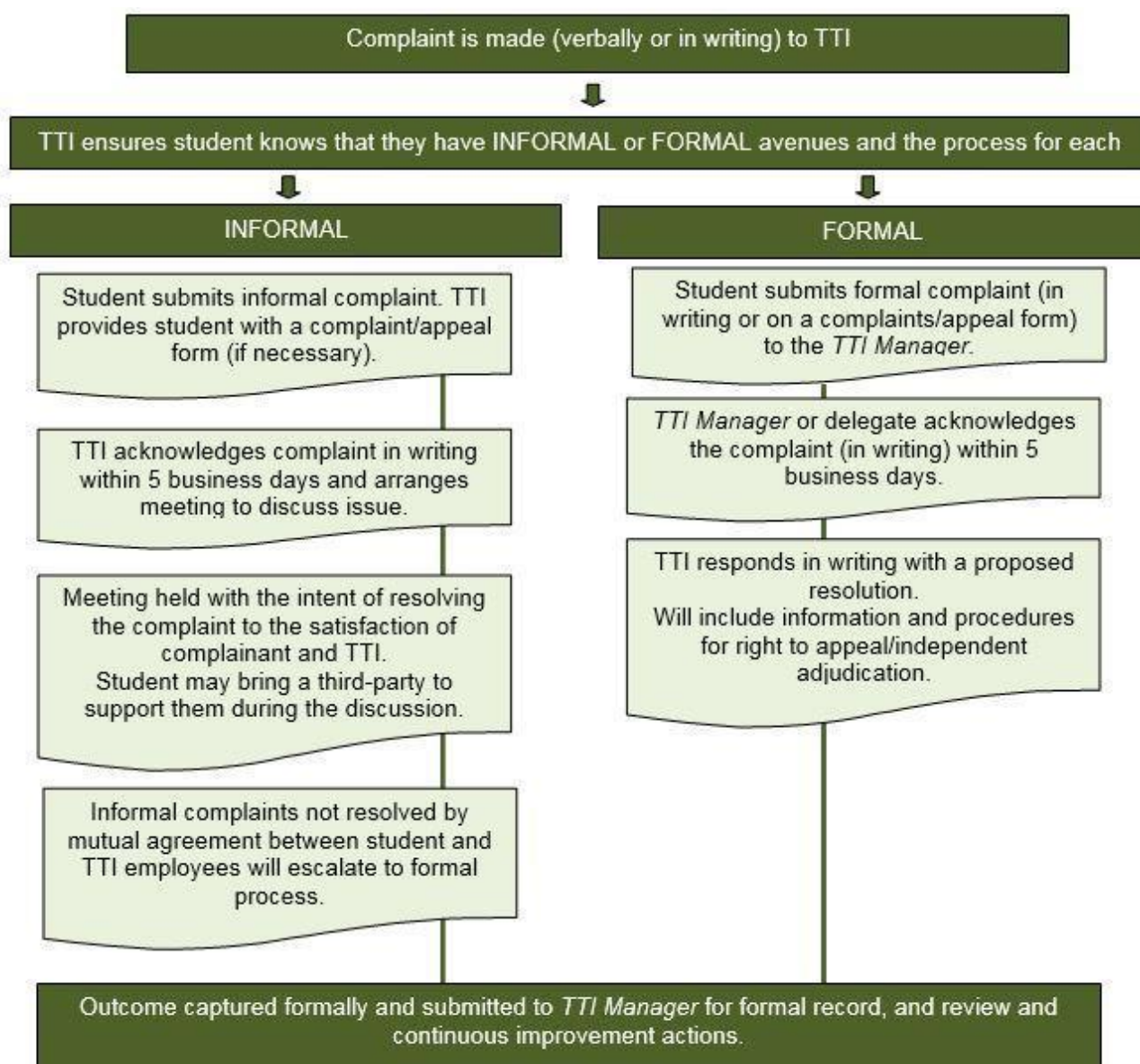
If you are not yet satisfied with the proposed solution for a formal complaint, you can ask the TTI Manager to apply the appeals process which will trigger an additional opportunity to provide a solution.





### Complaints Process

You can submit a complaint to us via the *Informal Process* or *Formal Process* (see below). Our intent is to resolve the complaint through discussion and mutual agreement where possible. If you wish to appeal an assessment (or other) decision you should also follow the complaints and appeal procedure shown here.





## Student Declaration

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

- I confirm that I have read, understood and agreed to abide by the terms and conditions outlined in this *Student Handbook*
- I confirm that the information I have provided 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 understand that there may be occasions when my face-to-face classes are required to be online due to unforeseen circumstances.
- 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 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 and NCVET (National Centre for Vocational Education Research).
- ☐ 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](mailto:tti@zoo.nsw.gov.au) of any changes to the information provided within seven days of my knowledge of the change.

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(Your name in full)

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(Signature)

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(Date)