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# YOUR PARTICIPANT GUIDE

Information on our policies,  
procedures and how we can  
support you.

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## WELCOME TO OPPORTUNE PROFESSIONAL DEVELOPMENT

Congratulations and welcome to Opportune Professional Development.

We are excited that you are taking the first step towards gaining a nationally recognised qualification and look forward to answering all of your questions.

Investing time and money to further your education is a big step. It is not just about selecting the right program or qualification – it is also important that you select the right training provider.

This Guide has been developed to provide you with the information needed to fully consider all your choices and confidently make the decision that is right for you.

## USING THE GUIDE

Information contained in this Guide has been divided into five sections. Each section aims to help prospective and current participants make informed decisions about their enrolment, understand their rights and responsibilities and learn more about our organisation.

The Guide provides a summary of key information and will direct you to places where you can find additional information such as participant related policies and procedures, if needed. Your Qualification Guide will tell you all that you need to know about your particular program, what units you are doing, how to prepare and how you will be assessed.

We recommend that you use both Guides like a consumer checklist, as you work your way through each document check that all of your questions have been answered and you have all the information you need to make an informed decision. If you come to the end and still have a question or require additional information contact us.

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## CONTACT INFORMATION

Telephone: 1300 721 121  
Email: [info@opportune.com.au](mailto:info@opportune.com.au)  
Web: [www.opportune.com.au](http://www.opportune.com.au)

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### WHO WE ARE

We are an RTO or Registered Training Organisation who is registered with the [Australian Skills Quality Authority](#) (ASQA) to deliver nationally recognised qualifications. Since 2004 we have trained over 5000 participants in business, leadership, hospitality, retail and project management qualifications throughout Australia. All nationally recognised training is clearly identified by the use of the Nationally Recognised Training logo and has the full unit code and title of the training product. Visit our website or the [National Register of VET](#) for more information.

Our innovative programs are based on learning through experience. Whether it is a completely new approach to solving our customer's capability problems or simply upskilling or motivating the team, we think outside-the-box to develop highly practical and effective training solutions.

We are committed to ensuring that whilst our processes and systems are robust your journey is highly facilitated and simple. It is important to us that you are able to make all your hard work count!

### OUR VISION

A world where everyone has the chance to learn and grow, to enjoy their work, to reap the benefits of their efforts and enjoy the satisfaction of a job well done.

### OUR MISSION

To work together to create rewarding careers for people, and great results for the businesses they serve.

### WHAT WE BELIEVE

#### CHANGING LIVES

We are passionate about learning, the opportunities it creates and the lives it can change.

We are changing the lives of people who want to work and contribute but need the education, support and connection to a workplace.

#### DOING THINGS DIFFERENTLY

We believe in challenging limitations. For us barriers are just an opportunity to do things differently.

We are doing things differently for our participants and clients through innovative practical programs that build skills and recognise and validate what people already know and can do.

#### MAKING A DIFFERENCE

We are making a difference to experienced workers through our unique programs that turns their skills into a qualification boosts their confidence and inspire higher levels of performance.

We are making through our on the ground support of Fiji Kids! Learning For Life, a grassroots charity providing education to kids in poverty stricken circumstances in Fiji.

## HOW WE CAN SUPPORT YOUR LEARNING

Opportune Professional Development is committed to assisting participants complete their qualification by providing them with the support required to meet their individual learning and assessment needs. We provide services related to study support, study skills and assessment support. As participants, may need to link with organisations who have a specific area of expertise outside of standard training and assessment (e.g. development of foundation skills or counselling) we have developed referral partnerships with key organisations in each Australian state.

## HOW DOES IT WORK?

### Enrolment and screening

Through the completion of an enrolment form and other routine screening activities, applicants with special needs and additional support requirements are identified and supported. Where applicable, our Program Coordinator will contact the person to discuss what services are available (internally or externally) and identify whether these services would meet their needs.

What will we discuss? This may vary but could include the use of available support services, assistive technology, equipment, resources and possible adjustments to learning and assessment. Where specialised support is needed and consent has been provided, we can refer participants to the relevant specialised service.

### Developing an individualised learning and assessment plan

To ensure that we provide participants who may need additional support with a program that meets their needs, we develop a plan just for them. This plan is called an “*Individualised Learning and Assessment Plan*”. The (Plan) is developed by a Skills Coach (trainer/assessor) in partnership with the participant.

The Plan outlines how training is to be delivered and any adjustments to the assessment process. As each Plan is developed for a specific person it could focus on a range of different things. For example, how documents are printed or distributed the size of font used or the colour of paper used for printed documents.

The aim of the Plan is to develop practical and well thought out strategies to help the person successfully complete their program. Whilst ideally the Plan is developed prior to commencement it can be developed at any time. To ensure the Plan works we obtain feedback throughout the program and adjust the strategy where required.

### Take home message

Your Skills Coach is your personal guide – dedicated to working and supporting you through each step of your learning journey. If you need additional learning or support, or your training and assessment process needs to be adjusted we will work with you to develop a plan to do just that. Participants can also speak to one of our team at 1300 721 121 or email us on [support@opportune.com.au](mailto:support@opportune.com.au) if they have any questions or require further assistance.

### OUR STAFF

We are committed to providing a high-quality education service that meets the expectations and compliance requirements of industry, government and our regulatory body.

Our recruitment, induction and performance management processes ensure that our staff have the qualifications, skill and knowledge to deliver qualifications that are industry relevant, educationally sound and focussed on our customers.

Our Skills Coaches (trainers and assessors) hold the Certificate IV in Training and Assessment (TAE40110 or its successor) or a diploma or higher level qualification in adult education (e.g. TAE50111 Diploma of Vocational Education and Training or TAEDES50211 Diploma of Training Design and Development or their successor).

Only Skills Coaches who have industry relevant qualifications, current experience in completing the tasks required by the qualification and or program and extensive knowledge in industry (as outlined in the relevant training package and demonstrated at the qualification and unit of competency level), are employed and authorised to deliver/assess nationally recognised training.

We require our Skill Coaches to undertake a variety of activities in their industry specific area to maintain and develop industry currency. Examples of activities that our Skills Coaches may participate in include but are not limited to;

- Regular exposure to industry workplaces and participation in work related tasks (e.g. working in industry on a volunteer, casual or part time basis).
- Participation in industry relevant professional development activities.
- Participation in networks and/or attend industry related conferences.
- Completion of accredited and/or non-accredited training.
- Self-directed learning activities – e.g. reading journal or online articles.
- Participation in validation/moderation activities.

Skills Coaches are also expected to participate in professional development activities related to the delivery of vocational training and assessment. By participating in a variety of professional development activities each year they maintain, upgrade and continuously develop their training and assessment capability.

### OUR PROGRAMS

All our programs are developed, reviewed, validated and evaluated systematically to ensure that they are of highest quality, meet the requirements of the relevant training package and ensure graduates have the skills and knowledge required to work effectively in industry.

To do this we engage with our industry partners asking key questions about the tasks that workers are required to complete, what they are expected to know and what strategies we should use to best assess their skills and knowledge in a practical and relevant way. We ask industry to provide us with feedback on our programs and assessment tools to confirm that they are current, industry relevant and build/assess the skills needed to get a job or work in the qualification related job role.

In accordance with our Quality Assurance Policy and Procedure all products listed on our scope of registration are reviewed by a person independent of the design process who has extensive experience in instructional design, and who holds the Certificate IV in Training and Assessment (TAE40110 its successor or higher). In addition to the independent review a panel of industry and education specialist regularly review the process and assessment judgements made by our Skills Coaches (Trainers and Assessors) checking that our processes, systems and tools and templates are compliant with the Standards for Registered Training Organisations (RTOs) 2015 and the requirements of each unit of competence.

### RESOURCES

As a participant, you will be provided with a Qualification Guide which will give you an overview of your program so you know what to expect, and for those who like to prepare in advance, the information needed to do just that.

You will also be supplied with the information and learning and assessment resources relevant to your program. Resources are customised for each program. For example, some programs will use online training and assessment resources, whilst others may have hard or electronic subject work booklets or textbooks.

Your Qualification Guide will explain what resources your program uses. If you are unsure of what resources are provided for your program please contact the Program Coordinator on 1300 721 121 for more information.

## WHAT YOU CAN EXPECT

As a Registered Training Organisation (RTO), we are legally required to comply with the Vocational Education and Training (VET) Quality Framework which is made up of the Standards for Registered Training Organisations 2015 and the Australian Qualifications Framework (AQF).

As an education provider, we are also required to comply with various Commonwealth and State Legislation and Regulations (e.g. National Vocational Education and Training Act 2011, Data Revision Requirements 2012, the Privacy Act 1988, Fit and Proper Person Requirements 2011, Consumer Protection Legislation, WHS legislation and the Student Identifiers Act 2014).

What does this mean? We are committed to complying with all legislative and regulatory requirements, by;

- Ensuring an objective participant selection and enrolment process
- Protecting your rights as a consumer
- Ensuring the privacy and confidentiality of your personal information
- Helping you choose the right qualification/subjects to meet your goals, needs and experience level.
- Delivering high quality vocational education that meets the needs of participants, clients and industry
- Providing the support, you need to complete your program
- Providing you with a safe learning environment that is free from bullying, harassment and discrimination
- Providing all consumers with an objective and fair complaints and appeals process.

## PARTICIPANT SELECTION

Our enrolment and selection process are undertaken in a manner which is fair, transparent and non-discriminatory (regardless of religion, gender, disability, sexuality, sexual preference, culture or ethnic background).

General principles that underpin this processes are as follows;

- We comply with consumer protection regulation/legislation and all federal and state discrimination acts.
- Accurate and ethical marketing and advertising strategies ensure participants are fully informed prior to application/enrolment (e.g. program eligibility, pre-requisite requirements and language, literacy and numeracy skill levels).
- In accordance with Australian Privacy Principles prospective participants are informed of how their information will be collected, used, disclosed and stored.
- Enrolments are screened to ensure eligibility requirements are met, special needs are identified and opportunities for recognition are provided.
- Participant selection is based on;
  - The prospective participant's application being fully completed including a USI.
  - Program/course eligibility and pre-requisite requirements being met.
  - Fees paid in accordance with our 'Fees and Refund Policy and Procedure'
  - Consent and declarations being read, understood and signed.
- Where special needs or additional support requirements are identified an Individualised Learning and Assessment Plan is developed, implemented, monitored and evaluated throughout the term of the participant's enrolment.
- Participants are able to make a complaint or appeal an enrolment decision according to our "Complaint and Appeals Policy and Procedure".
- Refunds where required are provided in accordance with our 'Fees and Refund Policy and Procedure'.

For more information or to obtain a copy our "*Participant Selection and Enrolment Policy and Procedure*" contact us at [info@opportune.com.au](mailto:info@opportune.com.au).

# PROTECTING THE RIGHTS OF OUR CONSUMERS

We are committed to ensuring that the rights of our consumers are maintained at all times. We do this by;

- Ethical and accurate advertising and marketing.
- Providing you with sufficient information to make an informed enrolment decision.
- Protecting any participant's fees paid in advance.
- Safe guarding consumer personal information through our privacy policy and procedure.

If you want more information on how we protect the rights of our consumers, read our "Consumer Protection Policy and Procedure" found on our [website](#).

## MAKING A COMPLAINT OR APPEAL

We understand that from time to time some participants may wish to make a formal complaint about an aspect of service delivery or may choose to appeal an assessment decision or process that they feel is unfair. We welcome such feedback as it provides us with valuable information that can be used to improve the delivery of our service.

### Lodging a complaint or appeal

#### INFORMAL COMPLAINT

You are encouraged to raise your complaint/appeal with the relevant person or speak to your Skills Coach as soon as a grievance arises. Our Skills Coaches are experienced in resolving issues at an informal level and ensuring that our participants have a positive experience. All complaint/appeal information is managed in accordance with the organisations Privacy Policy and Procedure.

#### FORMAL COMPLAINT

If the complaint/appeal remains unresolved you can escalate your complaint or appeal to our Consumer Protection Officer by writing an email or a letter outlining the type and the cause of your grievance. You can send correspondence to the Consumer Protection Officer Email: [Consumerprotection@oppportune.com.au](mailto:Consumerprotection@oppportune.com.au); or Tel: 1300 721 121

To ensure the finalisation of results participants are asked to lodge an appeal within 28 days of the unfavourable assessment decision being made.

### Acknowledgement of Complaint/ Appeal

Within 3 working days of receiving a formal complaint/appeal the Consumer Protection Officer will acknowledge in writing that they have received the complaint/appeal and will outline the next steps in the resolution process.

### Investigation/Moderation

A comprehensive investigation that respects the rights and privacy of all involved, subsequently occurs. The principles of procedural fairness and natural justice are adopted at each stage of the complaint process.

In the case of an appeal your assessment task(s) is reviewed by a suitably qualified independent panel (moderation activity) to ensure that the principles of assessment and rules of evidence have been implemented. Recommendations from that activity inform the outcome of your appeal.

### Continuous Improvement

Where an investigation or moderation activity identifies opportunities for improvement these are actioned through the organisations continuous improvement process. See Quality Assurance Policy and Procedure for more information.

### Outcome Notification

To ensure a fair and objective process the decision maker is always independent of the decision being reviewed.

Appellants have their result reviewed following the completion of a moderation activity. If the moderation activity concurs with the initial assessment decision the participant will be offered a reassessment opportunity however if the moderation activity disagrees with the initial outcome the participant's assessment result will be changed.

The complainant/appellant is notified in writing of the outcome of their complaint (outcome notification) within 10 days from the date the complaint was initially received.

Where we consider more than 60 calendar days are required to process and finalise the complaint/appeal we will inform the complainant/appellant in writing as to why this is required and will provide the complainant/appellant regular progress updates on the progress of this matters.



### Independent Review

If the complainant/appellant is dissatisfied with the outcome of their complaint/appeal they can ask for their case to be reviewed by an independent party. This review will occur within 14 working days of the date of outcome notification. In these instances, Opportune Professional Development will organise for an independent party to review the complaint and where required mediate resolution. There will be no additional cost to the complainant for the review of the complaint/appeal by an independent party.

If after the independent review the complainant/appellant is still dissatisfied with the outcome of their complaint/appeal they are able to complain to either the Training Ombudsmen in their relevant state or the [Australian Skills Quality Authority](#).

If the cause of the complaint is around the collection, use, disclosure or storage of personal information the consumer can complain to the [Office of the Australian Information Commissioner](#).

### Documentation and Record Keeping

All complaints and appeals (informal and formal) are recorded in the organisations Complaints and Appeals Register. The register and all other associated documentation is securely stored (electronically) for a period of 30 years.

### Monitoring

The Continuous Improvement Committee monitors the complaints and appeals process to ensure that required timeframes are met, opportunities for improvement are actioned and the process is fair, transparent and conducted in a way that protects the rights of its consumers.

The Chief Executive Officer and the Opportune Professional Development Leadership Team are made aware of all complaints and appeals and the outcomes of those complaints/appeals.

For more information or to download a copy of our *“Complaints and Appeals Policy and Procedure”* you are encouraged to visit our [website](#).

## CONFIDENTIALITY AND PRIVACY OF PERSONAL INFORMATION

We are bound by a number of regulatory instruments relating to the collection, handling, storage and use of participant data. This includes, but is not limited to, course enrolments, course results, personal information and information required for administrative purposes. Registered Training Organisations (RTO) are required, by law, to collect personal participant data relating to enrolments and qualifications for the purposes of ensuring compliance with regulatory instruments; and for reporting to the National Vocational Education and Training Regulator.

All prospective and current consumer personal information is protected in accordance with the National Privacy Principles. The following principles are applied;

- We only collect personal information for the purposes of application/enrolment.
- Consumers are provided with information on the Unique Participant Identifier and are required to sign a declaration/consent authorising Opportune Professional Development to use/verify their USI for the purpose of their enrolment.
- Information is securely stored and only accessed by Staff for the purposes of the individual’s enrolment.
- Consumers are provided with information on how their information will be collected, used and stored prior to enrolment.
- Participants complete a declaration stating that they consent to their personal information being collected and used by Opportune Professional Development, governments and other agencies for the purpose of administration and research.
- Consumer’s personal information is not disclosed to another party without the individual’s written consent.
- Participants have a right to access and correct their personal information.

Feedback on our compliance with the privacy policy and procedure can be provided to our consumer protection officer or by making a complaint. **Attention:** Consumer Protection Officer **Tel:** 1300 721 121 or **Email:** [Consumerprotection@opportune.com.au](mailto:Consumerprotection@opportune.com.au);

For more information, see our *“Privacy Policy and Procedure”* on our [website](#) or visit the [Office of the Australian Information Commissioner](#).

## UNIQUE STUDENT IDENTIFIER

Your Unique Student Identifier (USI) is a reference number which creates an online record of all qualifications or nationally recognised training that you have completed in Australia.

Your USI will give you access to an online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

Your USI will enable you to access your records and results achieved after 2015 online, anytime and anywhere.

All participants enrolling in a nationally recognised qualification or course must provide a copy of their USI as part of the enrolment process.

Getting a USI is free and easy and can be done in under 15 minutes.

You can apply directly at <http://www.usi.gov.au/create-your-usi/> or if you do not have a USI and are unable to go online to apply for one we can do this on your behalf.

If you would like us to apply for a USI on your behalf all tick this option on the enrolment form and read the [Australian Government Privacy Notice](#).

We are not able to your certificate, record of results or statement of attainment without a verified USI. You will need to provide consent on your enrolment form so that we can verify your USI as part of your enrolment process.

For more information, please visit: [usi.gov.au](http://usi.gov.au) or contact us to obtain a copy of [Participants and the USI – A Fact Sheet for Participants](#) or alternatively you can speak to one team on 1300 721 121 email us on [info@opportune.com.au](mailto:info@opportune.com.au)

## UPDATING YOUR PERSONAL INFORMATION

As your personal information changes such as your name, banking details (if a direct debit arrangement is in place), address or contact details it is important to let us know as soon as possible. To advise us of a change to your personal information you can speak to one of our team on 1300 721 121 or email us on [info@opportune.com.au](mailto:info@opportune.com.au)

## WORK HEALTH AND SAFETY

We are committed to ensuring the safety and well-being of staff, participants and visitors. By actively following the Workplace Health and Safety Act 2011 the organisation takes all reasonable measures to identify, control and eliminate potential hazards and risks. To do this we have processes and systems in place to ensure;

- a safe and clean working environment.
- adequately trained staff who know how to effectively manage emergency situations and identify, control and eliminate potential risk/hazards.
- the identification of potential risk in the completion of assessment tasks and strategies to control and eliminate these risks.
- sufficient equipment (including Personal Protective Equipment) is available and in good working order.
- transparent reporting and documentation of risks, hazards, incidents and accidents.
- robust governance and monitoring.

You also have a role to play in ensuring our environment remains safe and free of hazards.

Some of the ways you can contribute to workplace safety are:

- ensuring work areas and training location are free from clutter and obstructions that would cause a trip, slip or a fall.
- complying with smoking laws under the Smoke-free Environment Act 2000.
- knowing the emergency and evacuation procedures of your work and training location.
- applying the WHS knowledge acquired in the course of your training to keep your environment safe.

If you would like to raise a WHS concern you can either speak to your Skills Coach or email us on [info@opportune.com.au](mailto:info@opportune.com.au).

## BULLYING, HARASSMENT AND DISCRIMINATION

We are committed to ensuring that all participants are able to study and complete the requirements of their qualification in an environment that is free from bullying, harassment and discrimination. The organisation takes a no tolerance approach to any form of discrimination, bullying and harassment with severe disciplinary measures for participants or staff who breach the organisations policy and procedure.

If participants feel that they are being bullied, harassed or discriminated against they are encouraged to do the following;

- Speak with the person's whose behaviour is making you distressed or uncomfortable and ask them to stop.
- Tell your Skills Coach what is/has happened
- Make a formal complaint to the Consumer Protection Officer

### Take home message

All participants have the right to study in a positive learning environment free from harassment and discrimination. If you feel that you have been harassed, discriminated against or bullied it is important that we are made aware of your situation ASAP so that a formal and objective investigation can occur. Where allegations are proven, severe disciplinary measures will be implemented.

### DEFERMENT AND WITHDRAWAL

Opportune Professional Development understands that throughout your enrolment, problems or issues may arise that may impact on your ability to keep up with the workload of your program, attend class or complete your assessment tasks on time. If this is the case, we are committed to helping you explore and find possible solutions that may help you complete your program.

If you find that you have an issue or a problem that is impacting on your ability to complete your program, we would strongly encourage you to speak to your Skills Coach or one of our friendly and supportive staff before you decide to disengage from your studies.

Where an immediate solution cannot be found, you may wish to defer your studies. Deferment may be granted on your request for a period of 12 months (from the date of deferment). Where you wish to defer your enrolment greater than the 12-month period you will be required to pay additional fees and undergo a further review process (this is because some qualifications may not be able to be offered after a certain period). Refunds are not granted unless extenuating circumstances exist.

Participants can write a letter or email the Administration Assistant on [info@opportune.com.au](mailto:info@opportune.com.au) to request a deferment of their enrolment. We will notify you in writing of the outcome within 3 days of receipt. All related correspondence will be stored in the organisations participant management system.

Where you wish to cancel your enrolment, or withdraw from their course you are encouraged to let us know as soon as possible so that we can finalise their enrolment, send out a Statement of Attainment (where units of competence have been assessed as competent) and where applicable refund fees.

If you would like to further information on deferment or withdrawal please speak to one of team on 1300 721 121 or email us on [info@opportune.com.au](mailto:info@opportune.com.au). To download a copy of the Fees and Refund Policy and Procedure visit our [website](#).

### FEES

We charge fees in accordance with comparable market prices for all courses on our scope of registration. *Commercial course* fees are determined based on the programs duration, delivery method, resource requirements and commercial viability. Where participants receive, a credit transfer they are not charged for the already completed unit. The Chief Executive Officer is responsible for determining all commercial fees and charges, which are reviewed annually. Where Government Funding is sourced fees are charged in accordance with contractual requirements.

Course fees are inclusive of tuition, learning resources, administration and enrolment processing fees. Additional fees are charged for:

- the replacement of any learning resources that is lost or misplaced. As these vary from program to program participants are required to view course information for more detailed costings prior to their enrolment.
- re-issuing misplaced or lost awards. A fee of \$25 is charged for each certificate (Testamur, Record of Results and/or Statement of Attainment) that requires reprinting.
- Participants who require reassessment of a task (i.e. following 3 previous unsuccessful submissions) will be charged a minimum fee of \$100 for a third submission (may be higher depending on the course)

Fees are advertised on our website.

Fees can be paid in full prior to the commencement of training where the total amount invoiced to an individual does not exceed \$1500. If the total fees exceed \$1500.00, the remainder of fees are divided up into the duration of the course and the participant is required to pay an amount weekly/fortnightly/monthly. For example; a participant who is enrolled in a 10-week program may pay \$200.00 per week over the 10-week period until they have paid the total fee of \$2000.00. Alternatively, the same participant could pay \$1500.00 upfront and pay the remaining \$500 over the 10-week course in \$50.00 increments. If the fees are paid by the employer a payment term and plan is negotiated over the duration of their course.

A fee amount is to be paid in accordance with the fee schedule or repayment plan prior to course commencement. Fees paid are documented in the participant management system and in the financial accounts where monthly reconciliation occurs. Fees can

be paid in cash, via cheque or EFT into our nominated bank account.

Payment terms are agreed upon prior to course commencement and are outlined in the participants Tax Invoice. The Tax invoice identifies the fees to be paid and the dates where payments are scheduled.

Participants are required to pay all fees on tax invoices issued within a period of 14 days. Failure to pay scheduled fees may lead to a discontinuation of training or the delay in the issuance of an award until the outstanding fees have been paid. We use the assistance of debt collection agencies to retrieve outstanding fees greater than 90 days. Where training discontinuation or a delay in the issuing of an award is, likely participants will be informed of their rights and responsibilities.

To download a copy of the Fees and Refund Policy and Procedure visit our [website](#) .

## REFUNDS

A full refund will be provided under the following circumstances;

- Where an overpayment of a fee has occurred.
- The course has been postponed or cancelled.
- Opportune Professional Development closes.
- The participant provides notification of their intention to withdraw greater than 30 days prior to course commencement.
- The General Manager feels that the participant would be unreasonably disadvantaged due to unexpected extenuating circumstance and where deferment of enrolment is not a suitable option.

A partial refund of up to 75% of the fees paid will be granted where the participant withdraws less than 30 days prior to course commencement.

Partial refunds on receipt of acceptable evidence (e.g. medical certificates) maybe considered for participants who have withdrawn from training and assessment due to extenuating circumstances such as illness.

Where participants withdraw after training has commenced and not of their own accord (e.g. closure) Opportune Professional Development will provide a refund proportionate to the fees charged for the remaining units. Participants enrolments that are cancelled due to misconduct are not entitled to a refund.

**No** refund of fees will be granted for participants who have commenced training and assessment and/or have been issued with learning resources where extenuating circumstances do not exist.

Where a participant commences a course, but withdraws voluntarily prior to completion or are deemed not yet competent they are not entitled to a refund for the remaining units.

Where participant's voluntary withdraws from a qualification but have completed all the requirements of a lower level qualification they will not receive a refund for the remaining units.

To apply for a refund Participants are required to email the Accounts Officer

**Attention:** Accounts Officer

**E:** [info@opportune.com.au](mailto:info@opportune.com.au)

All refund requests should clearly outline the participants name, number and reason why they have requested a refund.

Participants will be notified in writing of the outcome of their application within 14 working days of their application receipt. For those participants granted a refund money will be transferred into the nominated bank account within 30 calendar days.

To download a copy of the Fees and Refund Policy and Procedure visit our [website](#) .

## CEASING OPERATIONS

In the unlikely event that Opportune Professional Development ceases to operate in accordance with the Standards for Registered Training Organisations (RTOs) 2015 we will;

- Notify all participants within a reasonable period of time that our training organisation is ceasing to operate and what date this will take effect.
- Provide participants with a Statement of Attainment for all units successfully completed.
- Provide participants with information on an alternative training provider in which to transfer their enrolment.
- Work with the alternate training provider to transfer participant's enrolment providing all relevant documentation to assist in a successful and seamless transition.
- Send all relevant records and awards to the Australian Skills Quality Authority (all records will be stored in accordance with legislative and contractual requirements).

## WHAT WE EXPECT FROM YOU – OUR CODE OF CONDUCT

The following behaviours are expected of all Opportune Professional Development Participants;

- Talk to us if you are having difficulties attending your training sessions, keeping up with your assessment schedule or need further clarification with completing any tasks related to your program.
- Ensure all assessment evidence is your own work and you have completed the participant declaration and

privacy disclaimer for each assessment task. Where you have used another person's work you are required to reference that work using standard Harvard Referencing - <http://www.usq.edu.au/library/help/referencing/harvard.htm>. If you have any questions regarding how to reference, we would encourage you to discuss these with your Skills Coach.

- Keep a copy of all assessment tasks submitted to your Skills Coach for review.
- Follow safe work practices at all times. If an unsafe situation, broken equipment or a hazard (not related to your workplace) is identified you must tell your Skills Coach or another Staff member so that the situation, hazard or equipment can be fixed or controlled ASAP.
- Treat other participants and Staff with courtesy and respect.
- Act in a way that supports the diversity of other participants and staff.
- Comply with all relevant State and Commonwealth legislation and regulations including antidiscrimination and harassment legislation. Notify your Skills Coach or the Consumer Protection Officer of any behaviour that is unwelcome, makes you feel unsafe or uncomfortable.
- Contact your Skills Coach to organise and confirm any scheduled appointments related to your program.
- If you are unable to attend a scheduled appointment or a planned observational visit, provide your Skills Coach with ample notice and arrange another date to meet.
- Tell us about any changes to your personal information including your address. This will help us ensure that you receive your qualification in the mail ASAP.
- Have fun and tell us about your experience!

## EXPERIENCED BASED QUALIFICATIONS (EBQ)

We are committed to providing you with opportunities to have existing skills and knowledge recognised towards the achievement of a nationally recognised qualification or statement of attainment.

Previous formal learning (training or study) or informal learning (skills learned on-the-job) are both taken into account. This process is often called Recognition of Prior Learning (or RPL).

At Opportune it is possible to gain a full or partial qualification through this process, which we call an Experienced Based Qualification (EBQ).

Experience Based Qualifications are a great way to avoid studying what you already know, and are an easy and straightforward process.

You can apply for EBQ for a whole qualification or for particular part of it (individual unit(s) of competence).

If you would like to apply for EBQ you will be provided with a self-assessment tool and an opportunity to meet with an Opportune team member to discuss and assess your suitability.

If you would like to apply for an Experienced Based Qualification, please speak to one of our friendly staff members on or email us on 1300 721 121 or email us on [info@opportune.com.au](mailto:info@opportune.com.au)

You can download our Recognition Policy and Procedure from our website.

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## CREDIT TRANSFER

We are committed to ensuring that participants do not repeat any unit of competence or module that they have previously successfully completed.

In accordance with the Standards for Registered Training Organisation RTOs 2015 we accept and provides credit to participants for units where they already hold the same or equivalent AQF certificate.

Where a participant has completed a unit of competence which has a different title or code from the one where credit is sought, Opportune Professional Development will establish equivalency either by confirming equivalence on the National Register of VET or by using mapping documents contained within the training package.

To apply for Credit Transfer, please speak to your Skills Coach or one of our team and complete a Credit Transfer Application Form. This form allows you to provide us with your consent to authenticate your transcripts with the issuing training organisation prior to credit transfer being approved.

Participants can only apply for credit transfer for units that are linked to their enrolment and are on our scope of registration. You can apply for credit transfer throughout your enrolment however to remove any unnecessary training and or assessment you are encouraged to apply for credit at enrolment or before training has commenced. Participants who apply for credit transfer are notified of the outcome of their application within 5 working days. Where it is expected that an application may take longer than expected participants are advised of the reason for the delay. Participants who are granted credit for a unit(s) of competence are not charged for the credited unit(s).

If you would like to apply for Credit Transfer, please contact us on 1300 721 121 or [info@opportune.com.au](mailto:info@opportune.com.au). If you have already commenced your training speak to your Skills Coach for more information

## ASSESSMENT

Assessment practices are the final stage in confirming that you have the skills and knowledge to undertake a particular task to the standards outlined in the Training package and unit of competence.

You will be required to submit a series of assessment tasks to demonstrate that you have the skills and knowledge required by the qualification and for each subject (unit of competence) in your program.

Assessment tasks will vary depending on the delivery method and your program. Examples of common assessment methods include interview style questioning, observation of a particular skill, written questioning, reports from your employer or a supervisor, assignments, projects, role plays and the collection of work samples.

Your Qualification Guide will tell you what assessment methods will be used for your program. For each assessment task, you will be provided with detailed instructions on how to complete and submit each task and the date the task is due.

To adequately prepare for each assessment task ensure that you have read all of the assessment instructions contained on the task and clarify any areas that you are unsure of or if you have any factors that could influence your ability to successfully complete the task with your Skills Coach. A study plan is another great way to ensure that you have enough time to prepare and/or complete the task by the scheduled date. You can ask your Skills Coach to help you develop a study plan or attend one of our interactive webinar study support sessions.

For each assessment task, you complete (such as projects, work samples etc.) you are required to keep a copy of the task and any associated documentation. The reason for this is that your task will be kept as evidence and will not be returned to you. If mailing your task this will ensure you have a copy of it just in case it is lost in the mail.

Assessment tasks should be submitted for review by the scheduled date of assessment. Requests for extension may be granted if prior notice and sufficient reason has been provided.

You will receive detailed feedback, and a result of either 'Satisfactory' or 'Not Satisfactory' for each assessment task. You must receive a Satisfactory result for **each** task required by the subject (unit) to receive a competent result. A failure to attempt an assessment task without a valid reason will risk a Not Yet Competent Result for the relevant subject and may jeopardise your ability to complete your qualification.

If you have any questions in regard to your assessment process you are encouraged to speak to your Skills Coach who will be able to provide you with detailed information.

Assessment outcomes are recorded in our Student Management System and are available for a 30-year period. Assessment evidence is kept for a minimum of 6 months. Please note that some programs that are subsidised by the Department of Education are kept for the period outlined in the relevant contract – up to seven years. Assessment evidence is securely destroyed/deleted at the end of the retention period.

### My rights around assessment

If you receive a 'Not Yet Satisfactory' result you will have the opportunity to fix areas identified in the feedback or provide additional evidence. Your Skills Coach will give you detailed feedback and will develop a plan with you to ensure you understand what needs to be done and by when.

If your second attempt indicates that you still need more time to develop and build your skills/knowledge you may need more time in your workplace to develop and gain additional skills. Participants may be offered a third attempt at the discretion of the General Manager.

Participants may make a formal complaint or appeal their assessment decision in accordance with the organisation's complaints and appeals policy and procedure.



## PROVIDING FEEDBACK

We are committed to providing you with a service and product that is of the highest quality, that meets the needs of the individual/ industry and that can respond efficiently and effectively to the marketplace. To do this, we seek feedback on our service and product from consumers, participants, employers and industry partners.

Throughout your experience with our organisation you will be encouraged to provide us with honest and constructive feedback. Your feedback is extremely important as it will be used to improve all facets of how we deliver and assess our programs. Your feedback will also be used to improve the level of customer service and support provided to our consumers.

The best way to provide us with your feedback is by completing an online survey, contacting us anytime on 1300 721 121 or emailing us on [info@opportune.com.au](mailto:info@opportune.com.au). All participants are encouraged to complete an evaluation form on program completion. Some participants accessing government funding maybe asked to complete a 4-question survey three months after completing their program.

We would like to hear from you as to how our programs have influenced your ability to get a job, secure that promotion that you have been dreaming about or have influenced you on a personal level. We look forward to hearing and celebrating your future achievements!

### Take home message

It is important that you share your experience with us so that we can meet your needs and expectations and continue to improve upon our program and our service. We look forward to hearing about your experience in the near future!

## KEEPING OF YOUR RECORDS

Opportune Professional Development in accordance with the Standards for Registered Training Organisations (RTOs) securely stores all records related to a participant's enrolment for a period of 30 years. Assessment records are kept for a 6-month period unless required by a government contract.

The following principles underpin the organisations privacy policy and procedure and storage of records process;

- Opportune Professional Development takes all reasonable steps required to protect and maintain personal and sensitive information.
- A robust governance framework is used to assess, plan, implement and review the protection of personal information against misuse, loss, inappropriate access, and inappropriate disclosure.
- Prior to the collection of personal and sensitive information the individual is told what information is to be collected and stored, the purpose of collection, if this information is to be disclosed to a third party and/or under what circumstances disclosure may occur.
- Once the individual is well informed consent is obtained for the collection of information.
- Personal and sensitive information is used only for the purpose of its collection and by staff who require the information in order to complete their duties.
- Individuals have access to their information when required and without charge.
- Personal information is stored in either an electronic or hardcopy format.
- Security measures such as unique password requirements and restricted file access are used to maintain and protect participants/clients and employee's privacy.
- Opportune Professional Development will only *disclose* personal information to a third party where written consent has been obtained from the individual.
- Where Opportune Professional Development receives unsolicited information, it is either destroyed or de-identified.

See our Privacy Policy and Procedure located on our [website](#).

## ISSUING YOUR QUALIFICATION

At Opportune Professional Development, systematic processes are used to ensure our graduates and the community at large are confident that you meet the requirements of the Australia's Quality Framework.

General principles that underpin how we issue certification documentation are as follows;

- Opportune Professional Development only issues AQF qualifications that are on its scope of registration.
  - All accredited training is delivered and assessed in English.
  - Quality assurance measures and controls ensure that awards being issued meet the requirements of Australia's national quality framework.
  - All graduates receive certification documentation to which they are entitled.
  - AQF qualification graduates receive a testamur and a record of results.
  - Participants who complete part of an AQF qualification receive a statement of attainment.
  - Certification is issued to the graduate within 30 calendar days of the participant being assessed as having met the requirements of the training package in which they were enrolled (e.g. the date of the final assessment being completed or exiting the course) unless an earlier period is specified in a government contract.
  - To avoid delays in issuing certification, Opportune Professional Development ensures that the participants USI graduates.
  - AQF certification documentation is sent directly to the graduate.
  - Certification is only issued after the graduate has paid all outstanding fees.
  - Certification documentation meets Schedule 5 of the Standards for Registered Training Organisations (RTO's) 2015.
  - Graduates can have their certification documentation reprinted/replaced on payment of a certification reprint fee – see *'Fees and Refunds Policy and Procedure'* for more information.
  - Opportune Professional Development may request certification documentation be returned where there has been evidence of fraud or dishonesty. In these instances, a serious incident report is completed.
- Opportune Professional Development as the issuing organisation authenticates and verifies graduate's certification documentation on request.
    - A register of all AQF qualifications that the Opportune Professional Development is authorised to issue and all qualifications/statements of attainment that has been issued is kept for a period of 30 years.
    - Reports of records of qualifications/statements of attainment issued are provided to the Australian Skills Quality Authority or relevant government department on a regular basis and/or as requested.