STUDENT HANDBOOK

SPECTRUM
COLLEGE

Welcome to the Spectrum College Pty Ltd

Congratulations on undertaking an educational journey with Spectrum College….

Dear Learner,

On behalf of all the staff , we send you a warm welcome and thank you for choosing our RTO for your career and academic development.

Your enrolment is an important step in further developing and formally recognising your skills and knowledge to assist you with your career aspirations.

We will strive to provide you with a first-class learning experience that is based on up-to-date practices and skills used in the workplace.

Our vision is to enable our learners to achieve their chosen career goals by providing flexibility in accessing training. To provide excellence in the training and support provided to assist you in your path to career satisfaction.

Our goals are to:

- Provide accessible training for everyone;
- Allow learners to choose their learning pathway and method of assessment to prove competence;
- Make training enjoyable and to ensure we encourage a continued search for knowledge and learning.

This student Handbook will provide you with information about RTO, as well as the services we provide and how to enrol.

If at any time you require additional information, please do not hesitate to contact us on 0297157287.

We also welcome your comments. Tell us about things we have done well, or can better, so we can continue to improve our services to our learners.

Feedback forms are available in each of our courses as well as via our website.

Once again, on behalf of the RTO team, we welcome you and look forward to working with you.

Kind regards,

Puneet Taluja

CEO

Table of Contents

Welcome to the Spectrum College Pty Ltd 1

Registered Training Organisation (RTO) Details: 3

..... 4

General Information about RTO 4

Your Trainers and Assessors 8

General Information – Student Support, Facilities, Resources and Equipment's provided to the students 11

General Information – Courses we deliver and essential entry requirements 28

General Process to lodge a complaint or appeal 53

Categorisation of complaint or appeal 55

Fees and Charges Policy 58

General Information – Learner Rights, Obligations and Responsibilities 64

General Information – Qualifications 69

General Information - The Australian Qualifications Framework and lifelong learning 71

Registered Training Organisation (RTO) Details:

Name Of Institute: Spectrum College Pty Ltd

RTO Code: 46096

CRICOS Code: 04201C

Head office: Sydney Campus: 14 Railway Parade, Burwood NSW 2134

Contact No.: 0297157287

Website: https://spectrumcollege.edu.au/

Please note: Spectrum College Pty Ltd **is referred as RTO in this document.**

General Information about RTO

Introduction

RTO is passionate about providing successful learning outcomes for our students. This is why we have developed robust processes to ensure the success of each learner's education goals.

Our approach is to provide you with a safe, fair, and supported training and assessment environment.

About RTO

RTO has modern, up-to-date facilities, and boasts a team of qualified and dedicated trainers and assessors.

You the Learner

RTO is responsible for the quality of the nationally recognised training and assessment we deliver. We aim to comply with the regulations that govern RTOs, being the VET Quality Framework, including the Standards for RTOs 2025 at all times.

To ensure our compliance with the framework and standards above, we implement rigorous internal policies, procedures and systems that ensure our operations are compliant. In addition, we participate in audits with ASQA (The National Regulator) and other national and state regulatory bodies upon their request.

RTO is responsible for the quality training and assessment you receive, and the issuing of your AQF certification documents in line with the procedures outlined in this handbook.

If at any time you feel that we have not met our obligations as an RTO, you have the right to make a complaint following our Feedback, Complaint and Appeal Policy outlined in this handbook.

The handbook is designed to give you relevant information about your studies and answer any queries you may have about your training.

Please take some time to read this it and if you require further information or clarification, check our website or give us a call.

We look forward to celebrating your achievements with you.

Best of luck with your training. We hope you will enjoy the journey of learning.

Mission Statement:

At the RTO our mission is:

- Right training, right place, right now
- The mission of the organisation is to connect relevant and meaningful training with industry need, to create a highly skilled environment that can respond to the social and economic development requirements of diverse regions and the communities that they support.

Our values

- Deliver what we promise
- Celebrate achievement

- Promote a culture of continuous improvement
- Be remarkable
- Share ideas
- Work hard, have fun

At RTO we live by these values, and we hope you will too.

Our Objectives

In recognition of our mission, our objectives are:

- **Industry Engagement:** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.
- **People:** We strive to attract, recruit and retain talented, competent and committed trainers and assessors. We promote excellent performance through leadership and ongoing targeted professional development.
- **Safety and Equality:** We are committed to providing an environment which is safe, equitable, and promotes a confident and productive training and assessment environment.
- **Integrity and Ethics:** We conduct ourselves in accordance with shared and agreed standards of behaviour, which holds ethical conduct and integrity as our highest priorities.
- **Quality Committed:** We aspire to deliver consistent, high-quality services and apply quality systems that support training and assessment superiority.
- **Learner-Focused:** We thrive on providing training and assessment that is learner focused and which supports lifelong learning. We respect our students and strive to attract them time after time through high-quality training and assessment experiences.

Information available before enrolment

The following information is available to all prospective students prior to enrolment via website, Student handbook and pre-training review to ensure that the student can make a sound decision based on all the relevant aspects of the training they wish to undertake:

Course details:

- The code, title and currency of the AQF qualification, skill set or VET course as published on training.gov.au (the National Register)
- The CRICOS course code and training location(s)
- Work Placement details if relevant

Fees and charges:

- Tuition fees, non-tuition fees, and potential additional costs (e.g. materials, accommodation)
- Refund policies, including in cases of visa refusal or provider default

Duration and structure:

- The total course duration (in weeks) as registered on CRICOS

- Breakdown of study periods, holidays, and critical dates

Assessment, RPL and Credit Transfer:

- Assessment methods
- Opportunities for Recognition of Prior Learning (RPL) and Credit Transfer (CT)

language, Literacy, Numeracy and Digital (LLND) support and entry requirements

Entry requirements:

- Academic prerequisites
- English language proficiency levels (e.g. IELTS, TOEFL)

Modes of delivery:

- Face-to-face, online, blended (as permitted by ESOS framework)
- Location of training and assessment (campus addresses)

Student responsibilities:

- Maintaining satisfactory attendance and academic progress
- Holding Overseas Student Health Cover (OSHC)
- Complying with student visa conditions

Student support services:

- Access to counselling, LLND support, welfare services, and accommodation assistance

Facilities and resources:

- What will be available to support the student's learning (classrooms, libraries, IT access)

Pre-Training Review Process (PTR):

- Includes an evaluation of the student's learning needs, goals, support needs and course suitability

Third-party or subcontracting arrangements:

- Notification of any delivery or assessment conducted by a third party on behalf of the provider

Getting started at RTO

At the point of enrolment, all international students will receive comprehensive information that supports informed participation in the course and ensures compliance with the Education Services for Overseas Students (ESOS) framework and National Code 2018

Enrolment Documentation Includes:

- **Written Agreement (Letter of Offer)**

  Outlines:

  - CRICOS course name, code
  - Duration and scheduled course hours
  - Campus locations

- Tuition and non-tuition fees
- Refund policies and cancellation terms
- Visa-related obligations
- Complaints and appeals procedures
- Other relevant course and RTO specific information (Refer Letter of Offer for further information)

- **Training Plan/Course Outline/Timetable**

  Includes:

  - **Units/Competencies to be Obtained**: Full list of unit codes and titles from training.gov.au
  - **Time-frame for Each Unit**: Weekly delivery and expected completion timeframe for each unit/cluster
  - **Training to be Undertaken**: Details on the content, learning outcomes, and structured learning activities
  - **Delivery Modes**: A face-to-face training and online structured mode is employed for all the qualifications. Students are required to attend 14 hours of training and assessment per week and complete Online Structured Contact Hours of 6 hours per week (excluding breaks)**.**

- **Admin Officer sends secure session link and login instructions to each enrolled student prior to scheduled session**
- **Assessment Information**
  - **Assessment Methods**: Practical demonstrations, written tasks, projects, and/or exams
  - **Assessment Schedule**: Timeline and submission processes for each unit
- **Recognition of Prior Learning (RPL) and Credit Transfer (CT)**
  - A record of any RPL or CT granted prior to commencement
  - RPL involves formal evaluation of prior learning, skills, and qualifications
  - Credit granted may reduce total course duration (and will be reflected on your CoE and PRISMS)
- **Award Information**
  - **Name of the Qualification** to be awarded upon successful completion

More details are provided in this handbook.

RTO provides learner-centric training

- We offer innovative, responsive and learner-centric training that reflects the learning styles and needs of our learners and industry.
- We consult with industry and incorporate feedback into our training and business operations.
- We create innovative methods of training delivery and skills development that improve people performance, productivity and employment opportunities and are responsive to the needs of our learners.

RTO therefore provides:

- Learning that is professionally and workplace relevant and improves career opportunities
- Flexible training options, recognising the needs of each learner
- Trainers and Assessors with recent and relevant industry experts who are required to maintain currency in their industry experience
- Innovative and responsive training delivery
- Expertise to identify and clarify training needs and delivering training that meets those needs
- Learning programs makes sense in the work environment
- Learners with the required skills for the present and future
- Where appropriate, practical, hands-on skills linked to underpinning knowledge
- Learning environments that adapt to change
- Learning that leads to career advancement

Education and Training Delivery by RTO

RTO incorporates adult learning principles into the training and assessment strategies of all its training programs. RTO will, before the training program commences, give participants all relevant information about the program of study, availability of learning resources and appropriate support services.

A pre-training review will also be conducted to identify any specific needs, including Language, Literacy, Numeracy (LLN) and Digital Literacy assessment, recognition or Recognition of Prior Learning (RPL) that individuals may have and other aspects of the training.

RTO will ensure that training and assessment occurs in accordance with the requirements of the training program and the endorsed Training Package and where appropriate, the Training Package guidelines for customising. RTO customises its education and training programs to meet the needs of the individual.

Participants are encouraged to take responsibility for their own learning and to participate in the learning and assessment process actively.

Your Trainers and Assessors

RTO will ensure that the responsibility for the management and coordination of training delivery and assessment (including the recognition of prior learning and recognition of current competencies), staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience.

RTO will ensure that all Trainers and Assessors have:

- The necessary training and assessment competencies
- The trainer and assessor holds credentials from section 1a of the credential policy to deliver/assess independently.
- Have the relevant vocational competencies at least to the level being delivered or assessed
- Can demonstrate current industry skills directly relevant to the training program being trained/assessed; and

- Will continue to develop their vet knowledge and skills by undertaking annual pd in both VET and industry competency.

Your Trainer and Assessor can provide you with assistance on any aspect of the course content, resources or assessment activities.

Pre-Training Review

This information will enable RTO to understand your training needs, your current competencies that relate to the course, the opportunity for Recognition of Prior Learning (RPL) and to ensure that your Language, Literacy, Numeracy (LLN) and Digital Literacy skills suit the training and assessment strategies.

RTO will conduct a pre-training review for each participant. Pre-Training Review includes a documented review of:

- A copy of the student handbook (on website);
- A detailed outline of the training program;
- The sufficiency of the information provided to the prospective student to ensure s/he can make an informed decision about future enrolment (prior to enrolment);
- The appropriateness of the course and AQF level for the individual student (prior to enrolment);
- Pre-training review form
- The student's prior learning, skills and experience that may result in recognition of prior learning (RPL) or credit transfer (CT) in their chosen course (prior to enrolment);
- A language, literacy, numeracy (LLN) and digital (D) literacy skills assessment to identify student's LLND skills to determine future support needs (before or after enrolment but before training commencement);
- A training plan/Timetable to ensure that participants are provided with high-quality training that meets their needs.

RTO will use this review to provide you with the support you require in areas such as Language, Literacy, Numeracy (LLN) and Digital Literacy skills and assessment while ensuring you will get the maximum outcomes and benefits from the course you are enrolling in, according to your learning objectives, career aspirations and skill level.

Pre-training reviews will also ensure that all participants are enrolled in an appropriate training program and identify any special needs with their individual learning requirements. Participants who do require assistance or support with any special need, including LLND, can speak confidentially with their Trainer and Assessor. RTO ’s experienced staff can discuss options for participation in training programs to assist participants in achieving competence.

Educational Standards

RTO strictly follows policies and management practices that maintain high professional standards in the delivery of education and training services and which safeguard the interests and welfare of its learners and, where relevant, their employers.

RTO maintains a learning environment that is conducive to the learning and professional development of learners. RTO has the capacity to deliver the Education and Training programs on its scope of registration and will ensure that the facilities, methods and materials used in the provision of training will be appropriate to the needs of the learner and outcomes to be achieved.

RTO maintains compliant systems for recording and archiving learner enrolments, attendance, completion, assessment outcomes, and recognition of prior learning, complaints, qualifications and statements of attainment issued.

RTO will treat all personal records of learners confidentially and complies with the national privacy standards.

General Information – Student Support, Facilities, Resources and Equipment's provided to the students

As a CRICOS-registered provider, our RTO is dedicated to supporting international students through a wide range of services tailored to their unique needs. These services are designed to help students settle into life in Australia, thrive academically, and maintain their overall health and wellbeing. Throughout their studies, international students will have access to comprehensive support that fosters their academic success as well as their physical, mental, and emotional wellbeing.

Support Commitments

The RTO will:

- **Ensure that each student is provided with clear, up-to-date information about:**
  - The training product code and title
  - Course duration, delivery mode, and training location
  - Start dates, timetables, and any course-specific entry or assessment requirements
  - Licensing or occupational outcomes (if applicable)
  - Any third-party arrangements for training or assessment
- Inform students of all associated fees, charges, and payment terms in writing before enrolment and prior to issuing the Confirmation of Enrolment (CoE)
- **Provide dedicated student support services, including:**
  - Mental health and wellbeing support
    Access to counselling referrals and emotional support through internal and external providers
  - Academic support
    LLND (Language, Literacy, Numeracy & Digital skills) support, individual mentoring, and feedback opportunities
  - Physical health and safety
    Guidance on accessing medical services, Overseas Student Health Cover (OSHC), and emergency contacts
  - Cultural adjustment and personal support
    Help with accommodation, transport, financial management, and life in Australia
  - Crisis and emergency assistance
    contact numbers for urgent support or critical incidents

Additional Assurance

- **The RTO ensures that all facilities, training equipment, and resource materials are:**
  - Fit-for-purpose and compliant with training product requirements
  - Regularly inspected and maintained in good order and repair
- **The RTO maintains clear, documented procedures for:**
  - Monitoring education and training delivery
  - Managing student feedback and complaints
  - Measuring learner and employer satisfaction to drive continuous improvement

How student needs are proactively identified

RTO will ensure that student needs are proactively identified, prior to enrolment, via:

- Pre-training review form (PTR)
- language, literacy and numeracy proficiency and digital literacy

How student needs are systematically monitored and responded to

If student needs are identified, RTO will create an individual learning plan to ensure that student support is provided. Individual Leaning Plan will be filled to provide support to the student.

All individual learning plans will be monitored by the Student Support Officer with respective trainers/ assessors and management.

Support for Student Wellbeing and Training Support Services

RTO provides support to all students to ensure positive learning outcomes:

Physical Wellbeing Support

- Access to ergonomic classroom furniture and safe training environments
- Regular safety briefings for practical training (e.g. kitchen, workshop)
- First aid kits on site
- Referral to local medical or health clinics
- Information on maintaining healthy lifestyle habits (nutrition, sleep, exercise)

Mental Health Support

- Access to free or low-cost **counselling services**
- Mental health awareness workshops and webinars
- Referral pathways to external psychologists or support agencies (e.g. Lifeline, Beyond Blue)
- Stress and anxiety management tools (e.g. mindfulness apps, support groups)

Emotional Wellbeing Support

- Private and culturally sensitive one-on-one consultations with Student Support Officers
- Regular check-ins during study periods or placements

- Support during crisis or critical incidents (e.g. trauma, bereavement)

Training Support Services

- Help understanding course requirements, assessments, and feedback
- Access to trainers and assessors for one-on-one learning support
- Scheduled study skills workshops and additional tutoring sessions
- Individual Learning Plans (ILPs) for students needing extra academic support
- Support with Language, Literacy, Numeracy, or Digital (LLND) skills*

Technology and Online Learning Support

- Assistance with using learning platforms (e.g. Moodle, Canvas)
- Access to computers, internet, and printing on campus
- Basic IT helpdesk support for students using online learning tools

Learning Materials and Resources

- Access to textbooks, digital resources, and training equipment
- Customised materials for students with learning difficulties or disabilities

Placement Support (if applicable)

- Help with arranging work placement or industry training
- Guidance on workplace expectations and assessment tasks

Support for positive learning outcomes

RTO provides support to all students to ensure positive learning outcomes:

- Students facing personal difficulties that may affect their learning should approach The Compliance Manager or CEO for personal/career advice and counsel.

Staff available to students for support

- Student Support Officer (SSO) – your first point of contact for personal, academic, or financial issues
- Trainer or Assessor – for help with understanding course content or assessments
- Administration or Accounts Team – for help with enrolment, payments, or documentation
- Management Team – for information on your rights, or complaints and appeals

Accessing student Support Services

Assistance is available to all students via numerous modes:

- Telephone RTO to speak with a student support officer;
- Visiting reception during office hours and asking to speak to the Student Support Officer
- Discussion with trainer/assessor in class or after class hours;

- Email a specific query to their trainer/assessor; or
- Telephone RTO helpdesk at or email for all other queries.
- Filling out a Student Support Referral Form available at the Student Services Desk or on our website.

Student: Trainer Ratio

The student ratio will depend on the class size and approvals.

***LLND support**

Language, Literacy, Numeracy, and Digital skills (LLND) support will be identified through pre-training review, LLND test and/or trainer/assessor recommendation.

RTO will analyse the information collected and prepare a strategy to support the students. The strategy may include provide one on one support after the class hours, provide extra reading or tasks to complete related to the areas identified.

Students at risk

Our RTO is committed to helping international students complete their courses within the expected duration on their Confirmation of Enrolment (CoE). We monitor academic progress regularly and identify students at risk of falling behind as early as possible. If a student is not meeting course progress requirements, we implement a tailored intervention strategy, which may include academic support, counselling referrals, or adjusted study plans. These strategies ensure students receive the help they need to stay on track and meet visa conditions. Refer Course Progress Policy.

Accurate and Transparent Information

Our RTO is committed to providing all students with information that is:

- **Clear** – Written in plain language that is easy to understand
- **Accurate** – Consistent with our approved course documents and national standards
- **Current** – Regularly reviewed and updated to reflect the latest course content, policies, and requirements

This applies to all information you receive from us or any third parties acting on our behalf, such as education agents. This includes:

- Course brochures
- Student handbook
- Enrolment forms and written agreements
- Our website and social media
- Verbal advice provided during orientation or by staff

Learner resources, facilities and equipment's

- Classroom including chairs, projector
- Internet
- Breakout areas

- Assessment pack (student)
- PowerPoint presentation
- Learner handbook
- Unit activities book
- Staff available to students to address their learning needs
- All students will be provided with training resources and assessment materials for all units of competency and additional training documents as required.
- Administrative support as required
- Case studies (real workplace-based scenarios)
- Role-playing activities for interaction with others as a part of assessments.
- Templates and additional resources to complete the assessment tasks.
- Access to a number of free learner tutorials, tools and videos

Additional resources available to students

- https://training.gov.au/ Government Website Updates
- Meeting Individual Student Needs Reference
- Learning and Assessment Resources
- Updates from the Industry skills councils/SSOs

ESOS Framework

The Education Services for Overseas Students (ESOS) Framework is a legal framework that protects the rights of international students studying in Australia. It ensures that education providers meet nationally consistent standards and deliver quality training and education services.

You can find more information on the ESOS Framework here -

ESOS legislative framework

External Support Services

For students requiring additional support with their studies, work or life, RTO provides the following referrals to community organisations that may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

Reading and Writing Hotline

Telephone: 1300 655 506

Welcome to the Reading Writing Hotline - Reading Writing Hotline

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Australian Human Rights Commission

phone: 1300 369 711 or (02) 9284 9600

https://www.humanrights.gov.au/

The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

You can also discuss disability rights and direct you to a network of advocates. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

Lifeline

Telephone: 13 11 14

Lifeline Australia - 13 11 14 - Crisis Support. Suicide Prevention.

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Fair Work Australia

Welcome to the Fair Work Ombudsman website

Fair Work Australia is the national workplace relations tribunal. It is an independent body with the power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their mental health and wellbeing. They aim to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

Study Australia – Government resources for international students (www.studyaustralia.gov.au)

Beyond Blue (1300 224 636) – Mental health and wellbeing support(24/7 Support for Anxiety, Depression and Suicide Prevention. - Beyond Blue)

Headspace – Youth mental health services (www.headspace.org.au)

Legal Aid

Victoria https://www.legalaid.vic.gov.au/

NSW Legal Aid NSW

Queensland http://www.legalaid.qld.gov.au/Home

NT Legal Aid NT

WA Home | Legal Aid WA

SA Legal Services Commission of South Australia

Tasmania Home - Tasmania Legal Aid

Australian Search and Rescue

Maritime Rescue: 1800 627 484 Search and rescue | Australian Maritime Safety Authority

Centre Against Sexual Assault: 1800 806 292 CASA House - Centre Against Sexual Assault

Health Information Services

Australian institute of Health and Welfare: 0262441000Family and domestic violence - Australian Institute of Health and Welfare

NATIONAL ALCOHOL & OTHER DRUG HOTLINE:**1800 250 015**
The Alcohol and Drug Foundation - Alcohol and Drug Foundation

Suicide prevention Australia Home - Suicide Prevention Australia **Lifeline** 13 11 14
Suicide Call Back Service 1300 659 467

Nurse-On-Call (24-hour health advice and information from a registered nurse): 1300 606 024

Living in Australia

Australia offers a safe, diverse, and vibrant environment for international students, combining world-class education with an exciting lifestyle.

Culture & Lifestyle

- **Diverse & Inclusive**: Australia is home to people from over 190 countries. This multicultural environment makes it easier for international students to feel at home and find communities that share similar backgrounds or interests.
- **Friendly & Relaxed**: Australians are known for their casual, open nature and love for outdoor activities. You'll often see people enjoying the outdoors, whether it's a beach day, a weekend barbecue, or a local sporting event. The laid-back attitude extends to classroom and workplace culture, where open discussion and mutual respect are encouraged
- **English Language**: As an English-speaking country, living in Australia provides a unique opportunity to improve your language skills through daily interactions at school, work, and in the community. Watching local TV, joining clubs, or volunteering are great ways to enhance your fluency and build confidence. Australia also respects freedom of expression, religion, and lifestyle choices, which makes it a safe and respectful environment to live and study.

Accommodation Options

- **Homestay:** Homestay involves living with an Australian host family, providing a supportive, family-style environment that often includes meals, utilities, and basic furniture. This option is ideal for younger students or those new to Australia seeking cultural immersion and a safe, welcoming environment.
  Estimated Cost: *AUD $250–$350 per week* (includes meals and bills)
- **Student Accommodation:** This refers to purpose-built student housing near campuses, offering fully furnished rooms, shared kitchens, laundry facilities, and social areas. These spaces are modern, secure, and provide a strong community atmosphere with on-site support.
  Estimated Cost: *AUD $250–$450 per week* (includes utilities and Wi-Fi)
- **Private Rental:** Best suited for students seeking independence, this option involves renting a room in a shared house or leasing an apartment with other students. You are responsible for paying rent, electricity, water, internet, and food costs separately. This is often more flexible and potentially more economical, especially in shared settings. Students can find accommodation through online platforms like Flatmates.com.au, Realestate.com.au, Unilodge.
  Estimated Cost:
  - **Shared room:** AUD $150–$250 per week
  - **Studio or one-bedroom apartment:** AUD $300–$500+ per week
  - **Utilities and internet:** Additional AUD $25–$50 per week

Always factor in bond payments (typically 4 weeks' rent) and initial setup costs when budgeting for your move.

Weekly Living Costs (Approximate)

Expense Category	Cost (AUD)
Rent	$150–$350
Food	$80–$200
Transport	$15–$50
Phone/Internet	$20–$50
Entertainment	$50–$100

Note: Costs vary by city and lifestyle.

Safety & Support

- **Emergency**: Dial 000 for police, ambulance, or fire services.
- **Safe Environment**: Australia is considered one of the safest countries for students.
- **Student Services**: Access support via your RTO, including counselling and welfare assistance.

Work Rights

- **During Study**: Up to 48 hours per fortnight.
- **During Holidays**: Unlimited work rights.
- **Common Jobs**: Retail, hospitality, admin, tutoring, internships.

Transport & Travel

- Public transport is available in all major cities.
- Use smart cards like Myki (VIC), Opal (NSW), or Go Card (QLD).
- Student discounts apply—check your local transport authority.

General help for international students

If you have a problem, the first place you should go for help is the reception. RTO staff will be able to assist you or refer you to a person who can help you. If you have money problems, personal problems, problems with institute or anything else, the staff will be able to assist you with advice and put you in touch with the right people.

Living costs

When calculating your budget, you must remember to include your:

- Annual tuition fees
- Textbooks, study excursions and study equipment
- Expenses for any dependents that accompany you (e.g. full school fees for any children, child care etc.)
- Overseas Student Health Cover (OSHC)

- Accommodation costs
- Living expenses including food, gas, electricity, telephone and transport
- Entertainment
- Airfares
- Emergency expenses

Note: The following information has been compiled based on a single student with no dependents. Should a husband/wife and/or child accompany you to Australia you must be realistic about the additional expenses they will incur.

Communications

Staying connected in Australia is easy, with a wide range of affordable and accessible options for international students.

- **Mobile Phones**: Mobile phones are widely used, and most students choose **prepaid SIM cards** or **month-to-month plans** with providers such as Telstra, Optus, Vodafone, and Amaysim.
  Estimated Cost: AUD $15–$40 per month depending on data and call inclusions.
- **Internet Access**: High-speed internet is available in most student accommodations and rental properties. Many mobile phone plans include data for hotspot use. Public Wi-Fi is also widely available in libraries, campuses, cafes, and shopping centres.
  Home internet plans (for private rentals): AUD $60–$90 per month (shared among housemates).
- **International Calls**: Most students use free or low-cost apps like WhatsApp, Skype, Messenger, or Zoom for international communication. International calling cards are still available at convenience stores, though less common.
  VoIP (internet-based) options are cheaper than traditional phone lines.
- **Postal Services**: Australia Post offers a range of services including mailing letters and parcels, identity verification, and passport photos.
  Postage Rates (Domestic): Starting from AUD $1.50
  International Letters: From AUD $3.50 (varies by weight and destination)
- **News & Media**: You can access global and local news online or via mobile apps. Physical newspapers and multilingual publications are available at major newsstands and libraries.

There are a range of external agencies you can ask for assistance with employment related issues. Here is a listing of agencies where you can get help:

1) WorkSafe Australia

WorkSafe Victoria is the regulatory body responsible for overseeing workplace safety, compensation, and occupational health in Victoria. It ensures that workplaces comply with occupational health and safety (OHS) laws, provides support for injured workers, and promotes a culture of safety across various industries:

Key Information:

Website: WorkSafe Victoria

Contact Numbers:

- **General inquiries**: 1800 136 089

Human Rights and Student Protections

Australia is committed to protecting and promoting human rights both nationally and globally. The Australian Human Rights Commission is an independent body established by the Federal Government to uphold and advocate for the rights and freedoms of all individuals. As an international student, you are protected under Australian law and have the right to study, live, and work in a safe, respectful, and inclusive environment—free from discrimination, harassment, or unfair treatment.

If you believe your rights have been violated, you can seek help or make a complaint through your education provider, support services, or directly through the Australian Human Rights Commission.

Key Information:

- **Website**: Home | Australian Human Rights Commission
- **phone:** 1300 369 711 or (02) 9284 9600

2) Australian Taxation Office

The Australian Taxation Office (ATO) is the primary government agency responsible for managing Australia's tax and superannuation systems. It provides guidance and support for individuals, businesses, and organisations regarding tax obligations, superannuation, GST, payroll tax, and compliance requirements.

Key Information:

- **Website**: Home | Australian Taxation Office

3) Fair Work Ombudsman (FWO) – Workplace Rights & Pay Information

If you're working while studying in Australia, it's important to understand your rights as an employee. The Fair Work Ombudsman (FWO**)** is a government agency that helps ensure workers— including international students—are treated fairly under Australian workplace laws.

The FWO provides:

- Free advice on pay rates, working conditions, and leave entitlements
- Help resolving issues like underpayment, unfair dismissal, or unsafe work practices
- Information available in multiple languages

As a student, you have the same workplace rights as any Australian worker. This means you must:

- Be paid at least the minimum wage
- Receive correct payslips
- Work in a safe environment
- Not be taken advantage of due to your visa status

Key Information:

- Website: Welcome to the Fair Work Ombudsman website

4) Job Watch – Employment Rights and Advocacy

JobWatch is an independent, not-for-profit legal centre that supports workers across **Victoria, Queensland, and Tasmania**. It specialises in protecting vulnerable workers, including international students, from exploitation or unfair treatment in the workplace.

What JobWatch Can Help You With:

- Investigating exploitation in employment or training environments
- Providing free and confidential legal advice about your work rights, including pay entitlements, leave, redundancy, and termination
- Assisting with complaints about unfair treatment, harassment, or discrimination
- Helping if you've been unfairly dismissed or treated differently because of your visa status
- Promoting awareness about your rights and responsibilities as a worker in Australia

Whether you're working casually, part-time, or doing a traineeship, **you have legal protections**. If something feels wrong at work, you can speak to JobWatch.

Key Information:

- Website: Home - JobWatch Telephone Advice Service:

Opening a bank account

In Australia there are two types of Banking organisations; banks and credit unions. Credit unions are cooperative banks. Each person who has an account with a credit union also has shares in the credit union.

When you open a bank or credit union account in Australia you need to provide identification. You will need to bring your passport and some other forms of identification (for example your student identification card, birth certificate or driver's license or identity card from your home country).

If you apply for a bank account within six weeks of arriving in the county, you need only supply your passport. There are two basic types of accounts:

- An everyday account which provides you with a cash card for use with 24-hour automatic cash dispensers (ATM Machines) and "EFTPOS" (Electronic Funds Transfer at Point Of Sale) facilities at stores. Some everyday accounts also have cheque book facilities. Accounts with cheque books are subject to a special government tax.
- Investment accounts -these are designed for people who have a large amount of money to deposit in the bank. Investment accounts pay interest at higher rates than everyday accounts and do not usually have cash card access. Investment accounts are a good place to put your tuition fees.

It is best to shop around for a bank that suits you. Find a bank that has offices near your home and College Avalon for convenience. Almost all banks charge fees on their accounts. You should make sure you know what the fees are and when they will be charged. Banks operating in Victoria include:

- Bank of Melbourne
- Westpac
- Bendigo Bank
- CitiBank
- Colonial State Bank
- The Commonwealth Bank

- National Australia Bank
- St George Bank
- Westpac

When you open your bank account the bank will ask you for your Tax File Number.

Australian banks such as ANZ, Bank of Melbourne, Commonwealth, National Australia Bank and Westpac Bank and others have services located in both the city and suburban centres.

Applying for a tax file number

A Tax File Number (TFN) is your unique personal reference number used by the Australian Taxation Office (ATO) to manage your tax and superannuation records. While not mandatory, it's strongly recommended—without a TFN, you may be taxed at the highest rate and could miss out on superannuation entitlements.

How to Apply for a TFN (as an International Student)

Apply Online via the ATO Website:

1. Visit www.ato.gov.au and go to *"Apply for a TFN"*.
2. Complete the online form (you must hold a student visa).
3. You'll be asked to verify your identity using your passport and visa details through the Department of Home Affairs system—no paper documents required.
4. Submit your application online—no need to visit Australia Post for most student visa holders.

Processing & Delivery

- Your TFN will be sent by mail to your nominated Australian postal address within 28 days.
- Keep your TFN secure and private. Only share it with trusted organisations such as your employer, your bank, your super fund, or the ATO.

Why Your TFN Matters

Enables correct tax deductions from your salary.

- Required for filing a tax return each year (typically between 1 July and 31 October).
- Necessary to open a bank account, start a job, or claim a superannuation refund when leaving Australia

Entertainment

Australia offers a wide range of entertainment options to help students relax, socialise, and explore the vibrant local culture during their time off from study.

Movies & Cinemas

- Major chains like HOYTS, Event Cinemas, and Palace Cinemas offer discounted tickets for students—look out for Student Tuesdays.
- Independent and outdoor cinemas are popular in summer, especially in cities like Melbourne and Sydney.

Music, Festivals & Live Events

- From international concerts to local music gigs, there's something for everyone.
- Annual events like Splendour in the Grass, Laneway Festival, and Vivid Sydney attract big crowds.
- Most cities host free cultural festivals, food markets, and seasonal celebrations throughout the year.

Outdoor & Nature Activities

- Enjoy iconic beaches like Bondi, Surfers Paradise, or Glenelg.
- Australia is famous for bushwalking, coastal hikes, snorkelling, and surfing.
- National parks offer great weekend escapes—many with student-priced tours.

Gaming, Arts & Indoor Fun

- Visit art galleries, museums, escape rooms, bowling alleys, and arcades.
- Popular gaming lounges and internet cafés cater to students looking to unwind with friends.

Transport

Getting Around as an International Student

Australia has a reliable and well-connected transport system, making it easy to explore your city and travel to and from your education provider.

Public Transport Options

Each state has its own public transport network, including buses, trains, trams, and ferries:

State/Territory	System & Travel Card
New South Wales (Sydney)	Opal Card – Trains, buses, ferries, light rail
Victoria (Melbourne)	Myki Card – Trains, trams, buses
Queensland (Brisbane)	Go Card – Trains, buses, ferries
South Australia (Adelaide)	MetroCARD – Trains, trams, buses
Western Australia (Perth)	SmartRider – Trains, buses, ferries
Tasmania, ACT, NT	Paper tickets or local apps available

Student Discounts

- Many states offer international student concessions, especially if you're studying full-time at a CRICOS-registered institution.
- Always carry your student ID or concession card when travelling.

Biking & Walking

- Cities like Melbourne, Adelaide, and Canberra are bike-friendly with dedicated paths and public bike hire.
- Walking is often a great option for short distances around campuses and city centres

Food

Markets and supermarkets sell a variety of fresh meat, fruit and vegetables as well as rice, breads, spices and other ingredients. Melbourne's restaurants and cafes offer a wide variety of foods from around the world, including Chinese, Italian, Japanese, Korean, Ethiopian, Brazilian, Malaysian, Greek, Indian, Thai, Vietnamese, Lebanese, French and Indonesian.

Clothing

Australian students dress casually. Australians are generally relaxed when it comes to clothes, but they do tend to dress up at night. If you are planning to buy warm clothing, shopping in Melbourne will provide you with a large range at a very competitive price.

Computers & Laptops

If you're purchasing a device after arrival:

- **Major retailers:** JB Hi-Fi, Harvey Norman, Officeworks, The Good Guys
- **Budget options:** Look for student discounts or refurbished devices
- **Expect to pay:**
    - **Laptops**: AUD $600–$1500+
    - **Tablets**: AUD $400–$1000

Adjusting to Your New Campus & City

1. Plan to arrive early before the Orientation and Enrolment period. This will allow you to explore the campus location and new city or town.
2. Choose a good housing option that suits your budget, needs and lifestyle.
3. Consider physical aspects like location and travel time to your campus and household amenities.
4. Talk to RTO if you have questions or concerns.

Student Safety

Australia is a safe and welcoming country, but it's still important to take sensible precautions and know your rights and resources as an international student.

Personal Safety

- Australia has low crime rates, but always stay aware of your surroundings—especially at night or in unfamiliar areas.
- Walk in well-lit, busy areas and avoid shortcuts through isolated spaces.
- Carry a charged mobile phone and let someone know where you are going if you're out late.

Emergency Services

In any emergency, dial 000 for:

- Police
- Ambulance
- Fire services
  This number is free to call from any phone in Australia.

Housing Safety

- Ensure doors and windows have secure locks.
- Don't share your address or entry codes with strangers.
- Report suspicious activity to your landlord or local authorities.

Online Safety

- Never share personal or financial information on unsecured websites.
- Be cautious of online scams, phishing emails, or fake job offers.
- Use antivirus software and secure Wi-Fi networks.

Travel & Transport Safety

- Always follow road rules.
- If using public transport late at night, sit near the driver or in well-lit areas.
- Avoid using ride-share or taxi services that are not booked through official apps.

Cultural Adjustment

International students and their families may experience a wide range of feelings and moods when studying or living in Australia. Some may feel excited to see and learn new things or meet new people. Some may feel lonely, stressed, frustrated and homesick. These are all very normal feelings. However, it is very important that you seek help if you find that the process of cultural adjustment is adversely affecting you. College Avalon staff including the Welfare Officer are available to assist and discuss any concerns.

Miscellaneous Social Customs

If an Australian is invited to a meal, he or she may take a small gift, chocolates or a bottle of wine, to the host. As a student you are not expected to do this. If Australians tell you to "bring your own plate", they mean bring a plate with some food to share;

Do not push ahead of others who are waiting in a queue and always wait for people to exit lifts or trains before entering.

It is not polite to ask a person who you have recently met about his or her income, marital status or religion, however after you have formed a friendship this may be acceptable as part of the friendship building process.

Australians generally stand about an arm's length from each other when in conversation. In general people will feel uncomfortable if you invade this "personal space"

You are not generally expected to tip for services. If the service has been very good, especially in a restaurant, you may wish to do so;

Goods in retail shops are sold at a fixed price, though it is becoming common to ask if a discount is available on large and expensive items, like electrical goods. A little bargaining is commonly used in the open-air markets.

Clearing your throat or blowing your nose noisily in front of others, and not using a handkerchief or a tissue paper are not considered acceptable public behavior.

Appropriate and Inappropriate Behaviour

Unacceptable behaviour – in many places there are laws against unacceptable behaviour including spitting in public, swearing, talking indecently, behaving in a sexually indecent way, sexual harassment, urinating in public and drinking excessively.

Alcohol – alcohol can be legally served to any person aged 18 or over. It is also a common part of Australian students' parties. Do not feel pressured to drink if you do not want to. Driving under the influence of alcohol in Australia is a crime, and drinking excessively is considered socially unacceptable;

Gifts – Gifts are not usually given to trainers/teachers or others in official positions. Offering gifts in these situations can be interpreted as an effort to gain favourable consideration;

Humour – Australians value a person's ability to laugh at him or herself. Comments that might seem disrespectful or inappropriate are usually intended to be humorous icebreakers. These are signs that the person feels comfortable with you, rather than intended to hurt you.

Developing Independent Living Skills

Manage your time effectively. Plan ahead what you have to do and what you want to do in a week or a month.

Balance your study and social life. Studying and living overseas generally happens only once in a life time.

Learn how to achieve your academic goals and enjoy your experience in Melbourne at the same time.

Do not be afraid to ask questions.

Discuss your concerns within your peer support network. Keep records of your expenses to manage your budget.

Think about your future. Work out what you want to achieve (both professionally and personally), and how you are going to achieve this.

Consider developing additional skills that you do not have or want to further develop (i.e. joining a cooking class, a time management workshop etc.).

Be familiar with as many support services and facilities as possible.

Come and talk to us, you do not need to come with a problem. We are happy to simply listen to your experience or share our experience with you.

General Information – Courses we deliver and

Courses we deliver

We deliver the following courses;

BSB40520 - CERTIFICATE IV IN LEADERSHIP MANAGEMENT

BSB60420 - ADVANCED DIPLOMA OF LEADERSHIP AND MANAGEMENT

SIT40521 - CERTIFICATE IV IN KITCHEN MANAGEMENT

SIT50422-Diploma of Hospitality Management

BSB50420 - DIPLOMA OF LEADERSHIP AND MANAGEMENT

BSB80120 - GRADUATE DIPLOMA OF MANAGEMENT (LEARNING)

SIT40721 - CERTIFICATE IV IN PATISSERIE

Please visit https://spectrumcollege.edu.au/ for the list of courses, duration, entry requirements, Admission requirements and other information.

Admission requirements and other information Sessions:

- A trainer will be available during the scheduled class timing to deliver the training session.
- Morning 9.00 AM to 5.00 PM weekdays learning support will be provided to all Students through support officers.
- All queries and questions will be answered in 2-4 business days' customer service delivery time.

Updating Contact Details

it is a condition of your enrolment that you maintain accurate and up-to-date contact details.

- You must notify the RTO of any change to your contact details (address, mobile number, email) within 3 days of the change.
- The RTO is required to update your information in our Student Management System and on PRISMS within 7 days.

Training support after training sessions

- A trainer will be available to assist students with training support immediately following the session or students may make individual appointments.
- Training support can also be provided to Individual students via telephone and email after the training sessions or on request from the students.
- Generic learner support such as study skills, employability skills, etc. will be provided during these one-to-one support sessions.
- Students will be provided training support after the training sessions for this course or on their request.

Individual learning and reflection

- Learners are required to process what they have learnt during their reading and research, contemplate on their future professional career and apply the learning to their own life and work experience.
- All students will be provided with a list of recommended books and resources to complete their individual learning and reflection.
- **Individual student reflection is designed to fulfil two purposes:**
    - Personal growth

- Personal application

Individual learning and reflection may or may not include:

- Study undertaken by the learner in their own time
- Completing supplementary activities
- Additional resources
- Web links/ references
- Real life case scenarios and decision-making processes
- Additional resources
- Journals, newsletters and magazines

General Information – RTO Policies, Procedures, Legislative and Regulatory requirements and obligations

The RTO complies with all applicable legislation and frameworks, including but not limited to:

- Education Services for Overseas Students Act 2000 (ESOS Act)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)
- National Vocational Education and Training Regulator Act 2011
- Standards for RTOs 2025, including:
- *Outcome Standards*
- *Compliance Requirements*
- *Credential Policy*
- Data Provision Requirements 2020
- Fit and Proper Person Requirements 2025
- Work Health and Safety Act 2011 (Cth)
- Fair Work Act 2009
- Privacy Act 1988 (Cth)
- Equal Opportunity Act (State-based)
- Anti-Discrimination Act (State-based)
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- National Principles for Child Safe Organisations
- Unique Student Identifier Act 2014
- Australian Consumer Law

All staff, third party (if applicable) and learners at RTO must also meet the following regulatory requirements:

- ASQA (Australian Skills Quality Authority)
- VET Quality Framework (VQF)
- The Australian Qualifications Framework (AQF requirements)
- Other applicable legislation and regulation as relevant to the courses being delivered.

RTO will comply with all relevant Commonwealth and State legislation and legislative requirements relevant to its operation and its Scope of Registration.

In addition, staff and learners at RTO must also meet various particular legislative requirements, mentioned in the training packages and legislation register.

Quality Assurance and Improvement - Education and Training operations

RTO will comply with all laws relevant to the operation of the training premises, including workplace health and safety and fire safety regulations and ensure that the training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.

Education and Training Guarantee

RTO guarantees that it will deliver education, training and assessment and support services to each enrolled learner in order to complete the course or qualification into which they are enrolled and for which the appropriate fee has been paid.

In the unlikely event that unforeseen circumstances prevent RTO from honouring this commitment, RTO will take all necessary steps to ensure that training is completed in accordance with its contractual obligations to the enrolled learner.

Should the RTO cease delivery of any training and assessment, a refund for the unused portion of the course will be provided to the student or student will be transferred to equivalent course with another training provider.

Ceasing operation

In the event that RTO ceases to operate, its records will be transferred to ASQA in the appropriate format and detail as specified by the Department at the time of ceasing RTO operations.

If circumstances are such that RTO is not able to carry on operations (death, liquidation, bankruptcy), the CEO is to advise ASQA of this decision and provide advice regarding the impact on currently enrolled learners. Notifications are to be made within 90 calendar days of the changes occurring. RTO has a responsibility to transfer these enrolments to another RTO with least disruption to individual learners. On ceasing operations, RTO is to facilitate currently enrolled learners transfer to another RTO, issue these learners with an appropriate refund according to the Fee Management and Refund Policy, and issue learners with Certificates based on completed units of competency.

RTO will ensure that any confidential information acquired by the business, individuals, committees or organisations acting on its behalf is securely stored.

Principles of Training and Assessment

Training and assessment strategies developed by RTO will adhere to the following principles:

- training and assessment strategies are developed for each qualification/unit of competency that will be delivered and assessed;
- all training programs will require the development of a training and assessment strategy for full and partial completion of a qualification;
- each training and assessment strategy will be developed in consultation with industry representatives, trainers, assessors and key stakeholders;
- training and assessment strategies will reflect the requirements of the relevant training package and will identify target groups;

- training and assessment strategies will be validated annually through the internal review procedures.

Principles of assessment

At our RTO, assessments are designed to make sure every student has a fair and equal chance to demonstrate their skills and knowledge. All assessments follow these important principles:

Fair: You'll receive clear instructions and be told what to expect before your assessment. If you have special needs or personal circumstances, you can request reasonable adjustments to help you succeed.

Flexible: Assessments may be adapted to suit your learning style or background. You might be assessed through different methods like written work, practical tasks, or verbal questions. Recognition of prior learning (RPL) or previous experience may also be available.

Valid: The assessment must test the exact skills and knowledge described in your course. The work you submit should directly relate to what you are learning in your unit of study.

Reliable: Your results should be consistent and fair no matter who assesses you or when it's done. If you perform the same way, the outcome should always be the same.

Rules of Evidence

To ensure your assessment is fair and meets national training standards, the evidence you provide must follow these four rules:

Valid: Your work must show the skills and knowledge that are specifically required for the unit you're being assessed on. It should match what the course expects you to know and do.

Sufficient: You need to provide enough evidence to prove that you are competent in **all parts** of the unit. One piece of work usually isn't enough — your assessor needs a complete picture of your abilities.

Authentic: The work you submit must be **your own**. It should not be copied from someone else or completed by another person. Your assessor must be sure that the evidence reflects **your performance**.

Current: Your evidence must show that your skills and knowledge are **up to date**. It should reflect what you can do **now**, not something you did a long time ago.

Assessment Policy

RTO acknowledges the critical role that assessment plays in determining the competency of students. In developing the assessment (including RPL) for each qualification and unit of competence, the CEO will ensure:

- Compliance with the assessment guidelines from the relevant training package, qualification and unit of competence of accredited course
- Assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF)
- Assessment complies with the principles of competency-based assessment and informs the student of the purpose and context of the assessment
- The rules of evidence guide the collection of evidence to support the principles of validity and reliability
- The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment

- Timely and appropriate feedback is given to students
- All students have access to re-assessment on appeal

RTO implements an assessment system that ensures that assessment (including Recognition of Prior Learning) complies with the assessment requirements of the relevant training package or VET accredited course. RTO recognises that each unit of competency contains assessment requirements relating to; performance evidence, knowledge evidence and assessment conditions.

Preparation and Submission of Assessment

RTO may use the following assessment methods to evaluate the learner competency:

- Written/Oral tests
- Workplace Assessment
- Observations
- Role-plays
- Workbooks
- Written Tasks
- Demonstration
- Third party reports and observations
- Projects
- Other assessment methodologies which align with the qualification and learner requirements

In keeping with the principles of competency-based assessment, the determination of competence will be based on the evidence gathered at least more than one occasions, rather than on isolated assessment activities or events.

Work placement may apply and relate directly to your course and assessment requirements. Check our website and/or course materials for work placement requirements.

Trainers and Assessors will gather evidence of competencies over the duration of the Training Program. Throughout each unit of competency, there will be a variety of assessment tasks, and you will be consulted during this process to ensure that your individual learning style is taken into consideration.

Don't be hesitant about assessment tasks, as they are designed to find out how you are progressing with your learning and what progress you have made towards achieving the required competence. More formal assessment strategies are used to consolidate the evidence bank that you have been developing.

Allowed attempts to demonstrate competency/ Reassessment

RTO allows learners two opportunities to be assessed as competent. Should a learner not achieve competence after two attempts, then it will be recommended that they repeat the unit of study. After they have exhausted three opportunities will be required to pay a fee for additional training and re-assessment. Please refer Fee Management and Refund Policy for more information.

Evidence of competence

Evidence may include:

- Knowledge test

- Trainers and assessors' observation notes
- Project work
- Practical observation
- Workplace mentor evaluations
- Checklists
- Demonstration of skills

Work placement

- Some courses include a mandatory Work-Based Training (WBT) component, which allows students to apply their skills in a real industry setting and meet practical assessment outcomes.
- Students must satisfactorily complete all theoretical components and simulated practical tasks of a unit before commencing the work placement component relevant to that unit.
- The RTO will help in arranging a suitable placement with an approved workplace and formalise the arrangement through a signed Work Placement Agreement and provide support throughout the process.
- RTO will ensure that all placement sites are safe, supportive, and meet Work Health and Safety (WHS). Student will receive a placement documents with tools and instructions tailored to your specific qualification and units.
- During your placement a qualified trainer or assessor will be visited at least three times. Your trainer will assess your practical skills through direct observation and in discussion with your workplace supervisor to ensure the assessment is fair and based on clear evidence.
- Please note that WBT is unpaid, and students are responsible for their own travel to and from the placement venue, as travel costs are not covered by the RTO. Further information will be provided before and after enrolment. Students must attend all scheduled placements and maintain professional conduct at all times.

Work-Based Training (WBT) and Completion

- If your course includes Work-Based Training (WBT) or a work placement component attached to certain units:
- You must complete the full required hours and all tasks at your assigned workplace.
- You will only be marked Competent for the related unit(s) after successful completion of both the WBT and required assessment tasks.
- A Statement of Attainment (SOA)/ Certificate will only be issued for those units once the placement is complete and all competency criteria are met.

Refer Work Placement Policy for more information.

- SIT40521 - CERTIFICATE IV IN KITCHEN MANAGEMENT
    - Work placement -48 food service periods, each of at least four (4) hours in duration
- SIT40721 - CERTIFICATE IV IN PATISSERIE
    - Work placement - 11 food service periods, each of at least four (4) hours in duration

Assessment Submission

- Your trainer will suggest a suitable timeframe/deadline to submit your assessment unless otherwise mentioned in your learner assessment tool.
- You must ensure that you complete all details on the Assessment Cover Sheet including your Name, Learner ID, Course Code and Course Name, and sign and date at the bottom of the cover sheet. Or complete relevant information in LMS related to the assessment.
- You must always keep a copy of your completed assessments during your course.

Assessment Extensions

It is expected that all international students submit assessments by the scheduled due dates. However, we recognise that in genuine and unforeseen circumstances, an extension may be required. To ensure fairness and maintain compliance with student visa conditions, all requests will be assessed carefully and must follow the procedure below.

How to Request an Extension

If you are unable to complete an assessment on time due to compassionate or compelling circumstances, you must:

1. Submit your extension request in writing. You can send email to student support officer.
2. Provide supporting documentation (e.g., medical certificate, legal notice, death certificate, etc.)
3. Submit your request at least 48 hours prior to the assessment due date, unless in emergency situations.

Unsuitable Grounds for Extension

The following reasons will not be accepted as valid grounds for granting an extension:

- Routine employment demands or work-related travel
- Moving house or change of address
- Sporting or extra-curricular activities (except state, national, or international representation)
- Holidays or recreational travel
- Planned events such as weddings or personal celebrations

student Support and Contact

If personal or academic issues are affecting your ability to meet deadlines or study effectively:

- You should immediately contact your Trainer/Assessor
- You may also speak with the Student Support Officer for confidential assistance and advice

Repeated assessment extensions, course delays, or poor academic progress may affect your ability to complete your course within the expected duration and could result in a breach of your student visa conditions.

Trainer and Assessor Support

All international students are assigned a qualified Trainer/Assessor, who is responsible for:

- Delivering your course content
- Monitoring your academic progress
- Providing regular feedback
- Supporting your learning goals

Your trainer is your first point of contact for any questions or difficulties related to your course.

Additional Learning Support

If you feel you may need extra support in the learning environment due to factors such as:

- Disability or medical condition
- Language, literacy, or numeracy challenges
- Cultural background or personal circumstances
- Gender, age, or other learning barriers

Please speak with your Trainer/Assessor or our Student Support Officer. We will work with you to implement reasonable adjustments or create a personalised support plan to help you succeed.

Ongoing Review and Feedback

To ensure high-quality education and continuous improvement:

- Your course progress will be **monitored regularly** in line with your Confirmation of Enrolment (CoE)
- **Review and evaluation processes** will be conducted throughout your course
- You are encouraged to provide feedback on your learning experience, including:
    - Training delivery
    - Assessment strategies
    - Learning resources and support services

Your feedback is valued and helps us improve our programs and services.

Course Monitoring and attendance

As an international student, you are required to maintain satisfactory academic progress and meet attendance requirements as part of your student visa conditions. Our RTO is committed to helping you stay on track with your learning goals through regular monitoring, early intervention, and personalised support.

Course Progress

- You must complete at least 50% of your units each quarter to be considered satisfactory.
- Your progress is reviewed monthly and formally assessed every quarter and at the end of each semester.
- If you are falling behind (e.g., NYC – Not Yet Competent in 50% or more of your units), you will be flagged as “at risk.”

Support for At-Risk Students

If you're identified as at risk: (Students who have NYC results in ≥50% of attempted units are flagged as "At Risk.")

- You'll receive a written warning and be invited to an intervention meeting.
- Together with our support team, we'll create a Individual Intervention Plan. This might include:
  - Attending additional tutorial or study support sessions
  - Participating in English language or LLN support classes
  - Receiving one-on-one mentoring or academic counselling
  - Being placed on a revised study timetable or reduced load
  - Resitting assessments or undertaking reassessment tasks
  - Referral to personal counselling or external support services

We'll monitor your progress and adjust support as needed.

Unsatisfactory Progress

- If you don't improve over two consecutive study periods, you may receive a Notice of Intention to Report.
- You have 20 working days to appeal the decision through our Complaints and Appeals process.
- If no appeal is made or the appeal is unsuccessful, your progress will be reported to the Department of Home Affairs via PRISMS, which may affect your visa.

Attendance Requirements

Stay on Track – Your Attendance Matters

To meet your student visa requirements and succeed in your studies, you must maintain a minimum of 80% attendance. Our RTO is committed to supporting your progress and wellbeing by proactively monitoring attendance and offering early help when needed.

You are expected to maintain at least 80% attendance. Attendance is:

- Recorded daily by trainers
- Reviewed monthly to identify students needing support

Compassionate or Compelling Circumstances

We understand that sometimes personal or medical situations can affect your studies. If your attendance or progress is impacted by:

- Serious illness or injury
- Family bereavement
- Natural disasters
- Legal issues or trauma

please speak with Student Support and provide supporting documents. We may allow exceptions and delay reporting if you're engaging and making progress.

Refer Monitoring Student Attendance Policy and Course Progress Policy for more information.

Keeping Records

All intervention meetings, support plans, and communication will be documented and kept in your student file for at least two years after you finish or leave the course.

National Recognition - Recognition of Prior Learning (RPL) and Credit Transfers (CT)

All learners will be offered the opportunity to apply for Recognition of Prior Learning (RPL) and Credit Transfer. Learners can apply for RPL or Credit Transfer prior to commencement of the course and delivery of the relevant unit(s). RPL and Credit Transfer will be offered and processed according to RTO's Recognition of Prior Learning (RPL) Policy and Credit Transfer Policy.

Recognition of Prior Learning (RPL)

Prospective learners are informed of their right to apply for RPL at pre-enrolment, enrolment, and course commencement stages. The RTO Recognition of Prior Learning (RPL) Policy outline in detail the specific RTO process to be followed for granting RPL.

Learners can demonstrate competency through formal, non-formal and informal learning:

1. Formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);
2. Non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and
3. Informal learning refers to learning that results through the experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

Learners are encouraged to apply for RPL prior to or immediately after formal enrolment but prior to the facilitated delivery of units to ensure that they do not miss any learning opportunities offered should they be unsuccessful in the RPL process.

Important for International Students

- If you are granted RPL and your course becomes shorter, we will:
  - Issue a revised Confirmation of Enrolment (CoE)
  - Report the updated course length to PRISMS
- You will receive a written outcome letter confirming your RPL results.
- The signed outcome is kept on file for 2 years after your enrolment ends.

Credit Transfer

RTO recognises the AQF Qualifications and Statement of Attainments issued by any other Registered Training Organisation. Credit Transfer (CT) allows you to gain recognition for previously completed units of

competency that are the same or equivalent to those in your current course. This can reduce your study load and possibly shorten your course duration.

When Credit Transfer Applies

You may be eligible for CT if you provide:

- A valid AQF Statement of Attainment or Testamur, or
- An authenticated USI transcript, showing you have completed the same or equivalent unit(s).

The units must:

- Have the same code and title, or
- Be officially marked as "equivalent" on training.gov.au

International Students

If CT is granted:

- Your CoE (Confirmation of Enrolment) and course duration will be adjusted accordingly.
- We will report any course length changes to PRISMS, as required by the National Code 2018

How to Apply for Credit Transfer

1. Request a Credit Transfer Form from Student Support or during orientation.
2. **Submit the form along with your official documents (e.g., AQF certificate or USI transcript).**
3. **Wait for Review:** We will verify your documents, check unit equivalence, and notify you of the outcome.
4. **Receive Your Outcome**: If approved, your training plan and CoE will be updated.

Students are informed of their right to apply for CT at pre-enrolment, enrolment, and course commencement stages. The RTO Credit Transfer Policy outlines in detail the specific RTO process to be followed for granting Credit Transfer.

Transitioning to New Qualifications

From time to time, training packages are updated by the industry, and this may lead to changes in qualifications or units of competency (e.g. a unit may be superseded, deleted, or replaced). Our RTO follows a clear process to ensure students are supported during these transitions.

What You Can Expect

- If your course or unit is affected by a change to a training product, we will:
    - Inform you as soon as practicable about the change
    - Clearly explain how the change may impact your course or study plan
    - Make sure any transition occurs in line with national requirements and does not disadvantage you

Transition Process

- If a qualification or unit you are enrolled in becomes superseded, you may be:

- Transferred to the new qualification or unit, as soon as practicable
- Given advice about any new requirements, such as assessments or hours
- Offered a teach-out period or alternative options if the transition does not apply to your current stage of study

Student Notification

- You will be notified of changes through:
- Email or student portal announcements
- Direct contact from the Student Support Officer or your trainer
- Updated course documentation and guidance

Student Transfer Policy

Changing Courses or Providers – Know Your Options

As an international student, you have the right to **transfer between education providers or courses** under certain conditions. Our RTO ensures all transfer requests are handled fairly, transparently, and in line with government regulations.

Procedure for Transfer Requests

A. Transfer Request to Another Institution – Before Completing Six Months of Principal Course

Step	Action	Responsibility	Guidance/Details
1	Obtain a Letter of Offer from new provider	Student	Letter must be from a CRICOS-registered provider.
2	Collect and complete Transfer Request Form	Student	Available at Reception or International Office.
3	Attach required documents	Student	Includes: Letter of Offer, academic transcript, medical or support documentation (if applicable).
4	Submit transfer request	Student	Submit form + documents to Office.
5	Acknowledge receipt	International Office	Acknowledge in writing within 2 working days.
6	Assess application	Compliance Manager	Assess reasons and documents: academic, health, personal, or compassionate circumstances.
7	Make decision	Compliance Manager & Academic Manager (if required)	Must decide within 10 working days.
8	Inform student of outcome	Administration Manager	If approved: update PRISMS. If refused: give written notice with appeal info.

Step	Action	Responsibility	Guidance/Details
9	Appeals (if needed)	Student	Lodge appeal under Grievance Policy within 20 working days.
10	Update records	Administration Officer	Retain all records for minimum 2 years.

B. Transfer Request to Another Institution – *After* Completing Six Months of Principal Course

Step	Action	Responsibility	Guidance/Details
1	Obtain Letter of Offer from receiving institution	Student	Required for all external transfer requests.
2	Complete Transfer Request Form	Student	Form available at Reception or International Office.
3	Attach supporting documents	Student	Include offer letter, transcripts, any personal or medical documentation.
4	Submit request	Student	Submit full application to International Office.
5	Assess application	Compliance Manager	Evaluate based on attendance, academic progress, and valid reasons.
6	Decide on outcome	Compliance Manager	Must decide within 10 working days.
7	Notify student	Administration Manager	Inform student in writing.
8	PRISMS update	Admin/Compliance Officer	If approved, update PRISMS for release.
9	Appeals	Student	Follow RTO Complaints and Appeals Policy.
10	Finalise and record	Administration Officer	Keep all documentation and update student record.

C. Transfer Request from Another Provider to RTO

Step	Action	Responsibility	Guidance/Details
1	Apply to RTO	Student	Submit application form + all required documents.
2	Provide CoE	Student	If <6 months at current provider, a PRISMS Update is mandatory.
3	Attach supporting documents	Student	Includes transcripts, reason for transfer, ID, etc.

Step	Action	Responsibility	Guidance/Details
4	Assess application	Administration Manager	Confirm eligibility, evaluate academic history and documents.
5	Make decision	Admin/Compliance Officer	If approved, proceed with next steps.
6	Issue CoE	Admissions Team	If accepted, issue CoE to finalise transfer and enable visa update.
7	Notify student	Administration Manager	Provide outcome via email and/or letter.
8	Appeals (if needed)	Student	Lodge as per Feedback, Complaint and Appeal Policy.
9	Recordkeeping	Administration Officer	Retain full documentation securely.

D. Internal Course Transfer – *Within RTO*

Step	Action	Responsibility	Guidance/Details
1	Complete Course Transfer Form	Student	Form available at Reception.
2	Provide supporting documents	Student	Academic transcript, attendance report, reasons for transfer.
3	Get Academic Department sign-off	Student / Faculty	Approval from new course coordinator.
4	Submit full application	Student	Submit to International Office.
5	Assess application	Academic Coordinator	Check course suitability, space availability, and visa implications.
6	Make decision	Compliance Manager	Must finalise outcome within 10 working days.
7	Update enrolment	Administration Officer	Issue new CoE if required.
8	Inform student	Administration Manager	Send written notice of decision.
9	Appeals	Student	Use internal grievance process.
10	Record update	Admin Officer	Document changes in SMS and retain evidence.

E. Concurrent Enrolment – Additional Course (Optional Study)

Step	Action	Responsibility	Guidance/Details
1	Submit written request	Student	Must explain why they seek concurrent study.
2	Provide Statutory Declaration	Student	Must confirm commitment to attendance and progression in principal course.
3	Assess application	Compliance Manager	Ensure new course doesn't conflict with visa or principal course requirements.
4	Approve concurrent study	Compliance Manager	If compliant, issue CoE for additional course.
5	Recordkeeping	Administration Officer	Document and monitor student's primary course progression.

Your Rights

- You can appeal any decision through our Complaints and Appeals Policy

Please note: Changing providers may affect your visa. Always contact the Department of Home Affairs before making changes to your enrolment.

Refer Student Transfer Policy or speak to student support officer for more information.

Access and Equity

RTO is an equal opportunity employer and is committed to developing policies and practices that eliminate discrimination and harassment in the workplace and also its education and training programs and in the provision of its services. RTO has a legal responsibility to ensure that all reasonable steps have been taken to prevent discrimination and harassment from occurring in the workplace and training environment.

We are committed to providing a fair and equitable learning and working environment for all learners and staff. In offering education program(s) as part of our Registered Training Organisation (RTO) status, we aim to provide learning programs and pathways where program design, course content and all aspects of the training and assessment process are available in a way that allows equality of educational opportunity to all learners.

We promote fair and equal access, for all learners and potential learners, regardless of characteristics such as their gender, sexuality, race, nationality, ethnic background, age, marital status, religion, pregnancy, political convictions, physical disability or intellectual impairment.

We seek to create a training and education environment free from all forms of discrimination and harassment, including sexual harassment, and which enables all learners to understand the education program in which they are enrolled/wishing to enrol to their full potential.

Access and equity cover three broad areas: Discrimination, Harassment and Affirmative Action. The legislation supports each of these areas at the State or Federal level; this includes but is not limited to the following:

Federal Legislation:

- Age Discrimination Act 2004 (Cth);

- Australian Human Rights Commission Act 1986) (Cth);
- Disability Discrimination Act 1992 (Cth);
- Racial Discrimination Act 1975 (Cth);
- Sex Discrimination Act 1984 (Cth);
- Work Place Gender Equality Act 2012 (Cth); and
- Fair Work Act 2009 (Cth).

State Legislation:

- Australian Capital Territory Discrimination Act 1991 (ACT);
- New South Wales Anti-Discrimination Act 1977 (NSW);
- Northern Territory Anti-Discrimination Act 1996 (NT);
- Queensland Anti-Discrimination Act 1991 (QLD);
- South Australia Equal Opportunity Act 1984 (SA);
- Tasmania Anti-Discrimination Act 1998 (TAS);
- Victoria Equal Opportunity Act 1995 (VIC); and
- Western Australia Equal Opportunity Act 1984 (WA).

The RTO is committed to:

- Fostering a safe, inclusive, and culturally safe learning environment
- Promoting respect for all individuals and cultural backgrounds
- Ensuring staff have cultural competence and uphold inclusive practices
- Identifying the wellbeing needs of students through training product requirements and student profiles
- Offering wellbeing support services suitable to the cohort's needs and actively informing students how to access them

Sexual Harassment

RTO is firmly committed to providing equal employment opportunities and educational outcomes for all staff and learners. We recognise that these achievements are dependent on the elimination of sexual harassment from the working and learning environment.

RTO recognises that it is the legal responsibility of management to take all reasonable steps to ensure that staff and learners are not subject to sexual harassment.

Racism

RTO is firmly committed to providing a working, teaching and learning environment that is free from racism. Racism not only denies a person's fundamental human right to respect, but it also reduces their opportunity to gain a fair share of society's valued resources, such as education and employment.

RTO recognises that the achievement of equal employment opportunities and equal educational outcomes is dependent on the provision of a discrimination and harassment-free environment.

RTO understands the community's racial and ethnic diversity and acknowledges that people from a non-English speaking background and indigenous people, in particular, have experienced and continue to experience institutional disadvantage, racial prejudice and discrimination.

RTO expresses an unconditional rejection of racist behaviour and its commitment to eliminate racism in its organisational structure through the provision of training programs that are equitable, accessible and culturally inclusive.

Privacy

RTO staff and contractors collect, store, use and disclose personal information in accordance with the thirteen (13) Australian Privacy Principles of the Privacy Act 1988, thereby safeguarding confidential information in accordance with the Standards for Registered Training Organisations (2015). Please refer Privacy Policy for more information.

Open and Transparent Management of Personal Information	• RTO will manage personal information in an open and transparent way. This includes having a clearly expressed up to date Australian Privacy Principles Privacy Policy.
Anonymity and Pseudonymity	• The APPs give individuals the option of not identifying themselves, or of using a pseudonym. Limited exceptions apply.
Collection of Solicited Personal Information	• Australian Privacy Principles 3, outlines when an APP entity can collect personal information that is solicited. It applies higher standards to the collection of 'sensitive' information.
Dealing with Unsolicited Personal Information	• How RTO deals with unsolicited personal Information is covered by APP4.
Notification of the Collection of Personal Information	• Outlines when and in what circumstances an APP entity that collects personal information must notify an individual of certain matters.
Use or Disclosure of Personal Information	• Outlines the circumstances in which RTO may use or disclose personal information that it holds.
Integrity of Personal Information	• An organisation may only use or disclose personal information for direct marketing purposes if certain conditions are met.
Cross-border Disclosure of Information	• Outlines the steps RTO must take to protect personal information before it is disclosed overseas.
Adoption, use or disclosure of Government related identifiers	• Outlines the limited circumstances when an organisation may adopt a government related identifier of an individual as its own identifier, or use or disclose a government related identifier of an individual.

Quality of Personal Information	• RTO must take reasonable steps to ensure the personal information it collects is accurate, up to date and complete. The organisation must also take reasonable steps to ensure the personal information it uses or discloses is accurate, up to date, complete and relevant, having regard to the purpose of the use or disclosure.
Security of Personal Information	• RTO must take reasonable steps to protect personal information it holds from misuse, interference and loss, and from unauthorised access, modification or disclosure. RTO has obligations to destroy or de-identify personal information in certain circumstances.
Access to Personal Information	• Outlines RTO's obligations when an individual requests to be given access to personal information held about them by the organisation. This includes a requirement to provide access unless a specific exception applies.
Correction of Personal Information	• Australian Privacy Principle 13 outlines the obligations in relation to correcting the personal information it holds about individuals.

Disability

RTO Staff and learners should be mindful of the following principles:

- Persons with a disability have the same rights and responsibilities as other members of the community and should be empowered to exercise those rights and responsibilities.
- **Persons with a disability have the same right as other members of the community to:**
  - Respect for their human worth and dignity as individuals
  - Live free from abuse, neglect or exploitation
  - Realise their individual capacity for physical, social, emotional and intellectual development
  - Exercise control over their own lives
  - Participate actively in the decisions that affect their lives and have information and be supported where necessary, to enable this to occur
  - Access information and communicate in a manner appropriate to their communication and cultural needs
  - Services that support their quality of life

Charter of Human Rights and Responsibilities Act 2006

The following rights need to be protected and can be implied into staff responsibilities:

- **Privacy and reputation**

  A person has the right:

- Not to have his or her privacy, family, home or correspondence unlawfully or arbitrarily interfered with; and
- Not to have his or her reputation unlawfully attacked.

Freedom of thought, conscience, religion and belief

Every person has the right to freedom of thought, conscience, religion and belief, including:

- The freedom to have or to adopt a religion or belief of his or her choice; and
- The freedom to demonstrate his or her religion or belief in worship, observance, practice and teaching, either individually or as part of a community, in public or in private.

A person must not be coerced or restrained in a way that limits his or her freedom to have or adopt a religion or belief in worship, observance, practice or teaching.

Freedom of expression

I. Every person has the right to hold an opinion without interference.

II. Every person has the right to freedom of expression which includes the freedom to seek, receive and impart information and ideas of all kinds, whether within or outside NSW and whether:

- Orally; or
- In writing; or
- In print; or
- By way of art; or
- In another medium chosen by him or her.

III. Special duties and responsibilities are attached to the right of freedom of expression, and the right may be subject to lawful restrictions reasonably necessary:

- To respect the rights and reputation of other persons; or
- For the protection of national security, public order, public health or public morality.
- Peaceful assembly and freedom of association
- Every person has the right to peaceful assembly.

Consumer Rights and Consumer protection

On 1 January 2011, the Australian Consumer Law commenced, and the Trade Practices Act 1974 was repealed and replaced by the Competition and Consumer Act 2010. The Australian Consumer Law 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

Training Evaluation/ Feedback – Quality Indicators

As part of our commitment to continuous improvement, our RTO collects and reviews feedback each year through national Quality Indicators. These indicators help us understand how well we are supporting our students and where we can improve.

Learner engagement

Learner Engagement is one of the key quality indicators we use to understand how students feel about their training experience. This includes your feedback on:

- The quality of teaching – Are your trainers knowledgeable, supportive, and engaging?
- Learning materials and resources – Are they clear, up-to-date, and useful for your learning?
- Assessment processes – Are they fair, well-explained, and linked to real skills?
- Support services – Did you feel supported during your course (academic help, wellbeing, language support, etc.)?
- The learning environment – Was the classroom, online space, or workplace setting safe, inclusive, and effective for learning?
- Opportunities to participate – Were you encouraged to ask questions, contribute, and get involved?

The 'Student Questionnaire' form ACER – Learner Questionnaire.pdf is completed by all students upon completion of their course of study. Student Administration will issue a copy of the survey to each student when issuing a Statement of Attainment or Qualification.

All completed and returned surveys will be reviewed by the Compliance and Quality Assurance Department. The results of these surveys will be collated into reports with a summary of all responses. These reports are to be reviewed during Management Meetings and recommendations arising from discussions regarding the survey will be acted upon as required.

At the completion of each calendar year the Compliance and Quality Assurance Department is required to collate all data for the year using the Quality indicator annual summary report | Australian Skills Quality Authority (ASQA) web form.

A copy of all completed Student Engagement surveys will be maintained for a period of 24 months as evidence of the data collection process.

Employer Satisfaction

Employer Satisfaction is another key quality indicator we use to evaluate and improve our training services. It involves collecting feedback from employers who have hosted or employed our students.

This feedback helps us understand:

- **Whether students are job-ready** – Do they have the skills, knowledge, and attitudes needed for the workplace?
- **How relevant the training is** – Does the training match what is required in real job roles and industry settings?
- **The quality of student performance** – Are students demonstrating professionalism, teamwork, and competence in the workplace?
- **How well we support workplace learning** – Are employers happy with the communication and support provided by the RTO?

RTO is required to collect feedback from employers using the 'Employer Questionnaire AQTF_EQ1-Survey-Master_000.pdf , provided by the Australian Council for Educational Research (ACER) under the Australian Skills Quality Authority (ASQA) guidelines.

When Is Employer Feedback Collected?

- Usually gathered after the student completes their work placement or training
- Collected annually as part of the Quality Indicator Summary Report

Survey Review and Reporting

- The Compliance and Quality Assurance Department will collect and collate the responses.
- All completed and returned surveys will be reviewed by RTO management.
- The results will be compiled into a Quality Indicator Summary Report, which includes a summary of employer feedback and key recommendations.
- This report will be submitted to ASQA via the Quality Indicator webform Quality indicator annual summary report | Australian Skills Quality Authority (ASQA) by 30th June each year.
- The findings will be reviewed during Management Meetings, and any necessary improvements or actions will be implemented based on employer feedback.

Reporting Quality Indicators Data

- The online webform is open from 1 January till 30th June. All data must be reported to ASQA by the 30th June each year for the previous calendar year and the Compliance and Quality Assurance Department will be responsible for this reporting process.
- Data must be submitted using the required online webform Quality indicator annual summary report | Australian Skills Quality Authority (ASQA)
- The Compliance and Quality Assurance Department must submit their quality indicator data reports in full via ASQA web forms.
- A copy of all reports shall be maintained in the 'Quality Indicators Folder or relevant folder'.

Individual Rights to Access Personal Information

Individuals may access their personal information by contacting RTO in writing. Access is generally granted within 30 days of receiving the written request.

Storage and Security of Personal Information

RTO stores personal information in both hard copy and electronic form.

Updating Personal Information

Hard copy information is kept under locked security. Personal Information stored on computers is, where practical, password protected.

RTO's policy is to dispose of personal records that are no longer in use unless they are required to be stored for accountability, liability or other policy reasons. Where this is the case, such records are stored separately from the operational information.

Updating Personal Information

RTO monitors the quality and accuracy of personal information that it maintains and where practical, updates that information on a regular basis.

Individuals can update their personal information at any time by contacting RTO.

Marketing

RTO will market its Vocational Education and Training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or Training Program.

RTO will not state or imply that the nationally accredited Training Programs other than those on their scope of registration are recognised by the Australian Skills Quality Authority

RTO has in place policies and procedures to ensure that advertising and marketing meet both the RTO Guidelines, as well as the national guidelines and protocols for Advertising and Marketing, as required by the Australian Quality Training Framework.

This ensures that all advertising and marketing strategies are:

- True and honest
- Accurate
- A part of the approved scope of registration
- Approved by the Compliance team

Critical Incident

A critical incident is a sudden, serious event that can affect a student's wellbeing or safety, such as a medical emergency, serious injury, natural disaster, or death of a close family member. If a critical incident occurs, the RTO will take immediate action to ensure student safety and provide support, including counselling and communication with relevant authorities and family members where needed.

The RTO will take all reasonable steps to:

- Provide a safe environment for students and staff.
- Identify and assess risks to student wellbeing.
- Respond effectively to any critical incidents.
- Ensure students are supported during and after any incident.
- Comply with national and state reporting and response obligations

Refer Critical Incident Management Policy for more information.

Workplace Health and Safety

RTO has in place policies and procedures to ensure that staff, visitors and guests are provided with a safe environment in accordance with the Work Health and Safety Act 2011. Refer Workplace Health and Safety Policy for more information.

Feedback, Complaint and Appeal Policy

We encourage all students to share their experiences, raise concerns, or appeal decisions in a respectful and safe environment. Your feedback helps us grow, improve, and deliver a better training experience for all students.

feedback

- You can provide feedback at any time—through surveys, forms, or discussions with trainers.
- All feedback is used to improve our courses, services, and support.

Our RTO is committed to handling all matters:

- Fairly and with transparency
- In a confidential manner
- Without disadvantaging you for speaking up

Giving Feedback

We welcome suggestions, compliments, or concerns at any time.

- **You can provide feedback:**
  - Verbally to your trainer or Student Support Officer
  - Using a Feedback Form (available at reception or the website)
  - By email to our student support team
- **Your feedback will be:**
  - Recorded in the Feedback, Complaint and Appeal Register
  - Reviewed for improvement opportunities
  - Acknowledged with a response (if contact details are provided) within 10 business days

General Process to lodge a complaint or appeal

Making a Complaint

If you have a more serious concern—such as an issue with course delivery, facilities, or staff conduct—you can submit a formal complaint.

- **Steps to make a complaint:**
    1. Complete a Complaints & Appeals Feedback Form (available at reception or the RTO website)
    2. Submit it via email or in person
    3. Receive a written acknowledgment within 10 business days
    4. The RTO will investigate, consult with all parties involved, and invite you to present your case (you may bring a support person)
    5. A written decision will be provided within 20 business days
- If your complaint is not resolved to your satisfaction, you may proceed to an appeal.

Once a formal complaint is received it will be entered into the Complaint ,Appeal and feedback Register, a written acknowledgment will send to the complainant. This is regularly monitored by the Compliance Manager. The information to be contained and updated within the register is as follows:

- Date Received
- Complaint / Appeal / feedback Request No.
- type of Complaint / Appeal / feedback Request
- Mode of Complaint
- Student ID, name, contact number, email address
- Course they are enrolled in
- Campus location
- Summary of Issue
- Date of Complaint / Appeal / feedback Request
- Policy under which matter is dealt with
- Due Date for Response
- Staff member investigating the issue
- Status/Outcome
- Resolved or Escalated
- Date matter is finalised
- Corrective and preventive action

Lodging an Appeal

If you disagree with a decision made by the RTO—such as an assessment result or a complaint outcome—you have the right to appeal.

- **To appeal:**
    1. Complete an Complaints & Appeals Feedback Form within 20 business days of the decision
    2. Submit it to the RTO (same process as a complaint)
    3. Your appeal will be acknowledged within 10 business days
    4. We will review your case fairly. If needed, an independent reviewer with no conflict of interest will be appointed
    5. A written outcome will be issued within 20 business days
- **If you're still not satisfied, we will refer you to an external body:**
    - Overseas Students Ombudsman (for international students)
    - ASQA – Australian Skills Quality Authority (for domestic students)

If the appeal is resolved in your favour, the RTO will implement the outcome as soon as possible.

Your Rights Are Protected

- You will never be penalised for making a complaint or appeal.
- We protect your privacy and ensure all decisions are made with procedural fairness.
- All records are kept securely for at least 2 years after your enrolment ends.

Categorisation of complaint or appeal

Complaints and appeals may be made in relation to any of the following:

- RTO, its trainers, assessors or other staff
- Any third party providing services on RTO's behalf, its trainers, assessors or other staff
- Assessment/RPL outcome
- Fees and refunds/re-crediting or
- A student of RTO.

Complaints may be made about any of RTO's services and activities such as:

- The application and enrolment process
- Marketing information
- The quality of training and assessment provided
- Training and assessment matters, including student progress, student support and assessment requirements
- The way someone has been treated
- The actions of another student
- Personal safety
- Customer service and administration
- Issue of result, certificate and statement of attainment
- Learning resources
- Fees and changes
- Student amenities and facilities
- Discrimination
- Sexual harassment
- Other issues that may arise

RTO is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, RTO ensures that complaints and appeals:

- Are responded to consistently and transparently.
- Are responded to promptly and objectively, with sensitivity and confidentiality.
- Can be made at no cost to the individual.

- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

The Feedback, Complaint and Appeal Policy and procedure and form are made available to all students and potential students by directly contacting the RTO.

Further information

If a client (student or other client) is still dissatisfied with the decision of RTO they may wish to seek advice or make a complaint about RTO to ASQA directly. If, after RTO's internal complaints and appeals processes have been completed, you still believe RTO is breaching or has breached its legal requirements, you can submit a complaint to ASQA by completing the "The Complaint about a training organisation operating under ASQA's jurisdiction" form Or through VET tip off through ASQA website.

While ASQA will not be able to act as your advocate the lodgement of your complaint will inform ASQA's risk assessment of the RTO and a complaint audit may be conducted.

Contact details for ASQA are:

Website: Australian Skills Quality Authority (ASQA)

RTO Staff may also use this complaints and appeals process. RTO will use all complaints as an opportunity for continuous improvement.

This policy and procedure is compliant with Standards for RTOs 2025 – Outcome Standards 2.7 and 2.8, National Vocational Education and Training Regulator Act 2011, ASQA Guidelines on Complaints and Appeals and Australian Privacy Principles in providing a process for complaints and appeals to be heard and actioned where necessary.

Refer Feedback, Complaint and Appeal Policy for more information.

Continuous Improvement

At our RTO, we are dedicated to constantly improving the quality of our training, support services, and operations. This process is called Continuous Improvement, and it helps ensure your learning experience is current, effective, and meets industry and national standards.

Why It Matters to You

- Keeps your training relevant to real-world skills.
- Improves the quality of support services available to students
- Helps resolve issues quickly and fairly
- Ensures the RTO remains compliant with VET regulations
- Supports better outcomes for both current and future students

How Feedback Is Collected and Used

We actively collect feedback to understand what's working well and what needs improvement.

- How feedback is collected:
    - Student surveys (e.g. course evaluations, Learner Engagement surveys)
    - Feedback forms available at reception or on our website
    - Informal conversations with trainers or Student Support Officers

- Complaints or appeals submitted in writing

- **How feedback is analysed:**
  - All feedback and complaints are reviewed by the Compliance and Management Team
  - We look for patterns or recurring issues across different areas
  - Suggestions for improvement are discussed with staff and recorded in our Continuous Improvement Register

How We Act on Feedback

- Feedback and complaints are taken seriously and reviewed within set timeframes
- We investigate concerns fairly and use them to make changes to our courses, facilities, or support services
- Improvements are tracked and monitored to ensure they are effective
- We provide updates or follow-up to students (where contact details are available)

Stakeholder Engagement

- We regularly engage with students, trainers, employers, and industry bodies to:
  - Monitor course relevance and quality
  - Gather insights about industry expectations and student needs
  - Ensure our training stays up-to-date with industry and regulatory changes

How You Can Help

Your feedback is a key part of improving our services. You can contribute by:

- Completing course and filling out student surveys
- Sharing feedback through a Feedback Form

Confidentiality and Privacy Statement

- RTO values and is committed to protecting the privacy of its students. We collect and use student's personal information provided on the Complaints Form to address their complaint. Access to the complaint details are restricted to authorised staff that assist in addressing the complaint. The student will receive written notification of the outcome/resolution of the complaint. Students may have the right to access the personal information we hold on them subject to any exemptions in relevant laws, by contacting us.

Publication

- This policy once approved, will be available to all students and staff by accessing it from the RTO website.
- This policy and procedure will form part of the information distributed and communicated during staff orientation.

Fees and Charges Policy

Fees Management and Charges Policy

Our RTO is committed to being transparent about all fees, charges, and refund conditions. We ensure you know exactly what to expect before you enrol and provide protection for any prepaid tuition fees.

What You'll Pay

You'll receive full fee details in:

- Your Letter of Offer
- The Student Handbook
- Our website and brochures

Your fees may include:

- Enrolment/application fee (non-refundable)
- Tuition fees (per course or term)
- Other costs like RPL fees, late payments, re-assessment, material kits, and airport pickup

A detailed fee schedule is available on our website and in your enrolment documents.

Tuition Assurance

Protecting Your Fees in Australia

As an international student studying in Australia, your tuition fees are protected by the Tuition Protection Service (TPS)—a government-backed initiative that ensures you won't be left out-of-pocket if your education provider can no longer deliver your course

What Is Tuition Assurance?

Tuition Assurance guarantees that if your RTO:

- Closes unexpectedly, or
- Stops delivering your course,

you will be offered:

1. A place in a comparable course with another provider, at no additional cost, or
2. A refund of the unused portion of your prepaid tuition fees.

When Does It Apply?

- You must be studying on a student visa with a CRICOS-registered provider.
- The course must be cancelled or ceased unexpectedly by the provider (not by student withdrawal).

What You Should Do:

- Keep copies of your CoE (Confirmation of Enrolment) and payment receipts.
- Contact the Tuition Protection Service (TPS) at www.tps.gov.au if you're notified that your provider has stopped operating.
- Follow instructions from TPS to transfer to another course or request a refund.

Fee Transparency

Before you enrol, we will provide you with clear written information about:

- The course code and title
- Delivery mode and duration
- All fees, including enrolment, tuition, materials, and any additional charges (e.g. uniforms or placement)
- Payment terms and refund conditions

This information is available in your Student Handbook, on our website, and during your Pre-Training Review (PTR).

All applicable fees and charges

Fee Type	Amount	Frequency/Conditions
Enrolment/Application Fee	$200	At enrolment – non-refundable
Course Tuition Fee	Refer website	Per course/term
RPL Fee	Application fee of $250 Unit fee $500	Non-refundable if SOA issued
Supplementary Assessment	$100	After 2 free attempts
Unit Repeat	$1,500	Full unit retake
Certificate Reissue	$50	Upon request
Change of CoE	$300	On application
Late Payment Fee	$100	Weekly charge per invoice/Instalment
Kitchen Kit	$550	Specific course only
Airport Pickup	$350	Refundable if cancelled pre-arrival
Deferment Fee	Nil	N/A
Re-enrolment Fee	$400	After CoE cancellation
Course fee's structure	Course specific	Refer Website

Note: Where the student is not able to achieve the full qualification through RPL and gap training is required, a training plan and costing structure will be mutually agreed upon. The basis of the cost structure will be pro-rata on a unit by unit basis based on the scheduled course fee.

Fee for Service

All qualifications and courses offered by RTO are available on a Fee for Service (FFS) basis. Details of the cost of each course are available on RTO's website.

FFS qualifications must be paid for in accordance with the payment plan arranged, if any, prior to the commencement of the qualification. Payment can be made by Cheque, Credit Card or EFT. Enrolments will not be processed without payment of an enrolment fee or notification of an agreed payment plan. Please note that learners are not officially enrolled until they have paid their fees or received written documentation stating they are exempt from payment or a payment plan has been entered into.

Payment by Instalments

The amount and frequency of payments will depend on the amount payable for the course and the length of the course and shall reflect the value of training delivered within a specified period. At no time shall the learner be required to make any payment more than statutory guidelines which regulate the amount RTO is permitted to require a learner to pay, at any time.

Where a learner faces financial hardship, RTO shall make every effort to propose a payment plan, acceptable to the learner that reflects the individual learner's circumstances.

As with all relationships between RTO and its learners, all discussions and arrangements entered remain strictly confidential.

Paying by instalments must be arranged with the RTO office within two weeks of being notified of acceptance into the qualification.

Re-Issue of Statement of Attainments and or Certificates

If you request that a qualification Testamur or Statement of Attainment be re-issued, then the RTO may charge a re-issue fee as per Fee Management and Refund Policy. This charge may be waived at the discretion of the PEO. If levied, the fee must be paid prior to the re-issue.

Material Fee

The material fees and charges are subject to change from time to time. For the most recent information, please refer to RTO's website or contact RTO's office.

Refunds

Refunds will be paid directly to the student. To claim a refund, the learner must complete a refund application form available from RTO administration.

The refund process is as below:

Situation	Refund
Course cancelled by RTO (before start)	100% (including enrolment fee)
RTO can't finish delivering course	Refund of unused tuition fees
Visa refused (before course start)	100% tuition refund (excl. enrolment fee)
Visa refused (after course start)	Pro-rata refund for unused weeks
Withdrawal ≥10 weeks before start	95% tuition refund
Withdrawal 4–10 weeks before start	70% refund (excl. enrolment fee)
Withdrawal <4 weeks before start	25% refund (excl. enrolment fee)
Withdrawal after course starts	No refund
Misconduct or abandonment	No refund

Late Payment & CoE Cancellation

If your fees are late:

1. You'll receive reminder emails and support options
2. If unpaid after warnings, we'll issue a Notice of Intention to Report
3. You'll have 20 working days to appeal before we cancel your CoE via PRISMS

Refund Process:

- Complete the Refund Request Form with documents (e.g., visa refusal letter)
- We review your request and make a decision within 20 working days
- If approved, the refund goes to the original payer's account
- If denied, you'll receive written reasons and can appeal

Cooling-off period

If you enrolled through unsolicited contact (like a phone call or door-to-door), under Australian Consumer Law:

- You can cancel your enrolment within 10 business days without penalty
- We won't accept payment or start training during this time unless you choose to waive your right in writing

Refer Fee Management and Refund Policy for more information.

Deferral, Suspension & Cancellation of Enrolment

Understanding Your Rights and Responsibilities

There may be times when your course enrolment needs to be deferred, suspended, or cancelled. This can happen for personal reasons (your request) or due to serious issues (our decision). We're committed to handling all changes fairly, clearly, and in line with the ESOS Act 2000 and National Code 2018 (Standard 9).

Student-Initiated Deferral or Suspension

You may ask to pause your studies if you are experiencing compassionate or compelling circumstances, such as:

- Medical illness (with certificate)
- Bereavement of a close family member
- Natural disaster or political unrest
- Visa delays

How to Request:

1. Submit a Deferral, Suspension or Cancellation Form
2. Provide supporting documents
3. We will review and respond in writing within 10 working days
4. If approved, your CoE and PRISMS record will be updated
5. You must contact Department of Home Affairs to check if a new visa is required

Student-Initiated Cancellation

If you decide to withdraw from your course:

1. Submit a cancellation form with your reason
2. We'll finalise your records and report the change to PRISMS
3. We will advise you to contact Immigration about visa implications
4. Refunds will be handled as per our Refund Policy

RTO-Initiated Suspension or Cancellation

We may suspend or cancel your enrolment for reasons such as:

- Misconduct or behavioural issues
- Non-payment of fees
- Poor attendance or academic performance

You will:

- Be notified in writing with reasons and evidence
- Have 20 working days to appeal before any action is finalised
- Be supported throughout the appeals process

Immediate Suspension (Health/Safety Risk)

In rare cases, if there is a serious risk to your wellbeing or others, we may temporarily suspend your enrolment immediately while still offering you the right to appeal.

Visa Implications

Any changes to your enrolment may affect your visa. You are responsible for:

- Contacting the Department of Home Affairs for visa advice
- Maintaining compliance during any suspension or cancellation process

Records & Appeals

- All decisions are documented and stored securely for 2 years
- You have the right to appeal any decision by submitting a complaint within 20 working days
- No action will be reported to PRISMS until your appeal process is complete (unless there's an immediate risk)

Refer Deferral, Suspension and Cancellation of Enrolment for more information

Unique Learner Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

RTO cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit https://www.usi.gov.au/students/create-your-usi for more information, and instructions on how to apply.

Your USI will help keep your training records and results together in an online account controlled by you. Each time you enrol to study with a new training organisation, your USI will be used to store your training records and results.

By having a USI you will be able to access your training records and results (or transcript) whenever you need them. For example, for a new employer or when you enrol to study at a new training organisation. Your USI can be accessed online from your computer, tablet or smartphone and gives you access to your training records and results at your fingertips. For further information about the USI can be found at:

http://www.usi.gov.au/Pages/default.aspx

Should a USI exemption apply, the student is made aware before enrolment or training that their training results will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar

USI Exemptions apply according to the following criteria:

Exemption categories are:

- International students who complete all requirements for their VET qualification or VET statement of attainment outside Australia.
- An individual who has completed all the requirements for the VET qualification or VET statement of attainment before 1 January 2015.
- Students who demonstrate a genuine personal objection to being assigned a USI. This exemption can only be granted by the Student Identifiers Registrar.

General Information – Learner Rights,

RTO learners have the following responsibilities:

- To become familiar with relevant policies and the Student Handbook and comply with any learner requirements contained therein including relevant legislated requirements
- To respect the working environment of others at organisation and to follow related policies and procedures
- To conduct themselves in a responsible, polite and safe manner and refrain from abuse towards RTO employees or other learners
- To follow all reasonable instructions provided by RTO employees
- To respect the right of RTO to express the opinions of their trainer/assessor
- To conduct themselves in a courteous, polite and ethical manner and in a manner which demonstrates tolerance and respect for others and supports the principles of equal opportunity, anti-discrimination and occupational health safety and environment
- To undertake their studies to the best of their abilities
- To meet deadlines for work to be submitted
- To submit authentic documentation (note: where the authenticity of the evidence submitted is in question, RTO reserves the right to conduct further investigation by way of interview and other appropriate means as required)
- To submit work without plagiarising or cheating
- To consult with RTO promptly if problems/issues arise

  To accept joint responsibility for their own learning
- To provide feedback to RTO on its courses and services
- Undertake all study in the manner and formats required and in the specified course timeframes
- To adhere to RTO's code of practice
- To seek approval from authorised RTO employees for the use of RTO IT equipment, assets, stationery, etc.
- To encourage equal opportunity
- To promote an effective learning environment through good personal behaviour
- To respect the rights of others; and
- To cooperate with RTO with requests for further evidence including reasonable adjustments made to the assessment process, confirmation of the authenticity of documentation submitted for assessment and overall confirmation of competency.

Referencing

Assessments must be your own original work. If you use another person's ideas, writing or work and do not acknowledge the original source, you are committing plagiarism. Referencing is a way of showing that you are engaging with the literature in your subject area without plagiarising.

Referencing serves several important purposes:

- Acknowledges sources of information, so you are not accused of plagiarism
- Demonstrates the depth and quality of the research you have done
- Allows others to locate sources you have used if they wish to know more

A guide to referencing

SOURCE OF INFORMATION	SHOULD YOU PROVIDE A REFERENCE?
Books, newspapers, journals, magazines, theses, conference papers, reports, pamphlets (published or online)	Yes
Case law, legislation, parliamentary debates, treaties	Yes
The internet	Yes. It is a common misunderstanding that information on the internet does not need acknowledgement. You should use material found on the internet with caution, as it may be unreliable or out of date.
TV, radio, scripts	Yes. While you are listening, you should note the program name and the date of broadcast. Sometimes it is possible to obtain a transcript to check that you have heard correctly.
Videos, films, DVDs	Yes. There are specific conventions for referencing visual media.
Lectures	It depends. There are three possibilities: 1. If the lecturer mentions something which is general knowledge, there is no need for the lecturer, or you, to provide a reference. 2. If the lecturer presents her/his own idea, you should reference this as the lecturer's idea. 3. If the lecturer presents another author's idea, you should refer to both sources: the original author, and the lecturer who presents the idea. *However, in most cases, instead of relying upon your lecturer's reference, it would be more valuable for you to read the original author yourself.*
Illustrations, images, artwork, tables, graphs, programming codes	Yes. You need to acknowledge the source of drawings, photographs, graphs, designs, tables, programming codes and all other examples of non-verbal information that you use in your work.

Quotations	Yes. In referencing quotes, be careful to use quotation marks, and be careful not to change any words.
Paraphrases, summaries	Yes. When expressing the information or ideas of someone else in different words or in a briefer form, you must still acknowledge the source of the information or ideas.
Common knowledge	You don't need to provide a reference for common knowledge - that is, information shared by many people. It is sometimes difficult to know what is and what is not common knowledge in your field of study. If you read or hear the same information many times from different sources, it is probably common knowledge. Common knowledge usually includes major historical events, famous people and geographic areas that are known about by educated people throughout the world, not just in the country in which they occurred. If the information is not common knowledge, you should provide a reference. This shows your reader that the idea is held by an expert in the field. It also demonstrates to your lecturer that you have been reading academic texts.

Plagiarism

Plagiarism is taking the words, theories, creations or ideas of another person and passing them off as your own.

Plagiarism can be deliberate – copying a passage from a book or journal or pasting something from the internet into an assignment without referencing the original source.

You can also commit inadvertent plagiarism which is where you unintentionally repeat some of the information you have read in the course of your research. You must ensure you do reference all material that comes from another source so question yourself as to whether you have read the information elsewhere and go back to your sources to locate the reference.

Plagiarism can also result from not referencing correctly. You must ensure you know how to reference your work using the style advised by your trainer/assessor.

Consequences of Plagiarism

At our RTO, academic integrity is taken very seriously. This includes how students use Artificial Intelligence (AI) tools like ChatGPT, Grammarly, QuillBot, or others. All work submitted must reflect your own understanding, skills, and knowledge. All forms of plagiarism will be taken seriously - deliberate or not!

Plagiarism is a serious issue that can result in failing an assignment, or even having to leave the course.

Your Responsibilities

As a student, you must:

- Submit your own original work
- Not use AI tools unless approved
- Always acknowledge sources if you receive help from tools, people, or websites

Refer Academic Integrity and Plagiarism Policy (Including AI) for more information.

Learner Code of Conduct

The Learner Code of Conduct outlines the rights and responsibilities of all learners. The Code of Conduct is in place to ensure an atmosphere of respect, understanding, and professionalism for all learners. RTO celebrates diversity and embraces equal opportunity and promotes a supportive adult learning environment.

Learner Rights

All learners have the right to:

- Feel safe and welcome at RTO;
- Be treated with respect and dignity;
- Privacy (as per the Privacy Act and Australian Privacy Principles): only information necessary to the core functions of RTO can be shared without the learner's prior consent;
- Be free from bullying and harassment (including sexual harassment) online or during any RTO training activity;
- Receive fair and equitable training and assessment;
- Receive services without discrimination;
- Complain without fear or recrimination;
- Be provided with, and have access to, RTO policies, procedures and learner rights.

Responsibilities

In general, it is expected that as a learner you will:

- Be responsible for your own study program;
- Treat staff and fellow learners respectfully, courteously and with consideration at all times, while respecting their privacy and safety;
- Respect RTO equipment, resources and facilities;
- Actively participate in the learning process;
- Respect the rights of other learners and staff to have their own opinions;
- Be open to, and welcoming of, the diversity of learners in your course.

Sanctions, such as suspension or expulsion from RTO, may be applied where learners fail to conduct themselves appropriately.

For more information, please contact Compliance and Quality Assurance Team via email or visit campus.

Unacceptable and Inappropriate behaviours

RTO is committed to promoting an atmosphere of respect, understanding, professionalism, equity and access for all learners.

Harassment

is any form of behaviour that:

- Is not asked for
- Is not wanted
- Is not returned and is likely to create a hostile or uncomfortable place to be
- Is humiliating, intimidating or offending.

Sexual harassment

is illegal and will not be tolerated by RTO.

Bullying

Includes:

- Intimidation
- Physical harm, emotional distress
- Threats/name calling/derogatory comments regarding age, gender, race, religion or sexual orientation
- Failure to acknowledge good work
- Deliberate isolation from groups/information/opportunities
- Undue pressure and impossible deadlines
- Emotional hurt to another person through electronic devices such as email, phone, and text message.

Discrimination and Harassment

The RTO has zero tolerance for any form of discrimination or harassment. We foster an environment where:

- All VET students feel safe and valued regardless of background, disability, gender, or beliefs.
- First Nations learners are supported through culturally appropriate and inclusive training practices.
- All students are provided with equitable access to support and complaint resolution processes.
- Reports of discrimination or harassment are addressed swiftly, fairly, and confidentially.

General Information – Qualifications

Certificates and Statements of Attainment

Learners who complete all the requirements of their training program will receive a Nationally Accredited Certificate or learner who does not complete the full requirements of the training program will be issued a Statement of Attainment.

The RTO will only issue AQF certification documentation to individuals who:

- Have been formally assessed as competent in accordance with the training package rules;
- Have completed either:
  - A full AQF qualification, or
  - One or more units of competency from an AQF qualification and subsequently withdrawn from the qualification;
- Have met all agreed fee payment requirements;
- Have had their student and assessment records verified for compliance;
- Will receive their certification within 30 calendar days of completion of assessment, subject to the above conditions.

Qualification Completion Timeframe and Exit Points

Our RTO sets clear timeframes for completing each qualification. These timeframes are designed to help you stay on track and ensure your learning outcomes are met within a reasonable period.

Completion Guidelines

- Each course has an allocated completion timeframe, which will be discussed during your enrolment and outlined in your training plan.
- If you do not complete your qualification (or individual units) within the allowed timeframe, the RTO may cancel your enrolment without further notice.
- If you have partially completed your course, you will receive a Statement of Attainment (SOA) for any units where you have been assessed as competent.
- Your learner file and records in the Student Management System (SMS) will be updated to reflect any changes to your course status.

Exit Point and Certification

- You may exit your course at any time. Depending on your progress:
- If you have been assessed as Competent in one or more units, you can request a Statement of Attainment (SOA) at any time before completing the full qualification.
- Upon successful completion of the entire qualification, you will receive:
  - A Certificate for the qualification, and
  - A Record of Results listing all units achieved

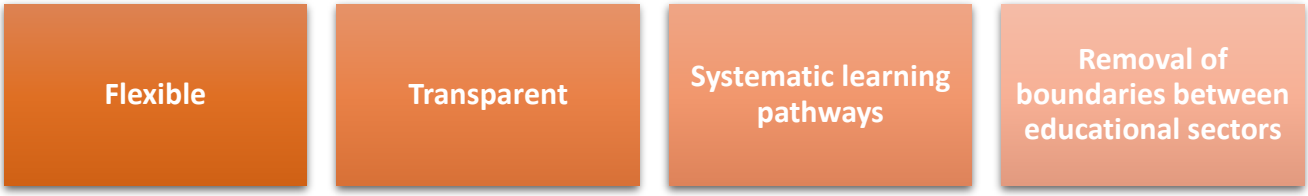
If you need help understanding your completion timeframe or your current progress, please contact your Student Support Officer or Trainer.

General Information - The Australian Qualifications Framework and lifelong learning

The purpose of Australian Qualifications Framework (AQF) is to provide a comprehensive, consistent framework for all qualifications offered on a national basis in post-compulsory education and training. The framework aims to encourage lifelong learning.

The Australian Qualifications Framework (AQF) attempts to do so by providing individuals with better scope to progress through the levels of education and training by improving access to qualifications, by more clearly defining avenues for achievement and by promoting national and international recognition of qualifications offered in Australia.

AQF Commitment



The AQF makes a specific commitment to flexible, transparent and systematic learning pathways and to the removal of boundaries between educational sectors.

Lifelong learning implies a dynamic view of education and training, building strong linkages between learning at different stages of life and in a wide range of settings and partnerships rather than just looking at various forms of education and training provision in isolation from each other. The departures from existing views of education and learning are substantial. They involve recognition of a wide range of learning modes, strengthening the motivation to learn (wide range of learning opportunities, opportunity to combine classroom learning with learning in work settings etc.), and providing a wide variety of pathways not constrained by rigid notions of formal education and training.

Many of the goals of the AQF support such an alternative view of education and learning needed to promote lifelong learning. These goals include:

- Bringing together the qualifications issued by the schools, VET and higher education sectors into a single comprehensive system of titles and standards
- Supporting flexible education and training pathways between sectors and lifelong learning
- Encouraging parity of esteem between academic and vocational qualifications
- Offering flexibility to suit the diversity of purposes of education and training and provide for the differences in the constitution of the sectors
- Encouraging cross-sectoral partnerships
- Underpinning national policies, in particular on quality assurance and articulation and credit transfer.

Graduating from RTO or another Australian Qualification Framework (AQF) provider can qualify you for entry to University.

Benefits of obtaining an AQF Nationally Accredited Training Qualification

- Obtaining a qualification is the first step to a rewarding career or advancement in your existing career or workplace;
- Learners receive a nationally recognised industry qualification;
- Learners are provided with knowledge and skills enabling them to develop a career path;
- Each training program is tailored to your training and personal development requirements;
- Learners have a personal Training Plan which reflects their skill development needs.