



# ACADEMIA



# STUDENT HANDBOOK



**ACADEMIA PTY LTD**

ABN: 86 659 032 363

RTO #45593

VERSION 1. JULY 2025

# WELCOME TO ACADEMIA!

*Building Knowledge and Constructing Your Future!*

This Student Handbook has been developed for students of:

**ACADEMIA PTY LTD**

*Trading as*

**ACADEMIA**

**RTO Number:** 45593

**Registered Address:** 40 Roma Street, BRISBANE, QLD 4000

**Primary Business Address:** 13/212 Curtin Avenue West, EAGLE FARM, QLD 4009

**Postal Address:** PO Box 411, Hamilton Central, QLD 4007

**Email:** [operations@builtbyacademia.edu.au](mailto:operations@builtbyacademia.edu.au)

**Web:** [www.builtbyacademia.edu.au](http://www.builtbyacademia.edu.au)

## Student Information:

Academia is a Registered Training Organisation (RTO) (#45593) providing high-quality training and assessment to individuals within Australia who are actively working in, or ready to enter, the Building and Construction Industry. Academia is responsible under its registration with the *Australian Skills Quality Authority* (ASQA) for the quality of the training and assessment being delivered in your chosen course and for the issuance of any AQF certificate that may result from successful completion of your course.

This *Student Handbook* is designed to provide you with information about the services provided by Academia, and our approach to providing you a quality, safe, fair, and supported environment to participate in training and assessment.

It is important that you take the time to read through this *Student Handbook* and seek clarification on anything you may not understand, or wish to have further explained, by contacting our CEO, Chelsea Matulich on 0400 616 405.

Furthermore, you will be asked to sign a declaration as a part of your *Academia* enrolment confirming you have read and understood your student rights, obligations and responsibilities; as well as verifying you understand the *Academia* Policies and Procedures outlined in this *Student Handbook*.

***Information contained in this Student Handbook is uncontrolled once printed.***





## *A Message from the CEO!*

### **Welcome to Academia!**

Whether your journey in the Building and Construction Industry is just beginning; or you're taking the leap of faith to go out on your own; or you're seizing an opportunity to take the next step in your career - as the CEO of Academia, I'm thrilled to join you in this next step towards achieving your goals!

*It's no mystery that the construction industry is dynamic and challenging, yet full of opportunities.*

*At Academia, our commitment is that from enquiry to completion, you receive a genuine service with our continual support; that we deliver all the necessary skills and knowledge you need to grow and succeed; and that our training and assessment practices enable you to feel confident and empowered during your learning experience and beyond.*

*Upon completing your Course or Qualification with Academia, you will feel validated, confident and well-prepared to tackle any industry challenge. At Academia you not only walk away with a qualification, but with relationships for life with an RTO you can rely on, trust, return to, and most importantly; reach out to as your Building and Construction Industry experts.*

*Our team values diversity, inclusivity, and ensures that every individual, whether just starting out or with extensive industry experience, is given equal opportunity.*

*Your aspirations are our priority, and we are committed to supporting all of our students in achieving their goals, whether they are big or small, short-term or long-term. Guided by our core values, our dedicated and passionate staff, trainers, and assessors are dedicated in providing comprehensive support throughout every stage of your training and assessment journey to help you reach your educational objectives.*

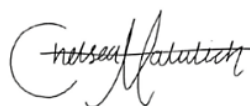


*On behalf of Academia, thank you for choosing us to be a part of your educational journey. If you have any questions or need any assistance at any time, please don't hesitate to reach out to myself or anyone of our friendly team members, we're all happy to help.*

*Please take the time to read through this Student Handbook as it contains important information outlining the key policies, procedures, student services and resources available to ensure your success and wellbeing during your training and assessment including our Complaints and Appeals Policy and Procedure, Refund Policy and Procedure, and protecting your Privacy.*

*Thank you again - We look forward to seeing you achieve great things in your future!*

Yours in Building,



**Chelsea Matulich**  
Academia CEO  
RTO #45593

# TABLE OF CONTENTS

<b>ABOUT US.....</b>	<b>5</b>
<b>REGULATORY FRAMEWORK.....</b>	<b>7</b>
<b>ACADEMIA - QUALITY APPROACH.....</b>	<b>8</b>
🔧 Student Selection & Pre-Qualification.....	8
🔧 Access and Equity.....	9
🔧 Re-Assessment.....	11
<b>OUR COMMITMENT.....</b>	<b>11</b>
🔧 Continuous Improvement.....	11
🔧 Student Surveys and Learner Satisfaction.....	12
🔧 Your Privacy.....	12
<b>STUDENT EXPECTATIONS.....</b>	<b>13</b>
<b>STUDENT CODE OF CONDUCT.....</b>	<b>15</b>
🔧 Responsibilities and Rights.....	15
🔧 Workplace Health and Safety.....	16
🔧 Misconduct and Disciplinary Actions.....	17
<b>STUDENT PROTECTION AND LEGISLATIVE REQUIREMENTS.....</b>	<b>19</b>
🔧 Privacy Notice.....	20
🔧 Unique Student Identifier (USI).....	20
<b>STUDENT SERVICES.....</b>	<b>22</b>
🔧 Language, Literacy and Numeracy.....	22
🔧 Reasonable Adjustment.....	25
🔧 Support Services.....	25
<b>PAYMENT OF FEES.....</b>	<b>26</b>
🔧 Payment Methods.....	26
🔧 Cooling Off.....	26
🔧 Fees and Charges Policy.....	27
🔧 Protecting Pre-Paid Students.....	27
<b>TRAINING AND ASSESSMENT.....</b>	<b>27</b>
🔧 Training and Assessment Policy.....	27
🔧 RPL Policy.....	28
🔧 RPL Process.....	29
🔧 Transition of a Nationally Accredited Training Product.....	30
🔧 Cancellation Policy.....	31
🔧 Cancellation Process.....	32
🔧 Refund Policy.....	33
🔧 Refund Process.....	37
<b>COMPLAINTS AND APPEALS PROCESS.....</b>	<b>38</b>
<b>COMPLETION.....</b>	<b>40</b>
🔧 Assessment Submission Policy.....	40
🔧 Security of, and Access to your Records.....	41
<b>AQF QUALIFICATION ISSUANCE POLICY.....</b>	<b>42</b>
<b>CONCLUSION.....</b>	<b>42</b>
<b>DEFINITIONS &amp; ABBREVIATIONS.....</b>	<b>43</b>



## ABOUT US

### OUR MISSION

Our mission is to achieve excellence in our training and provide our students with a pathway into exciting employment opportunities, personal growth, and professional development. Our goal is to empower our students to understand that with their willingness, self-belief, and validation of their knowledge and skills within their craft; they can achieve anything.

Our aim is to deliver high-quality, Nationally Accredited and Non-Accredited training courses that equip individuals with the essential skills, knowledge, and confidence to excel in the Building and Construction Industry. We are committed to fostering a culture of continuous improvement, industry collaboration, student success, ensuring that our completed students are highly skilled, job-ready, and prepared to lead in a rapidly evolving industry.

### OUR VISION

Our vision is to be established as the highest quality, and upmost regarded, Registered Training Organisation in Australia for the Building and Construction Industry. This vision is driven by the desire to empower the next generation of skilled professionals through innovative, industry-leading education and training that sets the benchmark for excellence and safety.

With Accredited Qualifications, Courses and *Continuing Professional Development* (CPD) Courses on offer, Academia have purposely tailored our delivery to meet the increasing demands and advancements within the Building and Construction Industry.

Academia is dedicated to meeting industry needs through innovation, active engagement with the sector, and a strong commitment to company growth in pursuit of our vision. A key element of this vision is expansion—growing as an organization, continually broadening our qualifications and course offerings, and striving to become Queensland's leading Building and Construction RTO.

To achieve this goal, we aim to expand our scope of registration over time to include additional qualifications within the Building and Construction sector, such as Certificate III in Wall and Ceiling Lining, Wall and Floor Tiling, and Waterproofing. Furthermore, we plan to offer advanced qualifications, including *CPC40120 Certificate IV in Building and Construction* and *CPC40820 Certificate IV in Swimming Pool and Spa Building*.

What sets us apart from other Building and Construction RTO's is that our Vision and Mission isn't just a fluffy statement; it's the heart and soul of the organisation, it's a dream shared by every single employee and independent contractor. Our Team of Trainers & Assessors have over 40 years combined experience in the Building and Construction Industry, they each hold current and active Trade Contractors and Builders Licences within numerous State Licensing Regulatory Bodies, not to mention are still out on site every single day! Their passion for being a Trainer & Assessor is ignited by the ability to share their knowledge with the Tradesmen and the Builders of tomorrow.

Academia endeavours to always possess a high attention to detail in all company practices; delivering accurate, relevant, up-to-date content that is continually backed by our in-depth knowledge and references specific to the Building and Construction Industry. We will always strive to provide value in our communications and training and assessment, along with quality knowledge and information that's supported by high ethics and standards.

Our passion for the Building and Construction Industry guarantees that Academia will

*Build Knowledge and Construct Futures!*










## OUR VALUES






Academia is committed to continually delivering the most up to date industry content by being involved in Building and Construction networks and associations that capture, predict and analyse industry trends and movements, therefore allowing us to provide the most current industry knowledge to all our students. We're driven to develop a network of students, small businesses and companies who define Academia as their Industry Guru.

Academia will continue to focus on the needs and wants of our past, present, and prospective students' on both an individual, and group level, allowing us to retain their loyalty by actively, and sincerely responding to their changing demands.

-  **Passion:** The Team at Academia all express and a contagious energy for delivering educational services to the Building and Construction sector; an enthusiasm that naturally projects onto our students that motivates them to not only achieve their Qualification or Course outcome but strive for bigger opportunities in their future. This energy is also reflective in our Teams' shared desire to accomplish Organisational goals but providing a work force with like-minded individuals who equally contribute to the processes involved in conquering Academia ambitions.
-  **Quality:** We endeavour to always meet the highest standards in everything we do, from our training materials and delivery to our customer service and business practices, we will always strive for excellence and continuous improvement in all aspects of our operations.
-  **Integrity:** Trust, authenticity, and genuine care is the foundation of which Academia was built upon. Through encompassing these ethical principles we are sharing our passion - our services and communications are always delivered with honesty and transparency, ensuring we always project a professional manner to build a reputation the industry can rely on. We do what we do with our students' experience at the forefront; leading all operations through humble, integrity driven management enables us to deliver on our promises and ensure credibility in every aspect of our work.
-  **Innovation:** Academia foster a culture of creativity and forward-thinking; encouraging our team to explore new ideas that allow our Organisation to continually seek and implement improvements within our processes, our products, and services, ultimately driving futuristic outcomes and remaining ahead in our industry.
-  **Inclusivity:** Academia believes in the power of diversity and how inclusivity results in individual empowerment, validation and increased productivity. Our Team is dedicated to creating an environment where everyone, from our Staff to our Students, feel valued and respected. By embracing different perspectives and fostering a sense of belonging, we build a stronger, more innovative organisation. We believe that everyone deserves access to quality education and as a result have designed our courses to be accessible to all, regardless of background or experience.

## OBJECTIVES

In recognition of this mission, our objectives are:

-  Support students and industry in their growth by providing quality training through accredited courses, tutoring and consultancy;
-  To develop a tailored training approach suitable and adaptable to any individual;
-  Provide individualised student support;
-  Respond to industry needs in a timely manner;
-  Commitment to providing an environment which is safe, equitable, and one that promotes a confident and productive training and assessment environment

## OUR STAFF AND TRAINERS & ASSESSORS

Our Trainers and Assessors are qualified, dedicated professionals with current industry experience and qualifications in a diverse range of industry sectors including multi-storey construction, renovations and trade contracting.

In order to provide our students with the best practical industry experience, our Trainers & Assessors are committed to keeping their own industry skills and knowledge current. Our Trainers & Assessors are constantly participating in professional development activities to explore industry advancements in topics such as technology and sustainability; they attend seminars hosted by Industry Associations to remain up to date with compliance and legislation; and actively work within industry managing projects, supervising trades and construction, and building themselves.



When you enrol with Academia, your Trainer & Assessor will be always there to assist you throughout your course. Whether you're seeking assistance with your studies, wish to have a site-visit, or have questions about your classroom training; our Trainers & Assessors are always available to ensure you get the support you need when you need it.

The Academia Trainers & Assessors deliver training services and/or assessment-only practices in a unique way that students find captivating and enjoyable. Our Trainers & Assessor pride themselves on the learning experience they provide to their students, this is demonstrated through genuine appreciation for the students commitment; providing confidence in validating the students competencies; and by openly sharing their own industry journey and valuable knowledge, thus allowing each student to complete having had a positive and rewarding experience.



## OUR SERVICES

Academia provides training and assessment services in support of the following nationally endorsed training product:

### Training and Assessment

-  CPCWHS1001 *Prepare to Work Safely in the Construction Industry*

### Assessment-Only (via Recognition of Prior Learning)

-  CPC30220 *Certificate III in Carpentry*
-  CPC60220 *Advanced Diploma of Building and Construction (Management)*

### Short Course / Skill Set

-  QBCC Open Site Supervisor Course  
> x4 units of competency from CPC60220 *Advanced Diploma of Building and Construction (Management)*

## DELIVERY LOCATION

13/212 Curtin Avenue West,  
Eagle Farm  
QLD, 4009

# REGULATORY FRAMEWORK

As a Registered Training Organisation (RTO), Academia is subject to the regulatory framework that governs the Australian *Vocational Education and Training* (VET) sector and protects both RTOs and students. All of the requirements, obligations and elements of the regulatory frameworks contributes to ensuring high-quality VET through maintaining the reputation and integrity of the VET sector and mitigating risks to students.

Academia must comply with the legislative components of the VET Quality Framework:

-  **National Vocational Education and Training Regulator Act 2011 (NVETR Act)**  
*The foundational legislation that governs the Australian Skills Quality Authority (ASQA); the Act outlines the responsibilities of ASQA, RTO registration requirements, and enforcement powers*

- ⇒ **Financial Viability Risk Assessment Requirements** are set out in the National Vocational Education and Training Regulator (Financial Viability Risk Assessment Requirements) Instrument 202. *Financial Viability Risk Assessment Requirements 2021 represent a Registered Training Organisation's ability to meet financial stability and the capacity to meet their obligations to students, staff, and other stakeholders*
- ⇒ **Data Provision Requirements** are set out in the National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020. *The Data Provision Requirements 2020 Reflects the requirements for providers to supply accurate data about their operations to regulatory bodies in accordance with specified timeframes, including the obligation to provide spontaneous data requests by a regulatory body.*
- ⇒ **Australian Qualifications Framework** are the National Policy for regulated qualifications in Australian education and training. *The AQF sets out requirements for regulated qualifications in the Australian education and training system, setting out course levels, qualifications and associated learning outcomes to support flexible, nationally consistent and high-quality qualifications.*



### **Standards for Registered Training Organisations (RTOs) 2025**

The "Standards" set the requirements Registered Training Organisations must meet to deliver and assess nationally recognised training to ensure consistent, high-quality training and assessment across Australia's VET system.

- ⇒ **Outcome Standards** are set out in the *National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025*
- ⇒ **Compliance Requirements** are set out in the *National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 (Compliance Requirements Instrument)*.
  - Part 2. Compliance Requirements
  - Schedule 1 sets out the 'Fit and Proper Person Requirements'
  - Schedule 2 sets out the the 'Nationally Recognised Training (NRT) Logo Conditions of Use Policy'
- ⇒ **Credential Policy** is incorporated by reference within the Standards, they outline the credentials required for trainers and assessors undertaking particular training and assessment activities or roles.

### **Student Identifiers Act 2014**

The legislation that establishes and regulates the use of the **Unique Student Identifier (USI)** for individuals undertaking nationally recognised training in the Vocational Education and Training (VET) sector. This Act includes strict provisions to safeguard personal information collected under the USI system.

### **Australian Privacy Act 1988**

The "Australian Privacy Principles" (APP) are from within the "Privacy Act 1988" – The APP's govern the handling (collection, use and disclosure) of personal information Australian government agencies and many private sector organisations obtain as a part of their operational practices.

## ACADEMIA – QUALITY APPROACH

### STUDENT SELECTION & PRE-QUALIFICATION

All enquiries are handled with genuine care, support and honest feedback to ensure anyone enrolling into a course with Academia are enrolling into a course reflective of their career path and is necessary for their progression. A pre-qualification discussion will be conducted for each student to assess their existing skills, knowledge, and support needs prior to enrolment. This pre-training conversation will establish whether the elected course is suitable for their goals, and to determine whether or not the applicant will meet all necessary requirements to achieve competency via training and assessment.

For Students enrolling into a Nationally Recognised Qualification, our pre-qualification process will also capture whether or not the student has eligible *Third Party References* that are required to verify the students skills, knowledge and experience in their chosen qualification as a component of the *Recognition of Prior Learning (RPL)* process. This discussion will also include questions regarding the students work history and current level of skills to ensure the qualification their interested in enrolling in is suitable and that they will substantiate the requirements successfully achieve RPL.

### STUDENT RESOURCES AND TRAINING SCHEDULE – CPCWHS1001

All Academia students enrolled into *General Construction Induction Training* will have immediate access to their *Learning Resource* upon student onboarding and course allocation on *Ammonite* (our Student and Learner Management System). Upon successful course allocation, *Ammonite* sends a *Welcome Email* that contains the students username, password, and direct link to the student portal. Here they can navigate through their unique portal; review, pay, and/or download their student invoice; and access their course content and resources.

Academia has a *CPCWHS1001 Prepare to Work Safely in the Construction Industry Classroom Timetable*, allocated every third or fourth Saturday (taking into consideration Public Holiday long weekends.) Students are allocated a session date based on their enrolment date; should class numbers exceed 15 on a set day, a secondary *Nominated Trainer & Assessor* will participate in, and supervise the classroom delivery. Where Organisations or Entities enquire





about a private training session for a number of future employees and/or Staff, Academia has a minimum requirement of 5 people per private session, and will facilitate the needs of the Client to the best of our ability.

All students will receive an email with a *Confirmation of Allocated CPCWHS1001 Class – Session Details and Information* upon successfully securing a class allocation. This email will highlight the importance of reviewing their *Welcome Email* and contain further specifics about the class including; time, date, location, what to bring, parking, how to prepare, and the Trainer & Assessor contact information. A text message reminder is sent 3 days before the scheduled class instructing the student to confirm their attendance - a final reminder message is sent the evening before re-confirming the class time, location, and Trainer details should they need to contact them.

## ACCESS AND EQUITY

Academia is committed to ensuring all students receive a quality learning experience; that they always feel valued and supported throughout their training and assessment.

As a result of our mission, Academia have implemented a variety of policies, procedures, and support services to ensure our staff recruitment, and student administration processes are free from bias and are non-discriminatory; and ensure we continually provide equal opportunity, promote inclusive practices, and support a work and learning environment that is free from harassment, discrimination, and victimisation.

### Disability Discrimination Act 1992

#### Section 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

(2) For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

Academia will faithfully honour and continually meet the obligations under the *Disability Discrimination Act 1992*

### Sex Discrimination Act 1984

The objects of this Act are:

- ✚ To give effect to certain provisions of the *Convention on the Elimination of All Forms of Discrimination Against Women*;
- ✚ To eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs;
- ✚ To eliminate, so far as is possible, discrimination involving dismissal of employees on the ground of family responsibilities;
- ✚ To eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- ✚ To promote recognition and acceptance within the community of the principle of the equality of men and women.

Academia will always adhere to the obligations under the *Sex Discrimination Act*.

### Age Discrimination Act 2004

The objects of this Act are:

- ✚ To eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information;
- ✚ To ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community;
- ✚ To allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances;
- ✚ To promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and
- ✚ To respond to demographic change by:
  - Removing barriers to older people participating in society, particularly in the workforce; and
  - Changing negative stereotypes about older people.



Academia will continuously uphold the obligations under the *Age Discrimination Act 2004*.



### Racial Discrimination Act 1975

This Act gives effect to Australia's obligations under the *International Convention on the Elimination of All Forms of Racial Discrimination*.

Its major objectives are to:

-  Promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
-  Make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

Academia will consistently adhere to the obligations under the *Racial Discrimination Act 1975*.

### Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator. Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter.




These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work/product document is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Academia will consistently adhere to the obligations under the *Copyright Act 1968*.

### Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

-  Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;
-  Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the *National Employment Standards*, modern awards and national minimum wage orders;
-  Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.







Academia will abide by the obligations under the *Fair Work Act 2009*.

## REASONABLE ADJUSTMENT

Academia is committed to providing all students equal opportunities; in addition we're dedicated to ensuring students can complete their training and assessment to the best of their ability. The goal is to create a fair environment and facilitate reducing or removing any barriers that may be present by considering the individuals needs, and support services that can be provided.

*Reasonable Adjustment* is the modifications and/or accommodations implemented in the training and assessment delivery method to support an individual (student) who requires additional assistance in order to successfully complete their *Student Assessment* or their *Recognition of Prior Learning (RPL) Assessment*.

Reasonable adjustment includes, but isn't limited to, the following:

-  Providing additional time to complete practical and/or written tasks
-  Ensuring the facility is accessible
-  Modifying equipment or work stations to accommodate physical disabilities
-  Use of laptops for assessment completion
-  Provide various options for course material accessibility
-  For students completing a qualification via RPL, reasonable adjustments may be considered on a case by case circumstance to ensure fairness and equal opportunity is provided to all students.



## RE-ASSESSMENT

### CPCWHS1001

To ensure all students are provided equal opportunity, the policy at Academia is to provide three (3) opportunities for additional training and re-assessment at no additional cost/no re-assessment fee to the student.





Students who are assessed as *not yet competent* are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These students are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills to prepare them for additional assessment.

Students requiring additional learning support are to be brought to the attention of Academia management so the progress of the student can be monitored closely, and additional support services can be applied. Where students repeatedly do not demonstrate competency following significant learning and assessment support, a student's course outcome status will be determined through mutual agreement.

### FEE-FOR-SERVICE

Academia will provide all opportunities for students to be granted *Recognition of Prior Learning (RPL)* provided the student has the adequate skills, knowledge and attributes to demonstrate their experience. Although there is a one (1) year duration for Certificate III enrolments and two (2) years for higher qualifications, there are no set time frames for completion provided the student is actively communicating with Academia, and working towards achieving their competency through their collection of evidence and *RPL Assessment Toolkit* responsibilities.

In order to facilitate, the Trainers & Assessors will guide the students wherever necessary, including but not limited to;

-  Suggesting additional documented evidence to submit that further demonstrate their proficiencies in the event what the student has supplied is inadequate;
-  Requesting to conduct further *competency-based questions* to validate the students' knowledge and skillset in particular criteria within a unit of competency(s);
-  Provide additional time to complete their *RPL Assessment Toolkit* and/or re-schedule meetings should the student be experiencing hardship;
-  In the event a *Third Party Referee* declines the request to complete *Third Party Verification Report* and/or *Reference Letter*, the student is provided the opportunity to nominate another eligible *Third Party Reference*.

## OUR COMMITMENT

### CHANGES TO TERMS AND CONDITIONS

In the event Academia amend or update any *Policy and Procedure*, *Student Handbook*, or *RTO terms and conditions*; all active and pending students will be notified via email with the relevant update/s.

All Academia marketing material, document hyperlinks, and website links will be updated immediately to ensure the correct version of any updated material is available to students and the public. These changes are also recorded on Academia's *Continuous Improvement Register* verifying the date updated and version control; the specific changes made; date of communication announcements; and actions taken to ensure any relevant platform and/or supporting document is modified accordingly.

### CONTINUOUS IMPROVEMENT

Academia is committed to the continuous improvement of our training and assessment services; student services; internal processes; our policies and procedures; staff professional development; and management systems.

Central to this commitment, is Academia's approach to continuous improvement and the processes applied to achieve positive systematic changes and practices to ensure sustained improvement.

Student feedback is highly regarded; all feedback (positive, negative or constructive) is documented on our *Continuous Improvement Register* for review and discussion by Management. This process is to ensure Academia is upholding our commitment to ensuring a high quality and standard of training and assessment from enrolment through to completion.



## STUDENT SURVEYS AND LEARNER SATISFACTION

Academia values your feedback, and as a result, student surveys are conducted internally by Academia for continuous improvement purposes and learner satisfaction data.

We may ask completed students to document a *Student Testimonial* for publication for publishing on the Academia website and/or other marketing platforms – there is no obligation to complete a testimonial and the student may at anytime request to .

You can elect to not be contacted for a *Academia Student Survey* on your enrolment form.

Students may also be contacted for the purposes of a student survey conducted by a government department, or an NCVER employee, agent, third-party contractor or another authorised agency. Departmental surveys are conducted in auditing processes and for the purpose of learner satisfaction data. You may opt out of the survey at the time of being contacted.

## YOUR PRIVACY

Academia takes the privacy of our students very seriously and complies with all legislative requirements. These include the *Privacy Act 1988* and *Australian Privacy Principles* (effective from 12th March 2014).

### What you need to know:

Academia will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity, individual needs, and your education background. We will also retain records of your training activity and are required to do this in accordance with the *National Vocational Education and Training Regulator Act 2011*.

Your personal information is retained within our hard copy filing system in accordance with Academia's *Archiving, Retention, Retrieval and Destruction Policy & Procedure*, and our computer systems.

Your information is collected via the *Academia Enrolment Form* and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.

Academia is required by the *National Vocational Education and Training Regulator Act 2011* to securely retain records of any AQF certification documentation that has been issued for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference, and to provide sufficient data (such as date of birth and address) to reissue a qualification or statement of attainment should you misplace your outcome records.

In some cases, we are required by law to make student information available to Government agencies such as the *National Centre for Vocational Education and Research (NCVER)* and/or the *Australian Skills Quality Authority (ASQA)*. In all other cases Academia will seek the written permission of the student for such disclosure.

Academia will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as parents, you need to authorise this access otherwise this access will be denied.

You have the right to access information that Academia is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Accessing your records" in this *Student Handbook*.

If you have concerns about how Academia is managing your personal information, we encourage you to reach out to our CEO to discuss your concerns. You are also encouraged to make a complaint directly to us where you feel necessary by following our internal *Complaint and Appeals Policy and Procedure* outlined in this *Student Handbook*.

Under the *Privacy Act 1988* (Privacy Act) you also have the right to make a complaint to the *Office of the Australian Information Commissioner (OAIC)* about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>.



# STUDENT EXPECTATIONS

## SAFE WORK PRACTICES

Under the Work Health & Safety legislation, Academia ask that you (the student) read, understand, and adhere to the following points;

- Any student who wishes to leave the training facility during a lunch break **must** tell their Trainer & Assessor and agree on a designated return time
- The consumption of alcohol, and the use of illicit drugs at any time is strictly forbidden and will lead to instant dismissal from the training facility and potentially the course.
- Any student who is seen to be intoxicated at a Academia training facility will be asked to leave the location and relevant authorities may be contacted if necessary.
- The use of a mobile phone is prohibited during training and assessment unless during a break or to receive emergency calls.

### Academia Emergency Evacuation and Floor Plan

→ Location: 13/212 Curtin Ave West, EAGLE FARM, 4009

The *Emergency Evacuation Plan* is located on the wall at the entrance to the facility/building. It identifies areas of unauthorised student access, the nominated car parks, location of the first aid kit and fire hydrants, bathroom facilities and the evacuation route in the event of emergency.

This procedure is also explained during the training and assessment housekeeping introduction/discussion to ensure the safety of all attendees, staff and invited guests.

### Reporting Incidents and Accidents

If you have an accident, or witness an accident, you must advise your Trainer & Assessor immediately.

You will be asked to complete and submit an *Incident Report* within a timeframe respectable to the accident;

- Minor Accident (such as a sprain, strain, minor cut, manageable diabetic attack)  
incident report required to be submitted before training session ceases, and no later than twenty-four (24) hours after the incident.
- Moderate to major accident (broken limb, seizure, emergency response team required)  
Witness required to complete an *Incident Report* in conjunction with the Trainer & Assessor, and submit the report within twenty-four (24) hours after the incident.  
The affected Student can choose to complete their own form with the recollection of the event once stable if they choose too, or verify the witness reports if they consent to the accuracy of the accident.

*Note: Academia's Incident and Accident Reporting; Policy and Procedure further explains the process and definitions for reporting incidents and accidents.*

## DRESS CODE AND PERSONAL PROTECTIVE EQUIPMENT (PPE)

To ensure the safety of all students, Academia require all students who are attending a training and assessment session to wear their own steel capped boots; thongs and/or open toed shoes must not be worn. Any Student attending a training day and/or who are completing practical activities for training and assessment with Academia, will be provided with any required Personal Protective Equipment (PPE) necessary to complete the on-site observation/s, and/or complete practical tasks.

## STUDENT MEDICINE PROCEDURE

Any Student that requires medicines on a regular basis, such as insulin, will be required to identify this on their *Academia Enrolment Form*, and inform the Trainer & Assessor on the day of your training so that they are aware. You are required to bring any necessary medication with you to your training and assessment session. Where necessary, Students may be asked to get a medical clearance from their doctor regarding training suitability.

Academia are not permitted to issue or provide any drugs, including paracetamol and ibuprofen.










## PARKING

Academia has six (6) available car parks located in front of the 13/212 Curtin Ave West, Eagle Farm, 4009 (the predominant training and assessment venue) including one (1) disabled car park. In conjunction with these spaces, there are additional car parks at neighbouring businesses and in front of the building for students and guests to use.

**NOTE:** Students will be informed of the allowance to occupy neighbouring businesses car parks for the day of your training through the classroom reminder notifications – these communications will also highlight whether the disabled car space is reserved or available for use.

## RESTRICTED AREAS 13/212 Curtin Ave West, Eagle Farm

The following areas at the Academia training facility are out of bounds to all students and/or members of the public unless accompanied by a Academia staff member;

-  Upstairs area of the training and assessment venue (boardroom),
-  Management and Staff Offices,
-  Any locked room,
-  Any training room the student is not assigned to,
-  Academia facility gym.

Please see the “Emergency Evacuation and Floor Plan” on site for further clarification of these zones.

## HOUSEKEEPING

All Students attending Academia for training and assessment must follow all housekeeping rules outlined in the opening housekeeping discussion presented by the Trainer & Assessor conducting the class session. This includes the responsibility of ensuring the premises remains tidy, that any mess is cleaned up prior to session completion; any borrowed stationary is returned and should kitchen facilities be used to ensure they are respected and cleaned after use.




## GRAFFITI AND DAMAGE TO PROPERTY

At Academia, we take pride in maintaining a safe, clean, and respectful learning environment. Any act of graffiti, vandalism, or damage to property—whether it be to college facilities, equipment, or personal belongings—is strictly prohibited. Such behaviour not only disrupts the day-to-day operations at Academia and student training experience, but may also result in disciplinary actions, including repair costs, suspension, or expulsion. We expect all students to respect the property of others and the institution to ensure a positive experience for everyone.

## UNCONTACTABLE STUDENTS AND/OR NO-RESPONSE

Where a student is not contactable or fails to respond to requests from Academia, the student's enrolment may be terminated in absentia. This action may only be taken where Academia has made every reasonable attempt to engage with the student, or contact the student, to seek instructions about their intentions to continue with/or complete the applicable course. Advice received from a student via email or phone conversation communicating their request is to be accepted where the student is not willing to complete an *Course Cancellation/Withdrawal Form*. Email records and written records of phone conversations are to be retained in the students file and *contact log* on the Student Management System *Ammonite*, as evidence of these expressed instructions from the student.

Before a student's enrolment can be terminated without their written or expressed consent the following protocol is to be followed:

-  A minimum of four attempts (2-4 weeks apart) must be made using the last known contact details (email and phone)
-  The fourth (4<sup>th</sup>) contact is in writing and must stipulate the number of contact attempt regarding their nil course progression and specify that the particular written correspondence is their final opportunity to touch base and discuss their options prior to Academia withdrawing or cancelling their course. This written communication must specify a timeframe of fourteen (14) days for the student to respond or Academia will proceed with the cancellation of enrolment.
-  Where the student fails to respond, the student's enrolment is to be terminated and the students record within the student management system is to be updated with the outcome of either;
  - “Withdrawn” should the student have commenced training and assessment



→ "Cancelled" in the case of nil progression with the unit of competency result set to "discontinued" with zero (0) hours allocated

Any partial AQF certificate to which the student is entitled is sent via email in PDF format and will be sent via registered mail to the student's last known mailing address. This should also be noted in the student's enrolment record and a photocopy of the certificate retained in the student's digital file.

The student's record is to be archived in accordance with the *Academia Archiving, Retention, Retrieval and Destruction Policy & Procedure*.

Where a student may withdraw or cancel from an enrolled course, the allocated Trainer & Assessor is informed of the student's enrolment status, and advised to inform the Academia CEO if the student makes contact.

## ATTENDANCE AND PUNCTUALITY

Students are expected to attend any scheduled class they're invited too and arrive on time to ensure they do not disrupt the learning environment for other students. If you are unable to attend a class, please notify your Trainer & Assessor and/or the Academia CEO in advance and provide a valid reason. Unexcused absences may result in warnings and may not guarantee an allocation in the subsequent scheduled class should class numbers already meet a maximum number of attendees.

## NO-SMOKING POLICY

Smoking and the use of e-cigarettes/vapes is strictly prohibited inside the facility and within a 1.5m radius of the Academia external walls.

Any smokers attending a classroom training session must refrain from smoking until an authorised break is announced by the Trainer & Assessor, who will then direct them to an appropriate smoker's area.

# STUDENT CODE OF CONDUCT

## PARTICIPANT RESPONSIBILITIES AND RIGHTS

This *Student Code of Conduct* outlines the expectations for student behaviour, ensuring a fair and respectful learning environment while protecting the rights of all members of the academic community. It establishes the responsibilities of students and the rights they are entitled to during their time at Academia.

- ✋ Treat fellow students with kindness, respect, and consideration, fostering a welcoming and inclusive environment.
- ✋ Show respect for the Trainers & Assessors, administrative staff, and other personnel, recognising their role in supporting your success.
- ✋ Embrace diversity by respecting the cultural, ethnic, gender, and personal backgrounds of others, avoiding any form of harassment, discrimination, or bullying.
- ✋ Where you have an allocated class, you attend for the whole duration and are on time (unless notice is provided prior and/or notification of re-scheduling has been discussed). During the classroom session, actively participate in discussions, group work, and other learning exercises.
- ✋ Ensure that all assessments and/or paperwork reflects your own effort.
- ✋ Abide by all policies, rules, and regulations established by Academia, including those related to academic integrity, behaviour, health, and safety.
- ✋ Contribute to maintaining a safe environment by adhering to safety protocols, reporting hazards, and following emergency procedures where necessary.
- ✋ Treat the Academia premises, and the property of others with care. Any damage or misuse of facilities or equipment may result in disciplinary actions.

Student Rights:

### ✋ Right to Education

Every student has the right to receive quality training and assessment, access to learning resources, and be provided with support services that aid in their learning should this be required.



## **Right to Equal Opportunities**

All students are entitled to equal opportunities free from any form of discrimination including but not limited to; race, gender, religion, disability, or other personal attributes.

## **Right to Freedom of Expression**

Students have the right to express their ideas, opinions, and beliefs freely, as long as such expression does not infringe upon the rights of others or disrupt the learning environment.

## **Right to Privacy**

Students have the right to privacy regarding their personal information and student records. Academia will adhere to confidentiality of student records and protect all student data in accordance with privacy laws and the *Academia Privacy Policy*.

## **Freedom from Harassment**

All students have the right to be free from harassment, bullying, and other behaviours that compromise their well-being and dignity.

## **Right to Fair Training and Assessment**

Students are entitled to fair and transparent training, assessment, and evaluation of their skills and knowledge. Students have the right view and/or receive feedback on assessments and the opportunity to appeal their result if they believe an error has occurred.

Students have the right to seek assistance for and/or during their training and assessment, some examples include; access to and the use of support services; counselling services; or mentorship to support their educational progress.




## **Right to Appeal**

Students who raise concerns or report misconduct in good faith are protected from retaliation.



## INTEGRITY AND HONESTY

As a student, maintaining integrity and honesty in all academic, professional, and personal aspects is essential. The following principles outline the expectations for upholding these values during your educational journey:

### Honesty

-  **Plagiarism:** Students must submit work that is their own; presenting someone else's work as your own is strictly prohibited.
-  **Cheating:** Students are not permitted to copy, collaborate inappropriately, or use unauthorised materials during classroom assessments.
-  **Collusion:** Collaborating with others in the production of individual assignments without permission is a violation and can result in student/s involved having to re-sit the assessment. Additionally, any group work must be conducted according to the guidelines provided by the Trainer & Assessor.

### Integrity

-  **Respectful Behaviour:** Students must show respect toward their peers, Academia staff, and Trainers & Assessors at all times. Any form of harassment, bullying, or discrimination is not tolerated.
-  **Punctuality and Participation:** Attend classes and submit assignments on time. Regular and active participation in all course-related activities is expected.

By adhering to this code of conduct, students commit to fostering an environment of trust, fairness, and respect. Upholding these values is crucial for personal growth, educational success, and professional development.

## WORKPLACE HEALTH AND SAFETY - CODE OF CONDUCT

The *Workplace Health and Safety (WHS) Code of Conduct* outlines the expectations for students in ensuring a safe and healthy learning environment, promote a culture of safety and well-being, and ensure compliance against the Australian WHS laws.



In conjunction with the points raised in the *Student Expectation* chapter of this *Student Handbook*, all students are required to follow these guidelines to protect themselves and others from injury, illness, and potential hazards;

- ✚ Wear appropriate clothing whilst at the Academia facility, especially during a training/classroom session where closed-toe shoes are an expectation.
- ✚ Listen to the Trainer & Assessor WHS and Housekeeping introduction as this will specify the location of the first aid kit, bathrooms, emergency exits and fire hydrant locations.
- ✚ Follow all health and safety guidelines presented to you.
- ✚ Do not touch or operate any equipment you're not authorised too.
- ✚ Maintain a clean and safe environment.
- ✚ Personal hygiene practices; wash your hands, cover your mouth whilst coughing or sneezing, if you're unwell, please contact staff before attending training and assessment at the facility
- ✚ Avoid any actions that could put yourself or others at risk, including horseplay, misuse of equipment, or negligent behaviour.
- ✚ If you observe someone in danger or acting unsafely, alert them or a supervisor immediately. Encourage a positive safety culture by promoting safe practices.
- ✚ If an accident, injury, or near-miss occurs during your training and assessment session, it is to be reported to the Academia Staff member present by the affected and/or any witnesses to the incident. The *Academia Incident and Accident Policy and Procedure* will be followed, and the affected person (if possible) will complete the associated forms, and any witness to the incident is also encouraged to follow this procedure.
- ✚ Should you have any health issues or conditions (diabetes, epilepsy, anaphylaxis etc), please make Academia aware during your enrolment processes, prior to attending any classroom settings.

## RESPECT FOR OTHERS

All Students are required to treat all Academia Staff and Trainers & Assessors, and other Students, with respect. Inappropriate language; actions; and behaviours; such as intimidation, harassment, violence and cursing, will not be tolerated.

In keeping with the Equal Opportunity and Anti-Discrimination legislation, no derogatory or prejudicial comments are accepted, or permitted, including referencing a Students or Academia staff member's, culture, race, disability, gender, sexuality, religion, age and lifecycle stage.

### Bullying

Bullying can be defined as unwelcome and/or offensive behaviour/s intended to humiliate, hurt, intimidate, and/or undermine a person or group. Academia does not tolerate bullying in any form (social, verbal, physical, cyber). Anyone found to engage in bullying behaviour may be subject to disciplinary action\*.

\*please refer to the 'Misconduct and Disciplinary Actions' section below

## MISCONDUCT AND DISCIPLINARY ACTIONS

**Misconduct:** is the intentional wrongdoing and deliberate violation of a law or standard. Misconduct includes, but is not limited to:

- ✚ Fraud,
- ✚ Theft,
- ✚ Plagiarism and/or cheating,
- ✚ Breach of confidentiality,
- ✚ Wilful disobedience,
- ✚ Discrimination, harassment, intimidation or victimisation,
- ✚ Serious negligence including occupational and workplace health and safety non-compliance,
- ✚ Being under the influence of drugs and/or alcohol during training and assessment sessions/activities.

Academia has a decision tool process for *disciplinary actions* for students who breach our *Student Code of Conduct*. This is based on the type of the misconduct in conjunction with the severity of the action conducted and/or the behaviours rendered by the student/s, including:

- ✚ **Academic Misconduct:** Plagiarism, cheating, collusion, falsifying documents, or other dishonest practices.
- ✚ **Behavioural Misconduct:** Disruptive behaviour, harassment, bullying, discrimination, or damage to property.
- ✚ **Non-Compliance:** Failure to follow Academia policies, procedures, or reasonable instructions from Operational Staff and/or Trainers & Assessors.



	EXAMPLES OF THE MISCONDUCT	CONSEQUENCES OF THE MISCONDUCT
<b>Minor Misconduct</b>	<ul style="list-style-type: none"> <li>Disruptive behaviour during class.</li> <li>Late submission of assignments without valid reason.</li> <li>Minor breaches of class rules or policies.</li> </ul>	<ul style="list-style-type: none"> <li>Verbal or Written warning</li> <li>Remedial actions such as resubmission of work/class re-sit; or an apology</li> </ul>
<b>Major Misconduct</b>	<ul style="list-style-type: none"> <li>Repeated minor misconduct.</li> <li>Academic dishonesty</li> <li>Harassment, bullying, or discriminatory behaviour.</li> <li>Vandalism, theft, or damage to property.</li> <li>Physical or verbal abuse.</li> <li>Consumption and/or is under the influence of Alcohol and/or Drugs at the Training Facility</li> </ul>	<ul style="list-style-type: none"> <li>Written warning and notification of breach.</li> <li>Removal from class or Academia facilities for a specified period.</li> <li>Suspension of enrolment or course progression.</li> <li>Referral to external authorities (if applicable)</li> </ul>
<b>Severe Misconduct</b>	<ul style="list-style-type: none"> <li>Criminal behaviour (e.g., assault, theft, drug possession).</li> <li>Severe or repeated harassment or bullying.</li> <li>Academic fraud (e.g., impersonation, large-scale cheating).</li> <li>Actions that pose a significant risk to the safety of others.</li> </ul>	<ul style="list-style-type: none"> <li>Immediate suspension from the Academia pending investigation.</li> <li>Potential for "expulsion" from the RTO without eligibility for re-enrolment, and life-long ban from enrolment</li> <li>Referral to law enforcement or legal authorities.</li> <li>Financial liability for damages caused.</li> </ul>

## DISCIPLINARY PROCESS

All reports and investigations regarding misconduct will be handled with confidentiality. Information will only be shared with individuals directly involved in the investigation; required for the resolution of the case; or as required by law.

Records of misconduct reports, investigations, and disciplinary actions will be maintained by Academia for five (5) years. This is to allow for the potential retrieval of documented evidence where legal disputes or appeals related to the misconduct are raised, and/or for ASQA audit purposes. Once the retention period has lapsed, and the information is no longer needed for any legitimate purpose, Academia will take reasonable steps to safely destroy the information.

Academia is committed to supporting students throughout the disciplinary process. Students involved in misconduct investigations are encouraged to seek advice from student support services or counsellors.

### 1. Reporting Misconduct

- Misconduct may be reported by students, Trainers & Assessors, administrative and operations staff, neighbouring businesses (eye-witness), or other members of public.
- Reports of misconduct should be submitted in writing to the Academia CEO; should verbal reporting be the initial communication; it is required to be reconfirmed in writing via email. Anonymous reports will be accepted but will be investigated at the discretion of the Academia Management.

### 2. Investigation Process

Upon receiving a report of misconduct, Academia will:

- Step 1:** Acknowledge receipt of the complaint within two (2) business days.
- Step 2:** Conduct a preliminary review to determine if there is sufficient evidence to proceed with an investigation.
- Step 3:** If required, an investigation will be conducted by a designated disciplinary officer (CEO). This may involve interviewing witnesses, gathering documentation, and reviewing evidence.
- Step 4:** The student accused of misconduct will be given the opportunity to respond to the allegations and present their side of the story.

### 3. Decision and Outcome

- Minor Misconduct:** Handled directly by the Trainer & Assessor or relevant staff member whom which was witness to the conduct, and handled with an appropriate warning or sanction.
- Major and Severe Misconduct:** After the investigation, the disciplinary officer (CEO) will issue a decision based on the findings. The student will be notified of the decision and any disciplinary action in writing.

Students have the right to appeal any disciplinary action taken against them. The appeal must be lodged in writing within five (5) business days of receiving the disciplinary decision.



## STUDENT PROTECTION AND LEGISLATIVE REQUIREMENTS

### PRIVACY NOTICE

#### Why Academia collect your personal information?

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

#### How Academia use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.




#### How Academia disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the *Queensland Government Department of Employment, Small Business and Training* (Queensland State training authority)

#### How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market. The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

-  Administration of VET, including program administration, regulation, monitoring and evaluation
-  Facilitation of statistics and research relating to education, including surveys and data linkage
-  Understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please contact your Academia using the contact details listed below.

**Contact:** Chelsea Matulich

**Role:** Operations Manager

**Email:** [operations@builtbyacademia.edu.au](mailto:operations@builtbyacademia.edu.au)

**Phone:** 0400 616 405

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

#### Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.



## Contact information

At any time, you may contact Academia to:

- 👉 Request access to your personal information
- 👉 Correct your personal information
- 👉 Make a complaint about how your personal information has been handled
- 👉 Ask a question about this Privacy Notice

You may contact us via email, telephone or office visitation with the details listed below:

**Contact:** Chelsea Matulich

**Role:** Operations Manager

**Email:** [operations@builtbyacademia.edu.au](mailto:operations@builtbyacademia.edu.au)

**Phone:** 0400 616 405

**Office:** 13/212 Curtin Ave, Eagle Farm, QLD, 4009

## PRIVACY POLICY

The Academia *Privacy Policy* outlines how we collect, use, manage, and protect personal information in accordance with the *Privacy Act 1988* and the legally binding principles set out in the *Australian Privacy Principles*.

To view Academia's *Privacy Policy* in full, please view our website or request a copy via email at [operations@builtbyacademia.edu.au](mailto:operations@builtbyacademia.edu.au).

## UNIQUE STUDENT IDENTIFIER (USI)

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a *Unique Student Identifier* (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide a copy of your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results by downloading their USI transcript.

You can access your USI account online from your computer, tablet or smart phone anytime. Fact sheets –available to download [Student Information for the USI](#).

It's free and easy to [create your own USI](#) and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf; your *Academia Enrolment Form* has an authorisation declaration to allow this to occur.

## The USI Privacy Obligations

The *Office of the Student Identifiers Registrar* privacy obligations require them to:









- 👉 Be open and transparent about how they hold, use and disclose personal information;
- 👉 Have a privacy policy in place that is reasonably available to the public;
- 👉 Take reasonable steps to ensure the security of personal information and protect it against intentional or unintentional misuse, loss, interference, unauthorised access, modification or disclosure; and
- 👉 Take reasonable steps to ensure the personal information that is held, used or disclosed is accurate, up to date, complete and relevant.

SOURCE: <https://www.usi.gov.au/about-us/privacy/privacy-obligations>



## YOUR SAFETY

Academia is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the *Work Health and Safety Act 2011* of our responsibilities to maintain a safe environment. When completing face-to-face training with Academia, your Trainer & Assessor will conduct a Workplace Health and Safety Induction where they will identify the following:

-  Knowing and observing the details of Emergency response; emergency exits; and evacuation plans
-  The hazard and incident reporting process.
-  Do not undertake activities which may cause injury to self or others;
-  No smoking at the training and assessment facilities or offices;
-  Students are not encouraged to lift anything related to training and assessment provided by Academia unless they do so voluntarily. Seek assistance if you volunteer to lift items e.g. move furniture in a training area, ensuring you always bend the knees and keep a straight back;
-  Observe hygiene standards particularly in eating and bathroom areas.
-  Keep training and assessment areas tidy at all times as to avoid the risk of accident, falls, and danger; use rubbish bins provided and keep training study bench space clean; and
-  No consumption of alcohol within training and assessment facilities, or during the conduct of training and assessment

### Queensland Work Health and Safety (WHS) Act 2011

The *Queensland Work Health and Safety (WHS) Act 2011* is the primary legislation that governs workplace health and safety in Queensland. It aims to protect workers and other individuals from health and safety risks arising from work activities. The Act is based on a national model that promotes a consistent approach to work health and safety across Australia, with each state and territory implementing its own legislation in line with the model. The key objectives are to protect workers and others from harm to their health, safety, and welfare through minimising and/or eliminating risks associated with workplaces.

The *Office of Industrial Relations* administers the Act in Queensland, enforcing compliance and providing guidance to businesses and workers to maintain safe work environments. The Act plays a crucial role in reducing workplace injuries, fostering a culture of safety, and promoting well-being in Queensland workplaces.

The *Queensland WHS Act* defines the roles and responsibilities within businesses regarding who is required by law to enforce appropriate WHS policies, procedures, risk management processes and controls to ensure a safe workplace. The primary workplace health and safety duty of care is the responsibility of the *Person Conducting a Business or Undertaking (PCUB)*. They must take steps to protect the health and safety of workers, visitors, and others involved in the work environment. Directors and executive management staff of an organisation must also exercise due diligence to ensure that the company complies with WHS obligations.

The legislation specifies that workers also have a duty of care to take reasonable attention for their own health and safety when at work and comply with any workplace health and safety instructions required when undertaking a workplace task. Furthermore, the Act also promotes workers rights; workers have the right to cease unsafe work if they believe there is a serious risk to their health and/or safety.






It is an obligation under legislation that all Academia employees, sub-contractors, and management contribute to, and assist in maintaining workplace health and safety and risk management operations as part of their role within the RTO.

Academia will consistently uphold the obligations under the *Work Health and Safety Act 2020*.

### Privacy Act 1988

The Privacy Act is supported by the *Australian Privacy Principles* which came into effect on 12th March 2014. The object of *Australian Privacy Principles* is to ensure businesses and government agencies manage personal information in an open and transparent way.




Review the *Academia – Quality Approach* section within this *Student Handbook* that relates to privacy protection. It provides you with information about:

-  The type of personal information that the entity collects and holds; how the entity collects and holds personal information;
-  The purposes for which the entity collects, holds, uses and discloses personal information;
-  How an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
-  How an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and
-  Whether the entity is likely to disclose personal information to overseas recipients.



### National Vocational Education and Training Regulator Act 2011 (NVR Act)





This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs. A core component of this legislation is that it defines the condition for the registration of an RTO which include:

-  Compliance with the *Standards for Registered Training Organisations 2025*
-  Compliance with the *VET Quality Framework* satisfying Fit and Proper Person Requirements
-  Satisfying the *Financial Viability Risk Assessment Requirements* notifying National VET Regulator of important changes cooperating with National VET Regulator
-  Compliance with directions given by the National VET Regulator

Academia is committed to upholding all obligations under the NVR Act.

## STUDENT SERVICES

Academia is committed to providing a quality learning experience with an inclusive environment, equal opportunity, and assistance where required at all stages of their enrolment through to completion. Student Services include;

-  Reasonable Adjustment with training and assessment resources  
*Eliminates or reduces barriers that students with disabilities might face, ensuring they have the same opportunities to succeed as every other student.*
-  Support Services  
*Provide resources and assistance to students, including those with disabilities, to help them succeed academically, socially, and personally.*
-  Language Barriers  
*Where students first language isn't English, they may have difficulties speaking, reading, and/or writing. In such events, Academia have various ways of facilitating assistance including strategies involving engaging translators or providing a scribe to hand write verbal responses. Further information regarding these offerings and services are found below in "reasonable adjustment" and "support services".*
-  External support networks  
*For those who come to Academia to seek guidance or assistance with any form of condition or concern. This may include struggling with mental health; unbalanced emotional wellbeing; counselling services; resources to help their peers – Academia will point students in the right direction as to who to seek help from, or where to go, in order to find the appropriate support.*

### LANGUAGE, LITERACY, NUMERACY & DIGITAL LITERACY (LLND) POLICY

Academia acknowledges our responsibility in supporting all students throughout the duration of their training and assessment, particularly where they may experience one or more *Language, Literacy, Numeracy and Digital Literacy* (LLND) challenge including but not limited to: weaknesses in language and communication skills (such as speaking and/or understanding English), experience difficulties in reading or writing, lack certain mathematical competencies, possess deficiencies in certain digital skills and abilities, and/or experience challenges or inability due to disability – any of which therefore results in difficulties participating in, or completing, particular training and assessment requirements unless otherwise assisted by an aid or use of support service.

Academia is committed to ensuring all training and/or assessment offered to individuals ensures there's equal opportunity to achieve a desired outcome without discrimination.

LLND deficiencies and weaknesses are identified within Academia's pre-enrolment and enrolment practices that provide opportunities for Academia to obtain information relating to the individuals *Language, Literacy, Numeracy and Digital Literacy* skills through direct communication or by written acknowledgement of such.

Where challenges, difficulties or lack of LLND skills are obtained pre-enrolment or during enrolment, Academia will be able to deliver the appropriate service to facilitate and support the student where necessary.

In the event such skill inadequacies are not made known prior to training and/or assessment practices, Academia's Trainers & Assessors are equipped with the knowledge to apply certain strategies to support the student whether it be



through reasonable adjustment measures or request for further assessment utilising a support service outside of their abilities.

Gaps and/or skill shortage in LLND include, but not limited to:

- 🔧 Language barriers / Non-English speaking background
- 🔧 Experiencing difficulties with reading
- 🔧 Conditions such as; Dyslexia and ADHD
- 🔧 Are hard of hearing (experience deafness)
- 🔧 Visual Impairment
- 🔧 Challenges with numeracy skills (calculations, multiplication, measurements) and/or utilising the application of mathematical methods
- 🔧 Lack of exposure or training in digital technologies, software and/or devices resulting in the reduced ability or inability to troubleshoot technical issues, understand online safety, use online platforms to research reliable information, utilise programs such as Microsoft word or Adobe for the creation of documents, and/or use emailing systems.

## LANGUAGE, LITERACY & NUMERACY (LLN) – FURTHER EXPLAINED

It is essential for Vocational Education and Training (VET) students to possess the adequate level of language, literacy and numeracy skills required to successfully participate in, and complete, their training and assessment.

Offering and providing support services to cater for the needs of learners experiencing LLN challenges or obstacles to ensure all students are provided adequate support to facilitate and/or assist students in completing their training and assessment to the best of their abilities.

The *Australian Core Skills Framework* identify the five (5) core skills that is essential for students to hold in order to effectively participate in effectively in the workplace, community, education sector, and diverse personal contexts.

These skills are;

- 🔧 Learning,
- 🔧 Reading,
- 🔧 Writing,
- 🔧 Oral communication, and
- 🔧 Numeracy.

LLN weaknesses may be present in vocabulary, spelling and basic maths. Gaps and/or skill shortage in LLN may include, but not limited to reasons such as;

- 🔧 Language barriers / Non-English speaking background
- 🔧 Experiencing difficulties with reading
- 🔧 Impairments eg: visual o hearing
- 🔧 Disabilities
- 🔧 Personality disorders
- 🔧 Conditions such as; Dyslexia and ADHD

LLN skills are the foundation for learning. Without adequate language, literacy, and numeracy skills, students may struggle to grasp key concepts in course content; understand course material; complete an assessment; and/or participate in training activities. Providing LLN support helps ensure that all students, regardless of their skill level, have the tools they need to succeed in their students.

It is an ASQA regulatory requirement that Academia assess the LLN skills and abilities of all students prior to the commencement of their training and assessment. Where weaknesses are identified or support services are required, Academia will provide the appropriate support where necessary. Our *LLND Support Services Policy and Procedure* ensures that all students can achieve competency outcomes within their course; that all assessments are fair and accessible to all students regardless of their LLN level.

It's not uncommon for Registered Training Organisations to service a diverse student population, including those from non-English speaking backgrounds, mature-age learners, and those who may have had limited formal education. At Academia, we purposefully built our *Language, Literacy & Numeracy Strategies and Support Services Policy and Procedure* around ensuring training and assessment operations are inclusive; that any barriers and difficulties for those with lower LLN skills are reduced; and therefore allowing all students to participate fully in training programs, fostering a fair and equitable learning environment.

At Academia, we value continuous improvement; so as a result of LLN services implemented, we will continue to improve the quality of our training and assessment services provided now and in the years to come.





### Cost of Support Services

Should Academia be required to engage a fee-based support service, the RTO will discuss with the learner the contribution required dependent on the services required and duration of services required ahead of the individual's enrolment commitment.

### DIGITAL LITERACY

In conjunction with the rapidly evolving technology, AI, software and digital industry, digital literacy is becoming increasingly critical for individuals to compete in business operations, and to participate in education, employment and social interventions.

The ACSF, including the Digital Literacy Skills Framework, facilitates a consistent national approach to the identification and development of the core skills in diverse personal, community, work and education and training contexts.

#### ⇒ Digital Literacy Skills Framework

The *Digital Literacy Skills Framework* determines the level of an individuals' digital literacy competency based on the following principles

LEVEL	COMPETENCIES
<b>Pre-Level 1</b>	<b>The individual:</b> <ul style="list-style-type: none"> <li>Demonstrates extremely limited awareness of self as a digital user</li> <li>Demonstrates an extremely limited knowledge and use of digital devices</li> </ul>
<b>Level 1</b>	<b>The individual:</b> <ul style="list-style-type: none"> <li>Demonstrates some awareness of self as a digital user</li> <li>Recognises a restricted range of methods of accessing and organising digital information</li> </ul>
<b>Level 2</b>	<b>The individual:</b> <ul style="list-style-type: none"> <li>Demonstrates an understanding of self as a digital user in familiar contexts</li> <li>Applies a limited range of strategies to manage digital devices and applications in familiar contexts</li> </ul>
<b>Leave 3</b>	<b>The individual demonstrates:</b> <ul style="list-style-type: none"> <li>Active awareness of self as a digital user in a range of familiar and some unfamiliar contexts</li> <li>Applies and experiments with digital tools and software in a range of familiar and some unfamiliar contexts</li> </ul>

### TRAINING AND ASSESSMENT STRATEGIES TO SUPPORT LLND

The following strategies may be implemented to support the individual needs of a student:

- Trainer & Assessor will plan the learning/classroom session ahead of time to be prepared for delivery.
- Trainer & Assessor is briefed on student/s who may require help during the class, whether it be one-on-one, the necessary requirement to speak and deliver a bit slower; and, be made aware of any impairments.
- Modifications of learning resources and/or materials that do not compromise the integrity of the assessment e.g. larger font size; break up complex sentences with bullet points; provide video links for a different educational approach to the topic; and/or addition of diagrams and images.
- Addition of visual assessment aids during delivery such as a PowerPoint presentation or visual charts.
- Provide one-on-one tutoring.
- Referral to an external agency for literacy and numeracy courses to assist with developing, and continuously expanding, literacy and numeracy skills.
- Provide flexibility in delivery times and methods in order to facilitate scheduling a support service to attend.
- Scribe - Academia will discuss engaging a scribe to facilitate any writing tasks on behalf of the student where the student has an inability to write.

The Queensland Curriculum & Assessment Authority states a Scribes role "is to transcribe the student's verbal responses and directions during the assessment". They must not alter or re-write the students work, interpret diagrams or instructions on behalf of the student, write technical or difficult words without the student indicating how to spell, or discuss an alternative response to a question with the student.



### Reasonable Adjustment Strategies

**Reasonable Adjustment:** Refers to modifications or changes made to the learning environment, teaching methods, assessment practices, or other aspects of the educational experience to enable students with disabilities to participate fully and on an equal basis with other students

*Reasonable Adjustment* is the modifications and/or accommodations implemented in the training and assessment delivery method to support an individual (student) who requires additional aid in order to successfully complete their assessment.

Academia is committed to providing all students equal opportunities, we're dedicated to ensuring students can complete their training and assessment to the best of their ability. The goal is to create a fair environment and facilitate reducing or removing any barriers that may be present by considering the individual's needs and support services that can be provided. As a result, Academia will conduct training and assessment services with *reasonable adjustment* to support a student in which a weakness in language, literacy and/or numeracy has been identified to provide equal opportunity for understanding content, obtaining knowledge and achieving competency.

Reasonable adjustment applications or strategies may include, but are not limited to any the following:

- ✎ Providing additional time to complete practical and/or written tasks within an assessment
- ✎ Ensuring the facility is accessible to cater for disability
- ✎ Using more visual aids such as diagrams or PowerPoint presentations to facilitate those whose learning style is strongly skewed towards visual
- ✎ Changing the font size in learning resources and/or student assessment packs for those who are visually impair
- ✎ Strategic seating arrangements for anyone who is hard-of-hearing to be placed at the front
- ✎ Modifying equipment or workstations to accommodate other physical disabilities
- ✎ Provide various options for course material accessibility (printed, digital, posted)
- ✎ Interpreter to further describe requirements where the learner then completes written or oral tasks
- ✎ Scribe to dictate students responses where the learner voices their responses in English

## SUPPORT SERVICES

**Support Services:** Support services encompass a broad range of assistance provided to students, which can include services specifically tailored to those with disabilities, as well as general support available to all students to enhance their educational experience.

Support Services provide a range of educational aids for students who require learning support to assist them in their training. Academia has a *Language, Literacy & Numeracy; LLN Strategy and Support Services Policy and Procedure* that is followed for every enrolment. The purpose of this policy is to outline how Academia will identify if support services required to assist a student in their training; ways a student can communicate their challenges and describes the sensitive approach we conduct when discussing the solutions Academia can offer the student.

Academia's enrolment process incorporates various opportunities for a Student to declare LLN weaknesses and/or deficiencies in order for us to provide comfort in knowing we can accommodate.

A part of our *Pre-Qualification* process is asking the student about their competencies regarding reading, writing, and computer skills, to ensure the student possess adequate skills to complete the training and assessment. Where a prospective student verifies shortfalls in a criteria, an LLN test will be sent to the student to complete, allowing us to further understand if support services are required, or if reasonable adjustment is to be incorporated in the training and assessment practices. Additionally, the *Academia Enrolment Form* provides an opportunity for the student to note any disabilities or long-term impairments with the option to nominate the need for support services to be engaged/implemented. The result of these two procedures will enable Academia to identify any gaps in the students' skills and identify the appropriate service to facilitate

Support services may include, but aren't limited too:

- ✎ A translator,
- ✎ A scribe, or
- ✎ An interpreter

Where it is identified that a student possesses a weakness in an element of learning, reading, writing, oral communication and/or numeracy - *support services* are offered to the student to support their training and/or assessment.



### Student Management System "Ammonite" - Student Support Services

Where a student completes the *Support Services* tasks within their student portal, *Ammonite* will prompt the allocated Trainer & Assessor to develop a *Student Support Plan* to actively help the individual with their challenges. Additionally, the platform will also provide options available for the student to access through external resources relative to the support service/s applicable or requested.

## PAYMENT OF FEES

### WHERE TO FIND COURSE FEES

Enrolment Fee information for each Academia unit of competency, course and/or qualification can be found on the;

- 📄 Associated Course Brochure;
- 🌐 Academia Website;
- 📄 Academia *Enrolment Form*, or
- 📞 Phone call enquiry followed up with written communication from a Academia representative.

### PAYMENT METHODS

Academia accepts payment for fees using:

- 📄 Electronic Funds Transfer/Direct Transfer to the *Academia Student Invoice Account* utilising the bank details provided on *Student Invoice* issued;
- 📄 Credit Card via a *Payment Card Industry (PCI) Service Provider\** through either:
  - Stripe, or
  - Westpac "EFTPOS Air"
- 📄 Bank Deposit;
- 📄 **Cash Payments are not accepted.**

\* A "PCI Service Provider" is a business that stores, processes, or transmits cardholder data for another entity.

Academia use "Stripe" as a third-party integration in our Student Management System "Ammonite" which offers Students the ability to process their invoice payment/s via Credit/Debit Card directly through their Student Portal. This integration also provides the opportunity for Academia to collect fee's over the phone should a student request this transaction method for their convenience. "Stripe" service fees may be charged to the Student for processing their payment, more information regarding this can be found in their "Terms of Service" available here: <https://stripe.com/au/legal/consumer> - The "Stripe Privacy Policy" can be accessed here: <https://stripe.com/au/privacy>

Westpac EFTPOS Air is a credit card "tap-to-pay" service for a face-to-face transaction, a service available for processing with the CEO **only**.

### GST FREE

All Nationally Recognised Qualification, Accredited Courses, and Units of Competencies are GST-free in accordance to the Australian Taxation Office (ATO) under the Goods and Services Tax (GST), tax rulings; section 38-85 GSTR 2003/1. The ruling explains the supply of a course for 'professional or trade course' is a GST-free education course.

As a result, GST is not charged to Students and all invoices that are directly related to professional development are 100% tax deductible.

### COOLING OFF

The *Standards for Registered Training Organisations 2025* require Academia to inform prospective students considering enrolment of their right to a statutory cooling off period.

A statutory cooling off period is a specified amount of time provided to a consumer (student) that allows an individual to withdraw from a consumer agreement (enrolment), where that agreement was established through unsolicited



marketing or sales tactics, or in the event unpredictable circumstance arise preventing the commencement or completion of an enrolment without penalty.

- It must be noted that Academia do not engage in unsolicited marketing or sales tactics. Academia provides a cooling off period should an individual change their mind only where no training or assessment services have been rendered.

Where an enrolment period has exceeded the ten (10) days cooling off period, or training and assessment services have been rendered during this period, please refer to the below *Refund Policy* within this *Student Handbook*.

## FEES AND CHARGES POLICY

Academia is committed to providing clear and accessible information regarding the fees and charges for our courses. We aim to ensure that all students understand their financial obligations before enrolling into their desired course, our *Fees and Charges Policy and Procedure* ensures transparency, fairness, and compliance with the relevant regulatory requirements relating to a fee-for-service structure.

Academia is a "Fee-For-Service" Registered Training Organisation - all students therefore incur a fee to complete their training and assessment. Course and Qualification fees are set at a level that reflects the quality of training and assessment services provided, whilst remaining competitive and affordable within the industry.

Course costs are outlined on the *Academia Enrolment Form* as well as confirmed in the students *Enrolment Pack and Information* email; both methods of communication verify how and when your unit of competency, course and/or qualifications fees are to be paid.

For students completing a Qualification or Short Course, as per *Standard 2.1 of Standards for Registered Training Organisations (RTOs) 2025*, Academia reserves the right to withhold issuing a Qualification or Statement of Attainment until all agreed fees the student owes are paid.

The *Fees and Charges Policy* should be read in conjunction with the *Refund Policy and Procedure* and the *Cancellation Policy and Procedure* to ensure transparency in processes Academia undertake.

## PROTECTING PRE-PAID STUDENTS

Division 3 – Accountability, Section 18 *Prepaid fee protection measures* within the *Compliance Requirements of the Standards for Registered Training Organisations 2025* states an NVR Registered Training Organisation cannot receive prepaid fees from or on behalf of an individual in excess of \$1,500 in relation to the same VET course.

As a result, where a Course or Qualification Enrolment Fee exceeds the value of \$1,500, Academia will not accept a pre-payment (deposit) over the value of \$1,500 unless paid via an Employer or Company.

In order to adhere to this regulatory requirement, Academia have set the deposit value to \$1,500, with the residual course fees owed prior to, or upon completion training and assessment services being rendered in full.

Should a student pay their enrolment fee in full or process a deposit that exceeds \$1,500; Academia will contact the student immediately to reiterate our obligations as an RTO, inform them a refund will be administered that equates to the excess value paid over \$1,500, and discuss their payment options relative to the residual funds moving forward.

# TRAINING AND ASSESSMENT

## TRAINING AND ASSESSMENT POLICY

The *Academia Training and Assessment Policy* outlines the standards and procedures for the delivery of training and assessment at Academia. The aim is to ensure all training and assessment services meet the requirements of the VET Quality Framework and provide a high-quality learning experience for students, preparing them for their chosen vocation or further studies. All training and assessment processes are systematically planned, consistently delivered, and regularly reviewed to ensure effectiveness and continuous improvement. All classroom assessments will be fair, reliable and valid, ensuring that all students have the opportunity to demonstrate their competency. Reasonable adjustments will be made to accommodate students with special needs or disabilities, without compromising the integrity of the assessment process.



## RECOGNITION OF PRIOR LEARNING (RPL) POLICY

Recognition of Prior Learning (RPL) is defined by the *Standards for Registered Training Organisations 2025* as an:

*"Assessment process that involves assessment of an individual's relevant prior learning and experience (including skills and knowledge obtained through formal and informal learning) to determine the extent to which the individual meets requirements specified in the training product."*

- 🔧 **Formal Learning:**  
*"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)"*
- 🔧 **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)"*
- 🔧 **Informal Learning**  
*"Learning that results through 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)"*

Academia is committed to ensuring our RPL Assessment practices:

- 🔧 Comply with the assessment requirements of the relevant training package or VET accredited course,
- 🔧 Is conducted in accordance with the *Principles of Assessment*,
- 🔧 Conducted in accordance with the *Rules of Evidence*,
- 🔧 Recognising the value of prior learning and its contribution to a student's educational and professional development,
- 🔧 Provide a fair, consistent, and transparent RPL process in compliance with the *Standards for RTOs 2025*, the *Australian Qualifications Framework (AQF)* and the relevant training package requirements, and
- 🔧 Ensure *Recognition of Prior Learning* is accessible to all eligible applicants.

## ELIGIBILITY AND ASSESSMENT

In order for a student to be deemed eligible for RPL and achieve an assessment outcome of competent, they must be able to demonstrate they possess the required skills and knowledge specified in each unit of competency within the desired Nationally Recognised Qualification and/or Course.

In order to achieve this requirement, it is the responsibility of Academia to conduct an effective pre-qualification process prior to a student enrolling as to ensure;

- 🔧 The Course or Qualification is suitable based on their current skill set and knowledge;
- 🔧 The student has adequate industry to demonstrate they have previously absorbed and acquired the knowledge and developed the skills relative to the *performance evidence* and *knowledge evidence* in each unit of competency as specified by the *National Training Package*;
- 🔧 The student is made aware of the evidence requirements and their obligation to supply evidence to support and demonstrate their knowledge, skills and abilities;
- 🔧 The student has a minimum of two (2) eligible *Third Party Referee's* who can verify their experience, skills and abilities.

Furthermore, Academia ensures a student has:

- 🔧 The capability to effectively and correctly combine the knowledge and skills to demonstrate their competency;
- 🔧 Consistently demonstrated their skills when performing relevant tasks in a variety of workplace situations, or has the ability to accurately do so in a simulated workplace situation/s;
- 🔧 An understanding of what they are doing and why, whilst performing tasks relevant to a unit of competency performance evidence requirement; and *has*
- 🔧 The ability to integrate performance with understanding in order to demonstrate they are able to adapt to different contexts and environments.

In addition, a student must:

- 🔧 Be assessed against all tasks identified within a unit's elements and its performance evidence requirements.
- 🔧 Demonstrate they are capable of performing these tasks to an acceptable level.








## THE RPL PROCESS

### What is it?

An RPL process typically involves a student providing documented evidence to support their prior experience in the qualification field. This includes but is not limited to; photos and/or document of work samples; reference letters, employment duty statement, practical demonstrations, and in the event the student cannot provide evidence they may be asked a series of competency-based questions by their Trainer & Assessor allowing the student to further demonstrate their skills, knowledge, and abilities against the relevant criteria.

### Summary of the Academia RPL Process



In order for a student to successfully achieve Recognition of Prior Learning, Academia must accurately verify the students competency against all training package requirements. In order to do so, Academia has formulated an effective, streamlined RPL process to assess a student's skills and knowledge and collect supporting evidence that verifies their competencies.

-  Our *Student RPL Assessment Toolkit* contains a series of forms and documents a student is required to complete. Each form provides instructions on how to complete the document, prompting the student to provide written evidence relative to the specific performance and knowledge evidence requirements within each unit of competency.  
This process provides the opportunity for a student to demonstrate their previously acquired skills and knowledge are complementary to that of the unit requirements. Knowledge evidence is partially obtained through the students' completion of a self-evaluation, whilst the documentation of work history examples supports the student's ability to appropriately apply relevant skills when performing their daily tasks, roles, and/or responsibilities.
-  Further to the *Student RPL Assessment Toolkit*, the student must supply additional documented evidence in support of their written responses and existing capabilities, confirming they have conducted, implemented, performed and/or completed the performance and knowledge tasks required to meet unit requirements. This includes, but is not limited too; work history examples; photos of works completed; timelapse videos completing specific tasks; previous education completed; and employment duty statement.
-  Lastly, the student is to supply a minimum of two (2) Third Party Referees such as their Employer, Supervisor, or someone they've worked with previously - they must either hold the relevant licence class tot hat of the students enrolment, or hold same the qualification or one deemed equivalent to that of the current training package. In addition, they must have supervised or managed the student for a minimum of two (2) years, observing them performing the relevant tasks, roles and responsibilities.  
One (1) Third Party Referee **must** complete the *Third Party Verification Report*, whilst the second can either write a detailed *Reference Letter* outlining your previous work history, duration of employment, roles and responsibilities etc, **or** complete the *Third Party Verification Report*.

In order for the Trainer & Assessor to effectively map the students competency and complete their competency assessment, the *Student RPL Assessment Toolkit*, *Third Party Verification Report/s*, and documented student evidence must all be completed and submitted in full.

Where gaps are identified the Trainer & Assessor will call the student to discuss the gaps and either suggest additional evidence to submit that demonstrates competency in the gaps, and/or conduct competency-based questions to collect and obtain verbal confirmation of the students' knowledge and their ability to apply skills reflective to those specified in the criteria elements that otherwise were unable to be supported with documented evidence.

### The RPL Assessment – Sequence of Events

<b>STEP 1</b>	 The student is contacted by their allocated Trainer & Assessor to schedule their RPL Assessment <i>RPL Assessments are available to be conducted face-to-face or via video meetings as to cater for regional, rural and outer State students</i>  This is confirmed via email where the Student is also provided their Qualification or Course specific <i>Evidence Guide</i> , and in some cases their <i>Student RPL Assessment Tool Kit</i> , in order to commence their collection of evidence
---------------	---



STEP 2	<p>The <i>Student RPL Assessment Tool Kit</i> contains documents for the student to complete that captures their work history; skills; knowledge; attributes; examples of when and how they demonstrate specific tasks relative to unit requirements; and the contact details for their nominated references.</p> <ul style="list-style-type: none"> <li>Where the <i>Student RPL Assessment Tool Kit</i> is only partially completed during the <i>RPL Assessment</i>, it may be supplied to the student to finalise from home, or a subsequent meeting is scheduled to facilitate completion.</li> <li>The Trainer &amp; Assessor discusses the evidence the student can supply in order to verify their skills, knowledge and experience.</li> <li>Competency-based questions may be conducted in the event a student does not have access to particular documented evidence and/or where their may be gaps identified in document responses provided where the student is otherwise competent.</li> </ul>
STEP 3	<ul style="list-style-type: none"> <li>The Trainer &amp; Assessor contacts the nominated <i>Third Party References</i> to discuss the students' current enrolment, confirm their eligibility as a <i>Third Party Referee</i>, and request they complete the necessary <i>Third Party Referee</i> document in order to fulfill the students qualification/course evidence requirements to validate their competency.</li> </ul>
STEP 4	<p>All documents are completed, student evidence has been submitted and returned.</p> <ul style="list-style-type: none"> <li>The Trainer &amp; Assessor conducts assessment and maps the students evidence to the performance and knowledge criteria.</li> <li>The student is deemed competent provided they have successfully substantiated all RPL requirements</li> </ul>
	<p>Where gaps are identified and further evidence is required; the Trainer &amp; Assessor contacts the student to suggest further documentation submission.</p> <ul style="list-style-type: none"> <li>In the event the student cannot supply additional evidence, the Trainer &amp; Assessor will conduct competency-based questions to verify the student has previously acquired, and can demonstrate, their ability to apply the specified knowledge criteria and/or perform the necessary tasks in a simulated environment. By doing so, the Trainer &amp; Assessor can document the student is competent in all criteria elements of the unit(s) of competency.</li> </ul>

## TRANSITION OF A NATIONALLY ACCREDITED TRAINING PRODUCT

### Superseded Products

A "superseded training product" refers to a qualification, skill set, or unit of competency within a training package that has been replaced by a newer version. This replacement occurs when industry needs or best practices change, and the previous version is no longer considered the most suitable or relevant.

- If a student is likely to complete within 12 months (or prior to the training package transition date), they may remain enrolled and complete the superseded product whilst under the monitoring and support of their allocated Trainer & Assessor
- Learners who don't, or are unable to complete, will be transitioned to the replacement product **within 12 months** from the date the replacement is released on training.gov.au, **unless an extended transition is approved by ASQA.**

### Deleted or Expired Products

Academia will not allow individuals to commence training and assessment in a training product that has expired, been removed or deleted from the National Register.

- No new enrolments are allowed once a product is deleted or expired.
- Students currently enrolled must complete and be issued certification **within the approved teach-out period**, generally up to **12 months** from the product's removal from training.gov.au.
- If not completed within the teach-out period, learners will be transitioned to an alternative product, where available.



## TRANSITION OF A NATIONALLY ACCREDITED TRAINING PRODUCT PROCEDURE

### Communications

To ensure communications are transparent and consistent, active students will receive written and verbal notification of how a training product undergoing transition may affect them

1. Formal emails will be issued by the CEO to all active students currently enrolled in the training product notifying the learner that they will also receive a phone call the further details the changes in the training product, times frames for transition and the process that follows in the event the student doesn't complete within the specified timeframe and subsequently will be withdrawn and transitioned to the update Training Package.
2. All active students enrolled in a Training Product with a transition period published, will receive a phone call regarding the update and advice on completing prior to this transition end date. The Student will be provided the opportunity to suspend their enrolment should they wish to acquire the future training package AQF outcome.

### Transition

All VET students enrolled in the superseded training product who didn't achieve competency and/or completion prior to the specified transition end date:

- Step 1:** Will be issued a *Statement of Attainment* upon course withdrawal in the event competency was achieved in one or more unit(s) of competency within the training product;
- Step 2:** Then be transferred into the replacement training product in a timely manner, awarding credit transfers for any applicable prior competencies achieved.  
Trainer support is provided throughout the lead up to the transition and will continue to be provided for the duration of the transition and student enrolment in the training package upgrade.
- Step 3:** Student may be required to participate in further training and/or assessment where the upgraded training package/product may include new and/or superseded and not equivalent unit(s) of competency where the required knowledge, skills and evidence requirements were not previously captured in assessment practices.

## CANCELLATION POLICY

### CANCELLATION BY THE STUDENT - PRIOR TO COURSE OR QUALIFICATION COMMENCEMENT

A student who is currently enrolled in a course or qualification with nil progression to date (nil commencement)

#### Notification by Student

Students may cancel their enrolment by providing written notice to Academia prior to the course start date or, in the case of assessment-only qualifications "*prior to commencement*" is identified as prior to the allocated Trainer & Assessor commencing the RPL Assessment process.

#### Refunds


Refunds for *Student Withdrawals* will be processed in accordance with the *Academia Refund Policy and Procedure* and further detailed in **Section 3** of the **Refund Policy and Procedure – Eligible Refunds** section in this *Student Handbook*.

### CANCELLATION BY THE STUDENT - AFTER COURSE OR QUALIFICATION COMMENCEMENT

Cancellation "after" course commencement or assessment progression has occurred, is hereafter deemed a **withdrawal**.

#### CPCWHS1001 Prepare to work Safely in the Construction Industry

Processed in accordance with the *Academia Refund Policy and Procedure*.

-  In relation to Assessment-Only fee-for-service Qualifications and Short Courses, Cancellation **after** course commencement is dependent on the amount of assessment serviced rendered and the circumstances in which the student is cancelling. Applicable refunds will be processed in accordance with the *Academia Refund Policy and Procedure* and further detailed in **Section 3** of the **Refund Policy and Procedure – Eligible Refunds** section in this *Student Handbook*.



### CANCELLATION BY ACADEMIA - CPCWHS1001 COURSE TRAINING SESSION IS POSTPONED

Classes may be impacted by unforeseen circumstances or insufficient enrolments, resulting in Academia cancelling and rescheduling a scheduled class. In the event Academia cancels or postpones a scheduled CPCWHS1001 Prepare to work safely in the construction industry class, Students have the right to withdraw their enrolment should course scheduling adjustments result in frustration and inconvenience.

#### Notification by Academia

- Academia will notify students in writing of the cancellation or postponement as soon as possible.
- Phone calls will also be conducted to apologise and notify students of the cancellation and advise on the subsequent scheduled date to attend.

#### Full Refund

Students will be entitled to a full refund of any fees paid if they elect to cancel their enrolment rather than accept a student allocation in the subsequent class.

### CANCELLATION DUE TO MISCONDUCT

Academia reserves the right to cancel a student's enrolment in the event of serious misconduct, including but not limited to:

#### Breach of Student Code of Conduct

#### Academic Dishonesty (plagiarism, cheating)

In such cases, the student will not be entitled to a refund. Academia will notify the student in writing if their enrolment is being cancelled due to misconduct or other reasons initiated by the RTO.

Applicable refunds will be processed in accordance with the Academia Refund Policy and Procedure and further detailed in the **Section 5** of the **Refund Policy and Procedure – Eligible Refunds** in this Academia Student Handbook.

### CANCELLATION PROCESS

<b>STEP 1</b>	The student must submit a written request for cancellation to the Academia Senior Administrator and/or CEO via email, phone or face to face.
<b>STEP 2</b>	Upon receiving a notification of cancellation, Academia will attempt to resolve any issues or concerns that directly reflect our practices and work with the Student to resolve any issues; provide additional support; discuss <i>reasonable adjustment</i> measures and/or discuss temporary course suspension. Should the student still wish to cancel, or have reasons beyond Academia's control or support, we will act with empathy and Step 3 will be initiated
<b>STEP 3</b>	If Step 2 the Student still wishes to cancel, Academia will acknowledge receipt of the cancellation request and formalise the request by responding to written communication attaching our <i>Cancellation Request Form</i> <Course Code> <Course Title> email with the Academia "Cancellation Request" form attached.
<b>STEP 4</b>	The student will receive an email of receipt upon return of the <i>Cancellation Form</i> . Any eligible refunds being disclosed in this communication including the <i>Refund Process</i> and <i>Refund Request Form</i>
<b>STEP 5</b>	Cancellation is processed → The student will receive written confirmation of the cancellation → Any information on applicable refunds or processed refunds will be contained → In the event there is any remaining financial obligations, these will be disclosed

Any Cancellations are then recorded on the "Student Cancellation Register" for continuous improvement.



## REFUND POLICY & PROCEDURE

**Introductory Note:** To access and/or view the full and complete version of the *Academia Refund Policy and Procedure*, please contact Academia via phone or email via the details provided on page one (1) of this *Fees and Charges Policy*. Where you have received an Academia course *Enrolment Pack and Information* email, you may also access this document by clicking on the hyperlink provided in your enrolment form.

The purpose of the *Academia Refund Policy and Procedure* is to ensure fairness and transparency for all students. The intention of this *Policy and Procedure* is to be as honest and clear as possible, outlining various factors affecting a refund outcome including; whether refunds are full or partial and under what circumstances each applies; what deems a refund request not applicable/denied; whether supporting documentation is required; processing timeframe and method, and how to appeal a decision made by Academia.

### ELIGIBLE REFUNDS

Refunds are available under the following circumstances:

1. CPCWHS1001 - scheduled training session cancellation by academia
2. Student Cancellation
3. Student Withdrawal
4. RTO Default
5. Student Dissatisfaction

#### 1. CPCWHS1001 - SCHEDULED TRAINING SESSION CANCELLATION BY ACADEMIA

If Academia cancels a scheduled course before it commences, a full refund will be offered to all enrolled students. **However**, where a student wishes to retain their enrolment and therefore be allocated a position in the subsequent course, no refund will be applicable.

#### 2. STUDENT CANCELLATION




"Cancellation" is defined as: A student with nil progression (0% commenced) in an active course or qualification they're enrolled in at Academia.

Students may be eligible for a full or partial refund depending on the timing of the cancellation.

<b>Day 1 to 10 of enrolment</b>	The Student is eligible to receive a full refund as this time frame is within the Academia Colling-Off period
<b>Day 11 to 21 of enrolment</b>	<p>🔧 A Student is eligible to receive a <b>partial refund of 50%</b> of the total fees paid to date.</p> <p>→ Fee's retained by Academia are for the contact attempts (both successful and un-responsive) and communications performed by Academia Staff and the students' allocated Trainer &amp; Assessor.</p> <p>🔧 In the event a student cancels on the basis of <i>compassionate or compelling</i> circumstances, Academia acknowledge that these scenarios are generally out of the students' control and as a result, may impact the ability for the student to progress.</p> <p>In the event a student claims compassionate or compelling circumstances, they must meet the following criteria to be deemed eligible:</p> <p>→ Illness, injury, or personal circumstances; or</p> <p>→ Permanent or temporary disability; and</p> <p>→ Pre-existing condition and/or disability is be evidenced in <i>Disability</i> section of the Students enrolment form.</p> <p>Where reasonable, a student cancelling for one or more of the above circumstances must supply a medical certificate to support their request.</p>





<p><b>Day 21 to 45 of enrolment</b></p>	<p> A Student is eligible to receive a <b>partial refund of 20%</b> of the total fees paid to date.</p> <p>→ Fee's retained by Academia are for the contact attempts (both successful and un-responsive) and communications performed by Academia Staff and the students' allocated Trainer &amp; Assessor.</p> <p> In the event a student cancels on the basis of <i>compassionate</i> or <i>compelling</i> circumstances, Academia acknowledge that these scenarios are generally out of the students' control and as a result, may impact the ability for the student to progress.</p> <p>In the event a student claims compassionate or compelling circumstances, they must meet the following criteria to be deemed eligible:</p> <p>→ Illness, injury, or personal circumstances; or</p> <p>→ Permanent or temporary disability; and</p> <p>→ Pre-existing condition and/or disability is be evidenced in <i>Disability</i> section of the Students enrolment form.</p> <p>Where reasonable, a student cancelling for one or more of the above circumstances must supply a medical certificate to support their request.</p>
<p><b>Enrolment duration exceeds 46 days</b></p>	<p><b>Refunds are not applicable at this stage of the enrolment</b> as a student has had more than six (6) weeks access to course materials and contact Academia to express any challenges they may be facing.</p> <p> During this time there must be evidence that Academia has attempted a minimum of three (3) forms of contact (including unanswered/unresponsive attempts) via phone and/or written communications (email or text) regarding the students course commencement; attempts to schedule communications; and contact encouraging commencement identifying students nil progression status.</p> <p>These communications are logged on the Student Management System Ammonite and date stamped as evidence of organisational contact.</p> <p><b>NOTE:</b> In the event a student claims compassionate or compelling circumstances, they may be eligible for a partial refund of 50% of the fees paid to date provided they meet the following criteria to be deemed eligible:</p> <p>→ Illness, injury, or personal circumstances; or</p> <p>→ Permanent or temporary disability; <b>and</b></p> <p>→ Pre-existing condition and/or disability is be evidenced in <i>Disability</i> section of the Students enrolment form.</p> <p>Where reasonable, a student cancelling for one or more of the above circumstances must supply a medical certificate to support their request.</p>

### 3. STUDENT WITHDRAWAL

"Withdrawal" is defined as:

A student who has commenced their training and/or assessment as evidenced by one of the following:

- An email scheduling their RPL Assessment where the student is provided with course documentation and instructions on how to progress;
- An RPL Assessment was completed with commencement and/or completion of some or all "Student RPL Assessment Toolkit" Course or Qualification documentation;
- An RPL Assessment was conducted and the Trainer & Assessor has attempted communications (answered or unanswered) regarding progression and following up the submission of some or all "Student RPL Assessment Toolkit" Course or Qualification documentation;



## IMPORTANT TO NOTE:

- Any refund applicable to *Scenario C* or *Scenario D* will be retained by *Academia Pty Ltd* for a maximum of six (6) months from the date the withdrawal data is finalised and *Statement of Attainment* is issued.
- A *Refund Request Form* will be issued as an attachment in the *Notification of Course Withdrawal* Email sent by the CEO cc'ing the Trainer & Assessor – this written communication will also contain a finalised *Statement of Attainment* for unit's where competency was achieved during the enrolment period.
- It is the student's responsibility to return this form within the specified time frame (six (6) months from the date of withdrawal) in order for the Academia CEO to process eligible refunds.

In line with the circumstances (scenarios) identified on *page 30 and 31* of which outline *student withdrawal*, should a student request to withdraw from a course or qualification, refunds may be provided based on the following four (4) scenarios:

<p><b>Scenario A.</b></p> <p><i>Extenuating Circumstances</i></p>	<p>In the event a student requests to <i>withdraw</i> due to extenuating circumstances, such as illness or unforeseen personal hardship, a refund may be approved provided any pre-existing condition and/or disability is evidenced in <i>Disability</i> section of the Students enrolment form and/or is supported by the submission of a medical certificate.</p> <p>Refund value applicable:</p> <ul style="list-style-type: none"> <li>→ <b>Enrolment has been active for 1 to 21 days</b> A full refund of fees paid to date <u>less</u> 5% for administration services rendered</li> <li>→ <b>Enrolment has been active for 22 to 45 days</b> A partial refund of 75% of the fees paid to date</li> <li>→ <b>Enrolment has been active for 46 or more days:</b> Partial refund of 25-50% of the fees paid to date</li> </ul> <p><i>Values are approximates highly dependant on students circumstance(s) and duration of active enrolment.</i></p>
<p><b>Scenario B.</b></p> <p><i>Not due to, or eligible for extenuating circumstances</i></p>	<p>The withdrawal is not due to, or eligible for extenuating circumstances will be determined on a pro-rata basis for the portion of the course completed or otherwise deemed fulfilled.</p> <p><b>Example 1 (Training and Assessment):</b></p> <ul style="list-style-type: none"> <li>→ Course fee is \$500</li> <li>→ 60% of the course is completed therefore refund value is 40% of the course fees paid</li> <li>→ Equals \$200 refund</li> </ul> <p><b>Example 2 (Assessment Only/Full RPL – 50% Completed)</b></p> <ul style="list-style-type: none"> <li>→ Adequate completion and submission of <u>one</u> the following deems the Qualification 50% completed: <ul style="list-style-type: none"> <li>- "Student RPL Assessment Toolkit" documents;</li> <li>- Submission of evidence;</li> <li>- Completion of "Third Party Reference Report/s"</li> </ul> </li> <li>⇒ Refund is 50% of the course fees paid to date</li> </ul> <p><b>Example 3 (Assessment Only/Full RPL – 75% Completed)</b></p> <ul style="list-style-type: none"> <li>→ Adequate completion and submission of <u>two</u> of the following deems the Qualification 75% completed: <ul style="list-style-type: none"> <li>- "Student RPL Assessment Toolkit" documents;</li> <li>- Submission of evidence;</li> <li>- Completion of "Third Party Reference Report/s"</li> </ul> </li> <li>⇒ Refund is 15% of the course fees paid to date</li> </ul>



<p><b>Scenario C.</b></p> <p><i>Uncontactable</i></p>	<p>Where a students RPL Assessment has been conducted and the student is deemed "uncontactable" or is not responding to communications conducted by Academia; and/or when responsive to contact are not following through with discussion outcomes; or are uncontactable the following refund terms apply:</p> <ul style="list-style-type: none"> <li>→ <b>Day 1 to 20 of enrolment:</b> 15% of course fees paid to date as commencement voids the cooling off period</li> <li>→ <b>Day 21 to 45 of enrolment</b> <ul style="list-style-type: none"> <li>a) Should the student only have processed the \$1,500 deposit, Academia will retain this value and no refund is applicable.</li> <li>b) In the event the full fee was processed, the student is eligible for a 50% refund.</li> </ul> </li> <li>→ <b>Enrolment exceeds 46 days</b> <b>No refund will apply.</b> <ul style="list-style-type: none"> <li>→ Services have been rendered and the student has had adequate time to express any disinterests in Course or Qualification completion.</li> </ul> </li> </ul> <p><b>NOTE:</b> Throughout the 46+ day of active enrolment, there must be documented evidence that Academia has attempted a minimum of three (3) forms of contact (including unanswered and answered attempts) via phone and/or written communications (email or text) regarding the students course progression; attempts to schedule additional assessment sessions to facilitate completion or address challenges</p>
<p><b>Scenario D.</b></p> <p><i>Student partially completes a course and wishes to withdraw</i></p>	<p>In the event a student has partially completed a course and wishes to withdraw prior their completion for any other reason including but not limited to, "I'm no longer interested", "I no longer need the outcome", "I don't have the time", or "my employer will pay the course fee if I complete it with my colleagues with an RTO they previously arranged"; the below terms will apply:</p> <ul style="list-style-type: none"> <li>a) Student RPL Assessment has been conducted and the student is not responding to communications conducted by Academia; and/or when responsive to contact are not following through with discussion outcomes; or are uncontactable – and contact Academia to cancel, terms identified in Section C above apply</li> <li>b) RPL Assessment has been conducted and adequate completion and submission of <b>one</b> the following deems the Qualification 50% completed: <ul style="list-style-type: none"> <li>→ "Student RPL Assessment Toolkit" documents;</li> <li>→ Submission of evidence;</li> <li>→ Completion of "Third Party Reference Report/s"</li> </ul> <p>Irrelevant to the duration of enrolment</p> <ul style="list-style-type: none"> <li>→ A refund of 50% for course fees <i>paid in full</i> will apply; <b>however</b></li> <li>→ In the event the student has only processed a \$1,500 deposit, Academia will retain this value and no refund is applicable.</li> </ul> </li> <li>c) RPL Assessment has been conducted and adequate completion and submission of <b>two</b> of the following deems the Qualification 75% completed: <ul style="list-style-type: none"> <li>→ "Student RPL Assessment Toolkit" documents;</li> <li>→ Submission of evidence;</li> <li>→ Completion of "Third Party Reference Report/s"</li> </ul> <p>Irrelevant to the duration of enrolment</p> <ul style="list-style-type: none"> <li>→ A refund of 20% for course fees <i>paid in full</i> will apply; <b>however</b></li> <li>→ In the event the student has only processed a \$1,500 deposit, Academia will retain this value and no refund is applicable.</li> </ul> </li> </ul>



#### 4. RTO Default

In the unlikely event that Academia is unable to deliver a course as agreed, students will be eligible for a full refund if they elect to not accept allocation in an alternative, fee-equivalent course.

#### 5. Student Dissatisfaction

All dissatisfaction statements and complaints are taken seriously and actioned with honesty, care, and compassion. As a result, *student dissatisfaction* claims will incur a unique refund value (if approved) based on the outcome of an investigation performed by the CEO of Academia Pty Ltd. Where the CEO is involved in the allegation made, the matter will be escalated to the Directors of Academia.

The investigation process involves understanding and reviewing all communications between all staff and the student, duration of enrolment, contact attempts (successful and uncontactable), and interviews where applicable.

Dissatisfaction allegations are addressed with importance and genuine concern as it directly reflects and criticises Academies' integrity and values. Due to the significance of such an allegation, and although actioned with respect and sensitivity, any claims must reference one or more of the following student experiences:

- 🔧 The student felt uncomfortable, targeted or discriminated against during the enrolment phase and/or training and assessment portion of their enrolment. A student may present this matter via the *Complaints and Appeals* process within five (5) days of the event having taken place, or prior to certified evidence of course completion being received (whichever comes first).  
In any case, a student is encouraged to contact the Academia CEO via phone (0400 616 405); or face to face at the Eagle Farm Office; or email ([operations@builtbyacademia.edu.au](mailto:operations@builtbyacademia.edu.au)) to document the event, discuss proceedings, and allow for arrangements to investigate the claim to proceed.
- 🔧 Student Services were not provided when previously discussed and arranged to be catered for.
- 🔧 Course delivery issues were consistent where training sessions were frequently cancelled rescheduled on more than two occasions, or poorly organised, therefore disrupting the learning experience and/or the ability for the student to commence employment as a result of the delivery controversies.
- 🔧 Poor quality and delivery of training and assessment where the student feels that the teaching methods and/or materials are inadequate, unclear, or not up to the expected standard.
- 🔧 The student is in possession of evidence (emails, messages, written feedback or videos/recordings) supporting the dissatisfaction experience has caused emotional upset or offence; or is in possession of evidence that reflects particular behaviours displayed within or by Academia was unacceptable, such as RTO practices, procedures, communication, or training and assessment experience, that has resulted in dissatisfaction of any form.

False allegations for the purpose of a refund will not be tolerated.

Where the student is partially or completely at fault for dissatisfaction claims, an investigation will continue to take place as to ensure all student experiences are treated equally and with respect to the dissatisfied. Furthermore, the outcome of the refund request may not result in student reimbursement should conclusions of the investigation not favour or support the claim.

The refund amount will be determined based on the *Course Withdrawal* terms specified in Section A and/or the extremity of the case presented at the discretion of the CEO at Academia Pty Ltd.

### Refund Process

To request a refund, students must follow these steps:

#### 1. Apply for a Refund Request

- a) The student must contact Academia's Operations Manager to request a refund; this can be actioned via phone, email, or face to face (*using the contact details on page two (2) of this Student Handbook*).
- b) The Operations Manager will investigate by reviewing enrolment information; student contact log entries; and communication threads to determine the outcome in alignment with the *Eligible Refund* criteria.
- c) Where the refund request is approved, the CEO will email the student a *Refund Request Form* outlining the refund value and secondary actions required on their behalf.  
In the event it's not approved, or an alternative refund value is identified, The CEO will be in contact with the student and follow up with a written response detailing the circumstances



## 2. Submit the Refund Request:




- a) Reply to the email communication sent by the CEO with the completed form. This must be done within seven (7) business days of the withdrawal or course cancellation request.
- b) **Provide Supporting Documentation**  
If applicable, students should provide supporting documentation in this response, such as a medical certificate or evidence of extenuating circumstances.

## 3. Review and Approval:

- a) Academia's' CEO will review the refund request form and supporting documentation (should this have been requested to further substantiate their claim)
- b) The student will be notified in writing regarding the outcome of the request within two (2) business days. The CEO will return the signed *Refund Request Form* to the student via email disclosing any projected processing times, attaching the remittance for the transfer
- c) Should the refund not be processed immediately, the CEO must respond as per (b) disclosing the date the refund will be processed

## 4. INTERNAL PROCESS

Upon finalisation of the students' course cancellation/withdrawal and associated refund, any or all of the following will be archived and stored as per Academia's *Archiving, Retention, Retrieval and Destruction Policy & Procedure*:

-  Printed enrolment document
-  Printed and partially completed assessment material(s)
-  Student digital file

# COMPLAINTS & APPEALS PROCESS

**Complaint:** A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by Academia in any form (email, phone, or via our Complaint Form) and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by Students.

**Appeal:** An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment, or a complaint decision. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to Academia within 28 days of the student being informed of the decision or finding.

## COMPLAINTS & APPEALS PROCESS

Complaints and Appeals are encouraged in the event a student or affected individual feels urged to lodge a notification based on an interaction(s) that may be experienced: during assessment with a Trainer & Assessor; during a class session; via written or verbal communications with an Academia representative; and/or whilst at an Academia premises.

The Staff at Academia Pty Ltd are elected for a purpose; that their values align with the companies; although they can be disappointing to receive, they're considered valuable feedback and will be utilised in a way that allows Academia to further grow and develop as a reputable, trustworthy Registered Training Organisation. This results in enhancing our processes; improving the delivery of content; and/or further developing communication methods and behaviours where appropriate.

Students may lodge a complaint regarding fees and charges through the *Complaints and Appeals Policy*, available on the Academia website or by contacting the Operation Managers with the details provided on page one (1) of this *Fees and Charges Policy*.





## Complaints &amp; Appeals: Step-by-Step Process

STEP 1	<b>Informal Resolution</b> <ul style="list-style-type: none"> <li>Should a student, employee or contractor approach Academia with a verbal or complaint, the CEO will first attempt to understand if the complaint is a substantiated claim and subsequently coordinate an apology to the complainant from the respondent (the individual the complaint was made about)</li> <li>The CEO will communicate an empathetic notion of sincere understanding on behalf of Academia.</li> <li>All correspondence is reported on in the <i>Academia Complaints and Appeals Register</i>.</li> <li>Where this is not an option, whether the complaint is substantial, or the complainant is really offended, step 2 is initiated.</li> </ul>
STEP 2	<b>Lodging a Complaint</b> <ul style="list-style-type: none"> <li>Anyone who requests to lodge a formal complaint is provided Academies' official <i>Complaint Form</i> to describe and explain the complaint in writing.</li> <li>Where the complainant experiences weaknesses in LLN and therefore experiences difficulty in expressing the complaint in writing, they will be offered the opportunity to have someone write their complaint via verbatim.</li> <li><i>Academia Pty Ltd</i> understands that this may be a sensitive issue for the Complainant; they may be embarrassed, angry or nervous lodging a complaint or appeal, however Academia will be supportive throughout the process for the safety and well-being of the complainant.</li> </ul>
STEP 3	<b>Receipt and Acknowledgement of Complaint</b> <p>Academia will acknowledge all written complaints or appeals within five (5) business days of receiving the written communication by responding to the complainant via email – this response will also contain Academia's <i>Complaints and Appeals Policy and Procedure</i> that further details the process, steps, and timeframes for resolution.</p>
STEP 4	<b>Investigation</b> <p>An independent and impartial investigation will be conducted – all relevant information will be gathered, and parties involved will have the opportunity to present their case.</p>
STEP 5	<b>Decision</b> <p>A decision will be made based on the evidence provided, the outcome may include supporting, dismissing, or partially upholding the complaint or appeal.</p>
STEP 6	<b>Resolution and Communication</b> <ul style="list-style-type: none"> <li>The complainant and respondent will be notified of any decision and actions that have resulted from the investigation within twenty (20) business days of the formal lodgement.</li> <li>Should the Complainant be dissatisfied with the outcome, they may request a review of the decision and appeal to have another Academia Manager review and resolve the complaint who was not previously involved in the process.</li> </ul>
STEP 7	<b>Record Keeping and Continuous Improvement</b> <p>All complaints and appeals are to be logged appropriately and securely on the <i>Academia Complaints and Appeals Register</i> and are to be retained for a minimum of five (5) years.</p>



# COMPLETION

## PRINTING & ISSUING NATIONALLY RECOGNISED QUALIFICATIONS AND STATEMENT OF ATTAINMENTS

A *Statement of Attainment* will be issued for individual units of competency completed by students when they have met all the relevant assessment and competency requirements. As per *Division 2 – Integrity of Nationally Recognised Training Produce, Section 9 Issuance of AQF certification documentation*, of the *Compliance Standards/Requirements* within the *Standards for RTO's 2025*, a *Statement of Attainment* will be issued within thirty (30) calendar days of the student being assessed as competent, provided all outstanding fees have been paid and the necessary administrative processes have been completed.

Academia will maintain accurate records of all Nationally Accredited Qualifications, Certificates and Statements of Attainments issued and will retain records for a thirty (30) years as per regulatory compliance requirements. Academia is committed to ensuring that all AQF Qualifications, Statements of Attainments and Certificates are:

- ✋ Issued in accordance with the *Standards for RTOs 2025*.
- ✋ Accurate, secure, and meet all formatting requirements as outlined by the *Australian Qualifications Framework (AQF)* and *National Recognised Training (NRT)* logo specifications.
- ✋ Provided promptly to eligible students within thirty (30) calendar days of course completion or withdrawal provided all course fees have been paid in full.
- ✋ Protected with a QR Code as security to prevent fraud.
- ✋ Delivered electronically via the secure Student Management System *Ammonite* upon issuing.
- ✋ Printed for postage to the students nominated postal address within five (5) business days of being issued.

## REISSUING OF QUALIFICATIONS, CERTIFICATES AND STATEMENTS OF ATTAINMENTS

In the event that a *Statement of Attainment* is misplaced, damaged, or requires reissuing, students may request a replacement by submitting a formal request in writing to the Academia's administration team.

There is a re-issuing fee of \$20.00 payable at the time of the request to initiate immediate action processed via the Academia PCI Service Provider *Stripe* or *Westpac EFTPOS Air* for face-to-face transactions. This fee is relative to administration services, printing expenses and postal fees associated with reissuing taking into consideration the time exhausted in relation to travel and preparation of the request.

A fee will not be incurred should the student wish to collect the re-issued document/s provided adequate notice and/or specified time and date of collection has been communicated.

## ASSESSMENT SUBMISSION POLICY

### CLASSROOM TRAINING & ASSESSMENT – CPCWHS1001 PREPARE TO WORK SAFELY IN THE CONSTRUCTION INDUSTRY

All students who complete classroom training and assessment face to face, must submit their final assessment upon the class session completion for the Trainer & Assessor to mark. Students who attend class via *Connected Real Time Delivery* (live online attendance) are encouraged to submit their course work upon class completion, but where this may not be possible, students are required to submit their student assessment no later than forty-eight (48) hours after the training session is finalised.

### RECOGNITION OF PRIOR LEARNING – STUDENT COMMITMENT

Students are encouraged to submit all evidence and *Student RPL Assessment Toolkit* documents upon completing these elements of their assessment. Academia understands that the collection of evidence may take some time to complete and as a result, there is no requirement to submit both elements of the assessment process simultaneously. The student is encouraged to supply their Trainer & Assessor with a completed *Student RPL Assessment Toolkit* should this be completed via correspondence prior to finalising their evidence. This allows the Trainer & Assessor to commence their assessment and mapping of student competency to further provide guidance in the evidence collection process.

Throughout a student's duration of active course or qualification enrolment, the allocated Trainer & Assessor will remain in contact to ensure the student is progressing with their requirements post RPL Assessment and provide assistance where the student may be facing challenges or constraints, ensuring the student is on track and supported. To ensure the students AQF Qualification and/or Statement of Attainment is issued in a timely manner, all outstanding fees are encouraged to be processed upon completion and submission of their RPL documents and evidence. Notice will be provided to facilitate this process.



## RECOGNITION OF PRIOR LEARNING – TRAINER & ASSESSOR OBLIGATIONS

Upon receiving all required documents (*Student RPL Assessment Toolkit*, student evidence and *Third Party* documents) Trainers & Assessors are expected to finalise a student's outcome of assessment within seven (7) days and where necessary, action any gap-training or conduct any *competency-based questions* within this timeframe to ensure the student can complete in a timely manner upon concluding their obligations. Trainers & Assessors are to submit a student's file to the CEO for data and compliance and issuing of the relevant AQF Qualification and/or Statement of Attainment.

## SECURITY OF RECORDS

Academia has a comprehensive, thorough and secure, *Archiving, Retention, Retrieval and Destruction Policy & Procedure* that ensures all hard copy student records are stored safely, privately, and in accordance with the ASQA *Standards for RTO's 2025* and any other Regulatory requirements we are obligated to adhere to within other training contracts. This process is strictly managed and conducted by the Academia CEO who is the only member of Academia with access to the code-locked archive room for additional security.

All digital files are securely stored in the Academia cloud for the duration specified by regulatory bodies, in a password protected file, to ensure all *Australian Privacy Principles* are complied with and your personal details are not at risk of exposure.

To sight Academia's *Privacy Policy*, please visit our website [www.builtbyacademia.edu.au](http://www.builtbyacademia.edu.au) for a downloadable copy or refer to the 'Privacy Notice' in this student handbook for more information relative to how and why your records and personal information must be retained.

## ACCESSING YOUR RECORDS

In accordance with the *Privacy Act 1988 (Cth)* and the *Standards for Registered Training Organisations (RTOs) 2025*, previous and active students of Academia have the right to review and correct their information, and retrieve any documentation held by or issued by Academia.

Academia ensure that whilst actioning these requests we're preserving the security of all student data, communicating with transparency and adhering to the *Academia Privacy Policy* and legislation specified within the *Privacy Act 1988*.

### Access to Student Records

All students have the right to request access to their records through re-issuing processes and/or direct access including:

- ✚ Completed Qualification/s, Certificate/s, and/or Statement of Attainment/s
- ✚ Paid invoices for student enrolment fees for tax purposes and/or reconciliation
- ✚ Students will have access to their *Student Portal* even after the completion of a Nationally Accredited or Non-Accredited Course or Qualification where they can download their invoices and access their Course/Qualification profile providing access to the relevant *Resource Library* and post-completion (which contains helpful industry weblinks and documents; Building and Construction relevant legislation; fact sheets; templates and more)
- ✚ Provided the student's identity is verified, they may request to be provided JP verified documents provided to the RTO upon enrolment that are deemed current (issued thirty (30) days or less from enquiry). These may only be emailed to the student's nominated email address or collected face-to-face via USB or colour print.
- ✚ Their *Unique Student Identifier (USI)* number **provided** the student submits explicit, hand signed written authorisation and consent to Academia to supply them with their USI which may be received in person or via email. When actioning, Academia will ensure compliance with privacy laws, the *Student Identifiers Act 2014* and the *Standards for RTOs 2025*, particularly regarding the handling of personal information

Due to legislative and/or regulatory requirements, Academia do not and cannot provide access to, and/or retrieval of, the following information;

- ✚ A student's completed *CPCWHS1001 Student Assessment* after their Statement of Attainment has been issued, or for the purpose of re-assessment,
- ✚ A student's completed *RPL Assessment Tool Kit*, evidence and/or *Third Party Referee* reports or letters,
- ✚ Access to someone else's documents, personal or otherwise on behalf of a student,
- ✚ The student's USI number (unless they submit the necessary consent documentation specified in the section above). Should a previous or active student misplace their USI and refuse to provide written authorisation, Academia will not provide this information however will guide them on how to retrieve it via the USI Registry System.



## Access to Records for the purpose of updating

In accordance with Academia's *Privacy Policy*; where a request to access student records is made via telephone, the individual will be vetted during the call to ensure the identity matches that of the caller, concluded with the request that the student to communicate the request via writing in an email to the [operations@builtbybuiltbyacademia.edu.au](mailto:operations@builtbybuiltbyacademia.edu.au) confirming updated information to be actioned and the consent to action on their behalf. Any requests in writing will be followed up with a call from Academia's CEO to verify identity and confirm the request prior to updating details.

## CEASING OPERATION – RECORD ACCESS

In the event Academia ceases operations, we will take all necessary steps to comply with relevant legislation and regulatory requirements, including communications to past, active, and prospective students. This process includes transferring all student records and AVETMISS data to ASQA and the NCVER at the time of ceasing operations. This ensures students have access course status data on their USI transcripts including outcomes such as; cancelled, continuing enrolment, withdrawn and competency achieved, to verify any Academia results.

## AQF QUALIFICATION ISSUANCE POLICY

The *AQF Qualification Issuance Policy* exists to ensure that all Students, when completed or partially completed, nationally recognised training and assessment, receive all certification documents that they are entitled too.

Academia will issue all AQF certification documentation (Qualifications and Statements of Attainment) to a student within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to Academia have been paid.

A copy of the *AQF Qualification Issuance Policy* can be found by following his link:

<https://www.aqf.edu.au/publication/aqf-qualifications-issuance-policy>

## CONCLUSION

This Student Handbook has been designed to provide you with the essential information and support you need to make the most of your learning experience with Academia - Thank you for taking the time to review it.

We are dedicated to helping you achieve your personal and professional goals through a high-quality, engaging, and futuristic training and assessment experience that meets individual needs and aspirations.

If you have any questions or require further assistance, our team is here to support you, so please don't hesitate to contact us.

*We wish you every success in your educational journey and look forward to celebrating your achievements!!*



## DEFINITIONS & ABBREVIATIONS

**Accreditation:** (Often referred to as “accredited” in this Student Handbook) is the formal recognition of a course by the Australian Skills Quality Authority (ASQA), in accordance with the Standards for VET Regulators 2015 and the Standards for VET Accredited Courses 2021.

**Archiving:** The action of placing or storing something that is no longer in use; transferring data, files, or documents from a primary storage location, to a secondary storage location for retention.

**“ASQA”:** Australian Skills Quality Authority

**“AQF”:** Australian Qualifications Framework

**Competent:** The consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

**Compliance:** (In reference to an RTO achieving compliance) Compliance is reached when requirements of the VET Quality Framework or Standards for VET Accredited Courses have been met.

**Connected Real Time Delivery (CRTD):** a form of face-to-face training and assessment:

- 🔧 Using live video streaming/conferencing on platforms such as Zoom, Microsoft Teams or Google Meet
- 🔧 Involving real time interaction between a nominated Trainer & Assessor and students
- 🔧 Involving active participation by students
- 🔧 Where a student's evidence of identity can be verified in real time
- 🔧 Where direct observation or verbal assessment can be undertaken for all assessment components.

**Destruction:** The action and process of securely disposing of records, items, information and data that is no longer required

**Ethics:** Moral principles that govern an individuals or groups' behaviour, or the conducting of an activity; a set of standards of right and wrong that outline rights, obligations, fairness, or specific virtues

**General Construction Induction Training:** (GCIT) means the GCIT course delivered face-to-face either in a classroom or by connected real time delivery (CRTD)

**Information Privacy Act 2009:** The Queensland Information Privacy Act 2009 (the Act) provides a right for individuals to have their personal information collected and handled in accordance with certain rules or 'privacy principles'. The privacy principles only apply to Queensland Government agencies.

**LLND:** Abbreviation for 'Language Literacy Numeracy and Digital literacy'

- 🔧 **Language:** Encompasses all skills involved with speaking, listening, the use of correct grammar in writing, and appropriate verbal use of phrases and sentence structure.
- 🔧 **Literacy:** The ability to read and write
- 🔧 **Numeracy:** Refers to the application of mathematical skills in real life scenarios; the way we use numbers; how someone interprets data, the ability to perform simple math equations, and the ability to use formulas on calculators such as, finding the percentage of a sum.
- 🔧 **Digital Literacy:** An individual's proficiencies in technical skills to operate devices and software, the understanding of how to leverage these tools to achieve personal, academic, and professional goal, and the ability to effectively use digital technologies to complete tasks and solve problems

**National Register:** The official national register on vocational education and training (VET) in Australia “training.gov.au”. It is the authoritative source of information on training packages, qualifications, accredited courses, units of competency, skill sets and registered training organisations (RTOs).

**National Vocational Education and Training Regulator Act 2011 (NVETR Act):** The foundational legislation that governs the Australian Skills Quality Authority (ASQA); the Act outlines the responsibilities of ASQA, RTO registration requirements, and enforcement powers

**“NCVER”:** National Centre for Vocational Education Research

**“NRT”:** Nationally Recognised Training





**Qualification:** A formal certification, issued by a relevant approved body, in recognition that a person has achieved learning outcomes or competencies relevant to identified individual, professional, industry or community needs

**Real Time:** means the actual time during which training and assessment takes place. The Nominated Trainer must be delivering the training and observing the assessment as it takes place; a recording is not sufficient.

**Regulator (GCIT specific):** means the Queensland public service officer appointed under schedule 2 of the "Work Health and Safety Act 2011" (WHS Act) to perform the functions of the Regulator under the WHS Act and any delegate of the regulator duly appointed pursuant to section 154 of the WHS Act.

**Retention:** The method or practice of holding, storing, maintaining, and archiving important, confidential information over a required period of time

**Retrieval:** The process of locating and accessing archived records

**Rules of Evidence:** a set of criteria established by the Australian Skills Quality Authority (ASQA) to ensure that the evidence collected during assessments is robust and trustworthy. These rules are essential for determining whether a student has met the required competency standards to achieve a competent outcome. The 'Standards for Registered Training Organisation (2025)' enforce the application of "Rules of Evidence" in RTO assessment systems.

**Standards for Registered Training Organisations (RTOs) 2025:** "The 2025 Standards for RTOs are enabled by the National Vocational Education and Training Regulator Act 2011 and represent all Governments' shared ambition to lift quality across the VET sector, through enabling a more flexible, robust and quality-driven approach to regulation. These Standards provide a clearer and more direct link between the requirements RTOs are expected to meet and the outcomes they are expected to deliver."

There are three components of the 2025 Standards for RTOs:

- **Outcome Standards (legislation):** Outcome focused requirements that support the delivery of nationally consistent and high-quality training that leads to quality outcomes for students, industry, employers and the Australian community.
- **Compliance requirements (legislation):** Administrative requirements (including the Fit and Proper Person Requirements and NRT Logo Conditions of Use Policy) that support integrity in the VET sector.
- **Credential Policy (TGA):** An enforceable policy that operates alongside the Standards and outlines the credentials required for delivering training and assessments and undertaking validation of assessment.

ASQA enforces the Standards for Registered Training Organisations – these Standards describe the requirements for all RTO's to enforce to ensure that all training delivered meet that industry requirements, has integrity for employment and further study; and ensure RTO's operate ethically and consider the needs of both the students and industry.

**Statement of Attainment:** A statement given to a person confirming that the person has satisfied the requirements of units of competency or modules specified in the statement.

**Student:** A person being trained and/or assessed by the RTO for the purpose of issuing AQF certification documentation

**Third Party:** Any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee

**TGA:** The official national register for vocational education and training (VET) in Australia ([www.training.gov.au](http://www.training.gov.au)). It serves as the authoritative source for information on training packages, qualifications, accredited courses, units of competency, skill sets, and Registered Training Organisations (RTOs) approved to deliver nationally recognised training. Essentially, TGA provides comprehensive details about the VET sector in Australia.

**Training Package:** Training package means the components of a training package endorsed by the Industry and Skills Council or its delegate in accordance with the Standards for Training Packages. The endorsed components of a training package are: units of competency; assessment requirements (associated with each unit of competency); qualifications; and credit arrangements. The endorsed components form part of the requirements that an RTO must meet under these Standards. A training package also consists of a non-endorsed, quality assured companion volume/s which contains industry advice to RTOs on different aspects of implementation.

**"USI":** Unique Student Identifier

**VET Legislation:** the "National Vocational Education and Training Regulator Act 2011 (Cth)" the "Further Education and Training Act 2014 (Qld)", any corresponding legislation of another Australian State or Territory relating to the regulation of RTO's, and any amendments made to such legislation from time to time.

