

# 18fifty3

TRAINING

## Student Handbook

Policies and Procedures - V4.2



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## Welcome to 18fifty3 Training

18fifty3 Training is a private RTO registered with the Australian Skills Quality Authority (ASQA) that specialises in Information Technology qualifications in an adaptive and innovative style.

18fifty3 Training provides the capacity to be responsive to emerging technology workforce demands, by offering Vocational Education and Training (VET) pathways that support a contemporary workforce to be adaptive and responsive to the growing age of technology.

All VET programs are conducted by qualified professionals, to maximise learning outcomes and enhance workforce performance. The trainers and assessors utilised will be qualified in accordance with the Standards for RTOs 2025.

18fifty3 Training is an Australian, Indigenous-owned initiative that was started as Goanna Solutions Education Pty Ltd trading as Goanna Education by Corey Brown, a Gamilaroi man from Northern NSW, and Liam Harte, a Dunghutti man from the Mid-North Coast. They wanted to ensure that First Nations people, communities, and enterprises were able to participate in and benefit from the digital economy. Corey and Liam recognise the increasing importance of the technology sector in our economy and understand that technology skills and experience are essential for you to make a career in that field.

In 2024 Goanna Solutions Education Pty Ltd's ownership transferred to John Sayers 18fifty3 Group. John Sayers is descendant from the Bundawang (Yuin) Mob. Yuin is the name referred to for the Aboriginal Tribal group occupying the coastal area between Jervis Bay and Twofold Bay. The Bundawang tribe were the Aboriginals to be sighted by Captain Cook in 1770, on Koorbrua beach at Murramarang. The tribal area of Bundawang is from Conjola in the north, Lake George in the West, and the Moruya (Deua) River in the south. John is a passionate and successful businessman. John brings a wealth of knowledge, leadership, and mentoring to the 18fifty3 Group team. He is passionate about indigenous employment and training, creating jobs for those in remote areas across Australia. John wants to join modern technology, Aboriginal culture, and land management skills to drive solutions for training and employment in remote Australia.

18fifty3 Training is about pushing the boundaries of education to find innovative solutions to the issues of the modern workplace and the digital divide.

We do things differently. We do them quickly. We do them effectively. Our graduates are highly skilled, job-ready, and prepared to take the next step in their careers.

*18fifty3 Training recognises Aboriginal and Torres Strait Islander peoples as Australia's first peoples, and the traditional custodians of the land where we live and work. We pay our respects to elders, past, present and emerging, and we are proud to live in a country which is home to the world's oldest living cultures.*

## Message from the CEO

I would like to welcome you to 18fifty3 Training and trust that you will enjoy your learning experience with us.

18fifty3 Training is a Registered Training Organisation which means that it is approved to deliver nationally recognised training and issue accredited qualifications according to its scope of registration.

Being a Registered Training Organisation also means that 18fifty3 Training meets the high standards of compliance set by the regulatory body; Australian Skills Quality Authority (ASQA).

18fifty3 Training commits to:

- Providing all enrolled Students with high quality training and assessment services that lead to nationally recognised qualifications and statements of attainment and support the achievement of career pathways in the IT sector.
- Recognising and valuing the diversity of Students through inclusive learning approaches that are based on adult learning principles.
- Equity principles and practices by all 18fifty3 Training employees and representatives.

The following information outlines the various policies and procedures that relate to your learning experience with us.

I wish you all the very best for your learning experience with us.

Mel Redding  
CEO

## Key Contact Details

### 18fifty3 Training Office

Address is  
Djiyagiyulang-gal Enterprise Hub  
2/27 Cope St, Redfern 2016

Phone: 1300 402 582  
Website: [goanna.edu.au](http://goanna.edu.au)  
Email: [education@goanna.edu.au](mailto:education@goanna.edu.au)

## Program Guarantee

It is the intention of the CEO of 18fifty3 Training that all students will receive the full training services paid for at all times, including but not limited to training and assessment, assessment only, Recognition of Prior Learning (RPL) or short courses.

The corporate structure, governance and financial management systems and processes guarantee the training for students enrolled with 18fifty3 Training.

If 18fifty3 Training are unable to provide you with continued training, we will provide a refund for training which has not been delivered. 18fifty3 Training will make every effort to place you with another organisation to complete your training.

If 18fifty3 Training ceases operations or no longer delivers any part of the agreed training program, we will support you by sourcing another training provider suitably placed to deliver the program and easily accessible by you. If a suitable provider cannot be sourced and the training program is transferred, a refund for the training which has not been delivered will be provided.

18fifty3 Training is responsible for issuance of all AQF Certificates of Qualifications and Statements of Attainment.

Upon successful completion of all units required to be undertaken in your chosen qualification and competent results recorded, 18fifty3 Training will issue an AQF Certificate or Statement of Attainment, dependent on results. If you withdraw or cancel from the program, and there are units which you have competent results recorded, an AQF Statement of Attainment will be issued. All qualifications issued under the AQF will be compliant in accordance with the AQF directions for issuance of qualifications.

All Certificates and Statements of Attainment will be issued within 30 days of the recorded completion/cancellation date.

18fifty3 Training will retain all completed student assessment items for a period of six (6) months and records of attainment of units of competency and qualifications results for 30 years from the date of issuance.

## Student Admission and Enrolment

All students are assessed on their eligibility against entry criteria of the course to which they applied. Applicants will be notified of the results of their application. If the applicant is not satisfied with the result of the application, they may request the application to be reviewed.

Upon acceptance of the enrolment application, students will be provided with confirmation of enrolment and information relating to the commencement of the course and orientation will be provided.

Each qualification course program will have their own entry requirements those required by training.gov.au and those required by 18fifty3 Training. These requirements will be outlined in the Course Brochure however, listed below are the general requirements all prospective students will need to meet in order to enrol in a course.

## General Entry Requirements

### Language, Literacy and Numeracy (LLN)

18fifty3 Training recognises that reading, writing, listening, speaking and mathematical concepts are integral skills required for the course and industry, and are therefore an important component of training. As all students are individuals with different life experiences, literacy and numeracy skills will vary.

As part of 18fifty3 Training's enrolment process, students are required to complete a Pre-Training Assessment which includes a Language, Literacy and Numeracy (LLN) test. 18fifty3 Training courses require English Language, Literacy and Numeracy (LLN) skills appropriate to the course level. Should any concerns be identified, 18fifty3 Training will be in touch to discuss support networks and enrolment acceptance. If appropriate resources are not available in-house, for example an interpreter for a participant from a non-English speaking background, support will be provided in the form of referrals to the appropriate agency/service.

### Technical requirements

Being an RTO that delivers IT qualification, 18fifty3 Training expects a minimum level of technical capabilities from students. Students are therefore required to have a moderate level of computer literacy when enrolling into a 18fifty3 Training course.

They should have a basic knowledge of hardware, software and firmware aspects of personal computers and/or laptops.

Students should understand and know how to use:

- the internet
- email
- various Microsoft Office suite programs
- social media applications e.g., Facebook, Instagram

Prospective students will complete a digital literacy test to identify the level of digital literacy prior to their enrolment being confirmed.

## System requirements

There are minimal information technology requirements to optimally access the online Learning Management System (LMS) this is where the course content will be upload and delivered; they include:

- A modern computer/laptop
  - RAM: Minimum: 8 GB; Recommended: 16 GB
  - Processor: Minimum: x64 Processor: 2.0 GHz; Recommended: 3.0 GHz or faster
  - Hard disk: Minimum: 250 GB+
- Webcam
- Microphone
- Internet access (Broadband or higher)
- A modern Web Browser (e.g., latest version of Google Chrome, etc).
- Microsoft Office Suite of programs such as Word and Excel 2019, Office 365 or later
- Any PDF reader

## Citizenship Status

18fifty3 Training is only approved to accept enrolments from Australian Citizens or Australian Permanent Residents or selected Humanitarian Vesa Holders. If you have any questions in relation to your VISA, please contact 18fifty3 Training to discuss.

## Identification

Students will complete an online 18fifty3 Training Enrolment Form as part of their course registration and agree to the 18fifty3 Training terms and conditions. During this time, students are required to provide photo identification that enables 18fifty3 Training to verify their identity.

An up-to-date Driver's License, Passport or Proof of Identity Card with a current photograph will be accepted.

## Applying for a Unique Student Identifier (USI)

All students are required to have a USI and will be required to provide it to administrative staff on enrolment. Students will not be issued with a Certificate or Statement of Attainment (SOA) without providing their USI. The USI needs to be created online by the student. If students are unable to create their USI, relevant Administrative staff can do so on their behalf.

To obtain a USI follow the link below for instructions to create an USI:

<http://www.usi.gov.au/Students/Pages/steps-to-create-your-USI.aspx>.

If you are having difficulty creating a USI, contact the training coordinator who will be able to assist you. In exceptional circumstances, 18fifty3 Training is able to create a USI on a student's behalf if given written permission and provided with the appropriate documentation.

By providing a USI, students are giving 18fifty3 Training permission to verify it to ensure that the USI provided is correct.

## Completing student AVETMISS requirements

AVETMISS stands for the Australian Vocational Education and Training Management Information Statistical Standard. It is a nationally consistent data standard that ensures the accurate capture, reporting and analysis of Vocational Education and Training (VET) activities throughout Australia.

AVETMISS is a mandatory reporting requirement set by the National Regulator, the Australian Skills Quality Authority (ASQA).

18fifty3 Training's executive office is required to collect student AVETMISS data through aXcelerate and submit to ASQA annually.

All 18fifty3 Training students must complete their AVETMISS information on enrolment by logging into aXcelerate. It is important that the information is completed accurately, and all legal names and information is provided.

Upon enrolment students are issued with an automatic email from 18fifty3 Training's administration with instructions on how to complete the AVETMISS information.

All students must read the privacy notice and sign the student declaration and consent contained in the Student Declaration Form (at the end of this Handbook).

## Minimum numbers

Classroom and online courses may be offered on a first in basis where a maximum number of enrolments apply. 18fifty3 Training reserves the right to cancel a course if insufficient enrolments are received. Late enrolments may be accepted at the discretion of 18fifty3 Training.

Course dates and fees are subject to change without prior notice.

## Policies and Procedures

18fifty3 Training operates within the guidelines of the 18fifty3 Training Student Enrolment Policy.

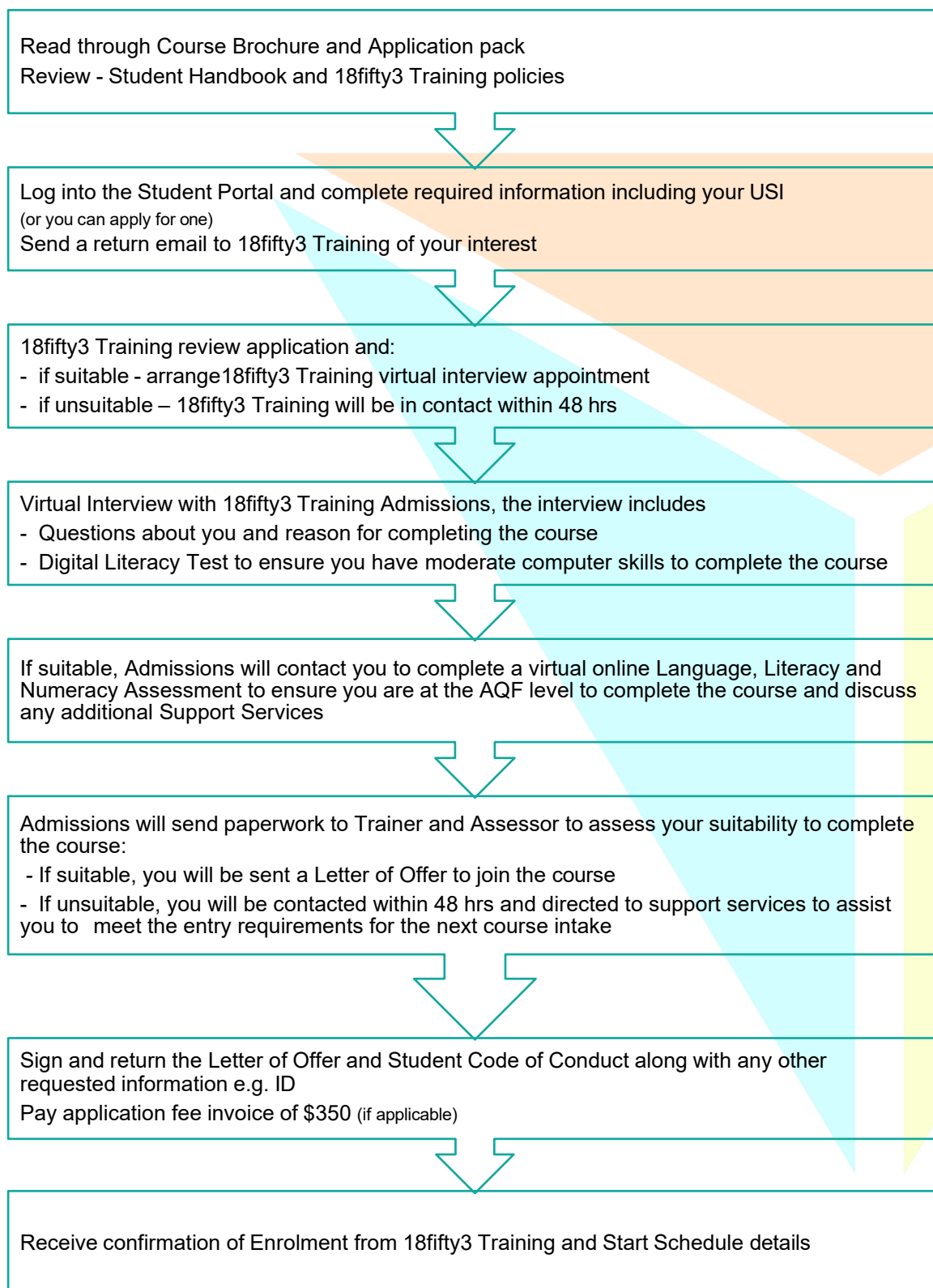
## Selection and Enrolment

Each course has specific entry requirements which a student will need to meet in order to be accepted into the course. These are identified in the Course Brochure booklet for each course. All 18fifty3 Training courses require students to meet minimum English language levels before being enrolled. To get the most from the course, students should be able to read online material and textbooks, complete written assignments and conduct research independently. Study will include online assessments, text-based discussions and collaborations.

Some courses may require students to be assessed on their Language, Literacy and Numeracy (LLN) skills to ensure they have the required skills to complete the course. If you are required to complete an LLN assessment, your assessment will be reviewed by a qualified trainer and assessor who will advise of the results. If it is deemed that you need additional LLN skills to complete the course, 18fifty3 Training will plan a program of support for you prior to enrolling in the qualification or refer you to an external provider for support.

You will be notified of your enrolment once the application process is finalised. Over the page is an outline of the enrolment process

## The Enrolment Process



## Student Orientation

At the commencement of training and throughout the course, The Training Coordinator will provide students with essential information about their course, including learning outcomes, course structure, delivery schedule/timetable, assessment requirements, etc. This information will assist in ensuring that the learning experience is safe, successful and rewarding.

### Enrolment payment of course fees (if applicable)

On acceptance of your enrolment application, 18fifty3 Training will issue you with a deposit invoice for pre-enrolment administrative services. Once your enrolment has been accepted, 18fifty3 Training will issue the remaining initial instalment fee payable prior to course commencement. Students will be provided with the Schedule of Fees and payment schedule prior to enrolment.

An upfront Application Fee will be required to be paid prior to course commencement and this fee will not exceed \$1500AUD. Once this fee has been paid and confirmation has been received by 18fifty3 Training, your place in the course will be confirmed through a Confirmation of Enrolment email.

This email will include all the details you will need to know for class. In a classroom-based course, information can include:

- Courses start date
- Course information
- Training venue
- Trainer information and contact details

In an online course, information can include:

- Accessing the Course
- Accessing your course material
- Details for student support
- Trainer information and contact details

The initial quote or price presented by 18fifty3 Training to a prospective student is based on the information provided by the student.

The price for training and/or assessment may vary during the course, if the amount of training requested by the student, or the proportion of training versus RPL assessment varies during the course.

Prices quoted by 18fifty3 Training include pre-enrolment administration elements, including but not limited to; application processing, capturing and verifying student identification, applying for any relevant funding, Language, Literacy and Numeracy (LLN) testing and marking and establishment of a Training Plan.

The initial amount paid at the time of enrolment covers only the provision of these pre-enrolment services. A refund of the initial payment made at the time of enrolment may only be applied for where:

- a. The application for a refund is received within fourteen (14) days of payment and
- b. The student has not commenced the course or commenced any units.

Where a student has enrolled in a single unit or short course, a refund may only be applied for where;

- a. The application for a refund is received within fourteen (14) days of payment and
- b. The student has not commenced the course or commenced any units.

The initial amount paid at enrolment will form part of the Total course fees if the student commences the course. Otherwise it will remain a pre-enrolment service fee.

In any instance where fees have not been paid in advance, 18fifty3 Training reserves the right to withhold certification documents until all applicable fees are received.

## Learning in the Workplace

18fifty3 Training recognises that a valuable contribution to student learning happens in the workplace. Our courses are designed to assist students to improve their work performance, as well as provide them with opportunities to progress in their chosen career pathway. Training and assessment activities reflect the knowledge and skills used in the workplace so that the learning is useful and effective.

## Course Pathways

There are three (3) course pathways available for a student to complete a course and achieve their qualification/statement of attainment:

1. Recognition of Prior Learning Pathway – apply for recognition for all or some of the units of competency.
2. Credit Transfer – a recognition of current competency.
3. Complete Course Pathway - attend all training sessions; complete all developmental tasks and all units of competency assessments as required.

Please note: It is at the discretion of 18fifty3 Training to approve the course pathway.

## Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that allows experienced individuals to gain a qualification or Statement of Attainment (SoA) by producing evidence of what they already know, can do or have done.

RPL provides an opportunity for students to gain recognition based on skills and knowledge they have recently gained through experience, as well as any training that may have been completed that is outside of formal training arrangements.

RPL has many benefits:

- finish the training earlier
- avoids duplication of training and maximises the value of training
- it creates a learning culture by valuing and recognising learning that has occurred in the workplace.

When enrolling in your course, speak to your Training Coordinator about applying for RPL and obtaining the Recognition of Prior Learning Information Booklet for Candidates.

Where a fee or student contribution is charged, the fee will include any Recognition of Prior Learning.

## What is the Recognition of Prior Learning Pathway?

Recognition of Prior Learning (RPL) is the recognition of a person's current skills and knowledge acquired through prior learning from other training, work or life experience. If this pathway is suitable for you, you may request this pathway before or at 18fifty3 Training Orientation.

Please see your Training Coordinator to discuss the 18fifty3 Training RPL Guide and Application for your qualification/unit of competency(s). You may apply for RPL against the entire qualification or the units of competency that you believe you have already achieved competency. Your intent needs to also be noted on your Enrolment Form.

The RPL application process will require you to submit: a professional portfolio of evidence; verified copies of prior qualifications and;

- validated work experience
- general life experience
- or a combination of any or all of these.

This is required to be submitted within two weeks of submitting your RPL application and associated evidence.

The evidence you provide must meet the following criteria:

- Relevant and valid – All evidence must relate to the current unit(s).
- Sufficient – Generally three (3) forms of evidence are required for each unit of competency.
- Authentic – All evidence must be your own, must reflect actual workplace/life experience that directly relates to the unit of competency. All evidence that is submitted must be verified. For example, the evidence may be sighted and verified by a JP or confirmed by your supervisor.
- Current – Unit of competency related evidence should not be older than two years.

This is the evidence that should indicate that you have used the knowledge and skills over the last two years and preferably no more than three years ago, otherwise it might be deemed inadequate evidence of current competence.

If the evidence does not meet the above criteria your Trainer may suggest one or more of the following options:

- You may be required to provide additional evidence
- You may need to demonstrate further on-the-job skills and knowledge relating to competence.
- You may be requested to complete whole or part of a unit of study assessment.

You are welcome to request a copy of the current 18fifty3 Training Fee and Charges Schedule for pricing and conditions.

## Credit Transfer

Credit Transfer/s will be granted for any unit(s) of competency (UOC) that have been previously attained from other RTOs. The UOCs must directly match or are deemed equivalent.

18fifty3 Training will need to determine if they are able to grant the credit transfer depending on both your qualifications and the rules that apply to the course you are enrolling in.

To apply for a Credit Transfer or to find out more, contact your Training Coordinator prior to or on enrolment to discuss arrangements.

If you decide to apply for Credit Transfers, you will be required to provide originals or certified copies of your Certificate(s), Record of Results or SOA(s). You will be required to bring the verified copies of the qualifications or the original plus a copy for us to verify within two weeks of course commencement.

You will need to give written permission for 18fifty3 Training to verify your documents with the issuing institution through the Credit Transfer Application form.

Once your Program Coordinator has verified the documents you provided, the credit transfer will be noted and recorded on your file and will show the unit/s for which you have received credit.

Where the UOC that you have is not considered equivalent, your Training Coordinator may advise you to apply for Recognition of Prior Learning (RPL).

## Complete Course Pathway

Within the Complete Course Pathway, students will attend all training sessions and complete all course related activities, developmental tasks and assessments as required.

Please note that 18fifty3 Training offers the range of course pathways outlined in this book flexibly, and students are welcome to undertake their course with a combination of the above.

## Trainers and Assessors

18fifty3 Training Trainers and Assessors are fully qualified; they have expertise in their field and current industry experience.

This will ensure that the training you receive is up to date and of the best quality.

Your trainers and assessors will be able to assist you with your training and assessments and any other support needs you may have in order to achieve your training goals.

The contact details of your trainers and assessors or other support personnel can be found in your Confirmation of Enrolment email/letter.

## Course Extension, Deferral and Withdrawal

There are circumstances that may arise during a student's training that may require them to consider extending, deferring, or withdrawing from the training. It is the student's responsibility to inform the Training Coordinator and complete the necessary steps and forms as outlined below.

### Extension

An extension is a request for additional time to complete course requirements including assessments, clinical placements (if appropriate) and clinical simulation, etc.

To be granted an extension you must apply in writing via email to your Training Coordinator prior to the due dates (except for circumstances that prevent you from doing so).

You must include the following information in your request:

- reasons for your inability to complete the course requirements within the original due dates and
- new extended due dates that you believe will be sufficient to complete the course.

### Deferral

A deferral is a request to delay the continuance of your training without jeopardising your enrolment.

To be granted a deferral you must apply in writing via email to your Training Coordinator by completing the Application to Defer Studies.

You must include the following information in your request:

- reasons for the deferral
- proposed new program dates

A deferral, if approved, will be allowed up to a maximum of six (6) months.

### Withdrawal

Withdrawing from a training program removes any claim to re-enrol in the same program.

You are however entitled to receive a Statement of Attainment for any units of competency achieved (this will be issued to you within thirty (30) days of receiving the Withdrawal form).

You must give formal notice of your intent to withdraw by completing and submitting the Course Withdrawal Form available from your Training Coordinator.

Where the reason for withdrawal relates to dissatisfaction with the delivery of the training by 18fifty3 Training, the Training Coordinator will arrange a meeting with you to discuss this and attempt to resolve the issues so that you can continue in your course.

Where you are dissatisfied with outcomes from this discussion, you may also access 18fifty3 Training Complaints and Appeals.

Withdrawn students may be able to enrol in subsequent programs. However, the reasons for the withdrawal may be taken into account in any decision to accept the student into a later program.

## Assessment Requirements

It is recommended that you also refer to your Course Guide for specific information regarding assessment requirements and conditions.

For Nationally Recognised Training, there are assessment requirements for each unit of competency. At commencement and throughout, you will be provided with Student Assessment Workbooks that include all the assessment tasks that you must complete for each unit of competency, including instructions for completion and the timing for submission.

Assessment methods vary depending on the course but can include written questions, case studies, workplace projects, workplace evidence, examinations, role plays and workplace observations.

You will need to achieve a satisfactory result in all assessment tasks in a unit of competency to achieve an overall outcome of Competent (C).

You are required to provide your assessment by the due date, unless you have negotiated with your Training Coordinator/Assessor for an extension of time prior to the due date. There will need to be extenuating circumstances for extensions to be granted.

Once you complete an assessment task, you will be assessed as Satisfactory or Not Yet Satisfactory in that task. If you are deemed Not Yet Satisfactory, you will be provided with a further opportunity to successfully complete the task or skill.

If you are then unable to achieve a satisfactory result, you will need to have a conversation with your Training Coordinator/Assessor about further options.

If you receive a satisfactory result for ALL the assessment tasks for your unit of competency, you will be assessed as Competent (C).

If you are unable to achieve a satisfactory result for all assessment tasks, you will be assessed as Not Competent (NC).

The 18fifty3 Training Progress Procedure will be triggered, and the Organisation will be notified if you:

- Fail to submit your assessment on time, without prior approval
- Do not discuss this with your Training Coordinator, within two weeks of the assessment due date, or
- Achieve a consistent Not Competent (NC) result

This may result in you being withdrawn from the program. If you decide to submit your assessment items after you have been deemed NC, you must first negotiate this with your Training Coordinator/Assessor. If you are given permission to submit and you are successful, the NC status will change to C. If you do not agree with an assessment decision, you can lodge an assessment appeal

as described in Complaints and Appeals. If you have any concerns regarding the assessment requirements, contact your Training Coordinator to discuss.

## Reasonable Adjustment

Reasonable adjustment means a modification made to the learning environment, training or assessment methods used to enable students with a specific identified need, such as disability, learning difficulty, etc. to access and participate in training on the same basis as those without disability. The adjustment must be 'reasonable' in that it must not impose unjustifiable hardship on the person or 18fifty3 Training and must not compromise the integrity of the assessment.

Examples of reasonable adjustment could include providing support to individual students, assistive technology, modifying the assessment process or the format of materials, or adjusting the physical environment. Please discuss your assessment needs with your Training Coordinator/Assessor prior to the commencement of the assessment phase.

## Academic Progress

18fifty3 Training is committed to ensuring that students achieve the academic requirements for the course in which they are enrolled.

All students enrolled in 18fifty3 Training courses are required to meet academic progress requirements as specified in this Handbook and any additional requirements outlined in the Course Guides.

If you do not meet academic progress requirements, your enrolment may be cancelled.

Satisfactory Academic Progress is where the student achieves:

- Satisfactory completion and submission of all assessments
- Competence in all units of competency
- All classroom and clinical/work placements attendance
- Absences from classroom training/ clinical and work placement are permitted for the following reasons (and subject to documentary evidence being provided):
  - Illness or injury, where a medical certificate states that the student was unable to attend classes or complete assessments
  - Family circumstances such as sick children or the bereavement of close family members
  - Involvement in a traumatic incident
  - Other legitimate circumstances not described above supported by evidence.

Failure to meet one or more of any of the above requirements may be deemed as Unsatisfactory Academic Progress.

This includes but is not limited to unsatisfactory completion of assessment item/s after agreed extensions or repeated Not Competent results

Where there is an attendance requirement, and you are unable to attend you must notify **BOTH** your Training Coordinator and your workplace Manager as soon as possible giving the reasons why you cannot attend.

You must provide the Training Coordinator with a medical certificate or other relevant evidence.

As training dates are provided prior to your enrolment and ahead of training session times, it is your responsibility to organise appointments, leave or other commitments around the training. This is to ensure your learning opportunity within 18fifty3 Training is maximised.

## Management of Unsatisfactory Academic Progress

If you are not achieving the academic progress requirements, the following process will apply:

### The Informal Process

The Training Coordinator will contact you to discuss your unsatisfactory progress and negotiate any actions/support to assist you to meet course requirements.

A record of this discussion will be retained by the Training Coordinator on file. If there are agreed actions, the record will be signed by both the Training Coordinator and the student. Your progress will be monitored to ensure that you meet academic progress requirements.

### The Formal Process

#### First Warning Letter

If following the initial discussion, you continue not to meet satisfactory academic progress, you will receive a first warning letter requesting you to attend a formal meeting with the Training Coordinator.

Your Manager (if applicable) will be informed of this.

Revisions to any support you are currently receiving, plus any additional action required will be discussed at this meeting.

You will be provided with the minutes and actions arising from this meeting. A copy of the minutes will be signed by you and kept on file.

Your progress will be monitored to ensure that you meet academic progress requirements.

#### Second Warning Letter

If following the first formal meeting your academic progress remains unsatisfactory, a second warning letter will be issued, and the matter will be referred to the Student Review Panel.

You will be invited to attend a meeting with the Student Review Panel to discuss the issues including mitigating circumstance.

If you choose to attend the meeting, you may bring a support person who can be a family member or friend. The support person may attend the meeting with you but must not interfere with the proceedings.

The Student Review Panel will make a decision and inform you in writing of its decision. You will receive a copy of the minutes of the meeting.

The decision will either be to cancel your enrolment or to inform you of conditions that you must meet in order to continue with your course.

Note that where the Student Review Panel has decided that the student's enrolment should be maintained with conditions attached, the student's progress will be closely monitored.

Where conditions are not met, the student will be informed of the cancellation of their enrolment with the further right of appeal. Refer to Appeal Process.

If you do not accept the decision of the Student Review Panel you may appeal to the 18fifty3 Training Executive Office. Refer to Appeal Process.

## Complaints

A **Complaint** is defined as a person's expression of dissatisfaction with any aspect of the services provided by 18fifty3 Training, including the conduct of trainers and assessors, any other staff or any other student.

No party involved in a complaint will suffer discrimination or victimisation.

Complaints relating to serious matters, such as bullying, harassment, physical harm, threats and discrimination are escalated directly to the 18fifty3 Training Executive Office.

Where a formal complaint is received, 18fifty3 Training is committed to resolving it promptly, confidentially and objectively.

18fifty3 Training encourages students to promptly address and resolve issues or difficulties directly with the person/s concerned and to deal with the issue before it escalates to a formal complaint.

If you are unable to resolve the issue or difficulty with the person concerned, the matter should be discussed with the Training Coordinator.

If you are still unable to resolve the issue a formal complaint should be made by completing the Complaints Form. Include as much information as possible including suggestions for resolution.

Your complaint will be investigated, and a decision will be made as to how best to resolve the issue.

You will be provided with a written response which will include the decision, reasons for the decision and any recommendations. The response will further advise you of your right to access the internal appeals process if you are not satisfied with the outcome of the formal complaint process.

Complaints can also be made via the following avenues:

### **National Complaints Hotline:**

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint.

Consumers can register a complaint with the National Training Complaints Hotline by:

**Phone:** 13 38 73, Monday–Friday, 8am to 6pm nationally.

**Email:** [skilling@education.gov.au](mailto:skilling@education.gov.au)

For more information about the National Complaints Hotline, refer to the following webpage:

<https://www.education.gov.au/NTCH>

### **OR**

### **Australian Skills Quality Authority (ASQA):**

Students may complain to ASQA. However, ASQA will only use the information students provide to inform its regulatory approach and will not act as the student's advocate.

For more information, refer to the following webpage: <http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html>

## Appeal Process

An **Appeal** is a request to review a decision that has previously been made.

This includes complaints, assessment related appeals, decisions about academic progress and attendance, as well as non- assessment related decisions.

## Assessment Decision Appeal

In the first instance, you are encouraged to discuss any dissatisfaction with an assessment decision with your Assessor.

If you wish to formally appeal an assessment decision you must complete the Assessment Decision Appeal Form (available through the Training Coordinator) and submit it to the Training Coordinator within ten (10) working days of receiving the assessment decision.

If you have reasonable grounds for appeal, your assessment will be reviewed by an additional two assessors.

Following the review, you will be sent a letter indicating the decision, the reasons for the decision and any actions to be taken.

If you do not accept the finding of the appeal, you may appeal in writing to the Site Manager within ten (10) working days of receiving the letter.

The Site Manager will investigate, review the case and make a decision. You will be informed of this decision in writing.

If you do not accept the findings of the appeal, you may follow the Internal Appeal Process outlined below.

### Internal Appeal Process

This process can be used to appeal a decision made after the following decisions:

- Complaint
- Assessment Decision Appeal
- Academic Progress including Dismissals
- Academic Misconduct

Where you are dissatisfied with the outcome of any of the above decisions, you may lodge an appeal in writing within ten (10) working days of the date of the letter advising you of the decision.

The matter will be referred to the 18fifty3 Training Appeals Committee who will review the case. The Appeals Committee may request further information over the phone or in writing.

The Appeals Committee will organise a face-to-face meeting with you to present your case.

You have the right to be accompanied by a support person who may be a family member or friend. This person may attend but must not interfere with the proceedings.

Should you refuse to attend the meeting, investigations will be carried out based on the evidence provided and the requirement that the student be interviewed prior to the decision being made will be waived.

Following the review, you will be sent a letter indicating the decision, the reasons for the decision and any actions to be taken.

If you do not accept the findings of the appeal, you may follow the External Appeal Process outlined below.

Matters of serious nature relating to student misconduct are escalated and referred to the 18fifty3 Training Executive Office.

## External Appeal Process

Following the decision made by the Appeals Committee, if you wish to pursue the external appeals process, you must do so in writing within ten (10) working days.

You will be advised that the matter will be referred to an independent mediator, chosen by 18fifty3 Training Executive Office.

The 18fifty3 Training Executive Office will contact the independent mediator to advise of the external appeal and to confirm details of the appeal process to be followed.

You will be provided, in writing, with information on the external appeal process that will be followed, as well as the contact details of the mediator.

## Accessing Records

You can access your records by either:

- Contacting the Training manager, you will be asked to provide a range of details such as your personal details and present a form of ID before you can access your records; or
- Accessing the 18fifty3 Training Learning System, where available, and using your username and password.

You can access these records at any time and as often as you like. There is no charge to access your records.

## Issuance of qualifications

- On completion of your course, successful completion of all assessments and a competent result for all Units of Competency (UOC) in the qualification, you will be issued a Qualification Certificate and a Record of Results showing the units of competency achieved in the course.
- If you are successful in completion of all assessments and a competent result for any UOC/s (but not a Full Qualification) you will receive a Statement of Attainment that lists the individual UOCs achieved.
- Certificates, Statements of Attainment and Record of Results will be issued within thirty (30) days of your being assessed as competent in the final UOC (of the Qualification, Skill Set, Skills Cluster or Stand-alone UOC)
- Records of Qualifications and Statements of Attainment are kept on record for a period of at least thirty (30) years. Students can request replacements of their statements or qualifications at any time. There is a fee for this.

## Student feedback

Your feedback is important to us and assists in ensuring that our services meet your needs.

Please help us by completing the surveys that are provided to you by your trainer/assessor throughout your course.

We also welcome feedback from you at any time by email or telephone.

## Continual Improvement of Learning Materials

18fifty3 Training maintains a continual improvement focus by undertaking regular internal audits of our learning materials and resources.

All modifications to our training material and resources are contained in a version control register.

We do this in an effort to maintain up-to-date and industry specific information and learning tools to students. Where possible, a copy of any new research is provided to students currently studying relevant units.

Assessment tasks are also regularly reviewed ensuring they stay valid, relevant, that information is current, and format is easily understood, instructions to students are clear and that outcomes are authentic and consistent.

The Training and Development Coordinator identifies Acts, Regulations, Standards and other requirements pertaining to 18fifty3 Training's activities, products and services by a range of means including direct liaison with relevant bodies: ASQA, Skills IQ, Industry bodies and our Industry partners. 18fifty3 Training welcomes feedback from students. A feedback form is included in each student's learning materials and the results are collated and considered when reviewing materials. An annual survey is also distributed to both students and their supervisors and this feedback is also used as part of our continuous improvement strategy.

## Misconduct

### Academic Misconduct

All 18fifty3 Training staff and students are bound by the 18fifty3 Training Code of Conduct.

Academic misconduct is any action or attempted action that may result in creating an unfair academic advantage for oneself or an unfair academic advantage or disadvantage for any other member or members of the academic community.

Examples include, but not limited to, cheating, collusion, plagiarism. 18fifty3 Training has no tolerance for plagiarism, cheating and collusion.

Actions by students such as plagiarism and collusion (see definitions listed) are not permitted. These actions will be treated by 18fifty3 Training as academic misconduct and will be penalised.

### Plagiarism

Plagiarism is the act of copying and using another person's expressions or ideas, without acknowledging them. Plagiarism may be intentional or unintentional:

Unintentional plagiarism arises due to confusion over how to reference, poor literacy skills or confusion over the difference between copyright and common knowledge information. Intentional plagiarism involves the deliberate act of copying, pasting and presenting someone else's work/ideas/intellectual property as their own.

### Cheating

Cheating is seeking to obtain an unfair advantage in the assessment of any piece of work. Examples include copying another student's work, having another person complete assessment on your behalf and using hidden notes in examinations. It is important to understand the personal consequences and loss of trust that accompany cheating and academic dishonesty.

### Collusion

Collusion is unauthorised collaboration between students, for example, it could be where two students collaborate on a piece of work with the intention that at least one of them passes the work off as their own.

Other academic misconduct includes, but is not limited to:

- tampering, or attempting to tamper, with class work, grades or class records

- failing to abide by directions of a member of program staff regarding individual responsibility for the submission of assessable work, including that for any group work submitted
- impersonating another student, or arranging for anyone to impersonate a student, in an assessment task
- falsifying or fabricating reports
- altering group assessment work that has been agreed as final by all participating students prior to submission without the collaborating students' consent; and
- use of taped, recorded or videotaped lectures, tutorials or other classes in a way that infringes another person's privacy or intellectual property rights - for example, by publishing or distributing a recording without permission from the Training Coordinator/Assessor.

## **Minor and Substantial Misconduct**

The terms 'minor misconduct' and 'substantial misconduct' indicate 18fifty3 Training's view of the gravity of the impact of the alleged breach of the Policy. Substantial Misconduct will result in dismissal.

The process for managing academic misconduct including processes for investigation and hearing of allegations of misconduct is outlined in the 18fifty3 Training Academic Misconduct Procedure. This document is available on request from your Training Coordinator.

## **Non – Academic Misconduct**

Non-Academic misconduct on the part of a student will be managed in accordance with the 18fifty3 Training Managing Misconduct Policy Directive (or other relevant 18fifty3 Training policy directives).

Examples of misconduct include unacceptable behaviour, harassment, victimisation, bullying, unsafe practices and use of drugs and alcohol, etc.

**Failure to abide by the Code of Conduct may lead to dismissal from the Organisation.**

## **Harassment, Victimisation or Bullying**

Students are reminded of the 18fifty3 Training CORE values of: Collaboration, Openness, Respect and Empowerment.

18fifty3 Training is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. 18fifty3 Training will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment.

Examples of harassment are sexual, making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying includes verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like their behaviour and ask them to stop. However, if you are not comfortable doing this, speak to another person such as your Training Coordinator.

The matter will be addressed in accordance with the 18fifty3 Training Code of Conduct Policy Directive.

## Welfare Services

To meet your individual needs, your 18fifty3 Training Trainer will be available for consultation regarding your progress and concerns. All 18fifty3 Training courses are conducted in a positive environment, encouraging trust and security.

General assistance may include:

- One-to-one mentor sessions to explain parts of the course/unit.
- Access to Trainer via email.
- Extra time for workplace learning activities, negotiated assessment time frames.
- Adjusted resources.

Also provided below are a list of support services for students outside the course environment. 18fifty3 Training Trainers can direct you to external support services. If you speak to them, or other 18fifty3 Training staff, we will respect your right to privacy. Any information disclosed will remain strictly confidential.

<b>General Crisis Support</b>	Lifeline	13 11 14
	St Vincent de Paul	02 9650 8666
<b>Mental Health Support</b>	Way Ahead Directory	1300 794 991
	Beyond Blue	1300 22 4636
	Community Mental Health Services	1800 011 511
<b>Other support services – Youth</b>	Kids Helpline (up to 25 years)	1 800 55 1800
	Headspace	02 9114 4100
<b>Relationship support</b>	Relationships Australia	1300 364 277
<b>Men's Counselling support</b>	Men's Line Australia	1300 78 99 78
<b>Disability Advocacy</b>	People with Disability Australia	1800 422 015
<b>LQBTI Support</b>	QLife	1800 184 527
<b>Employment &amp; Welfare Support</b>	Fairwork Ombudsman	13 13 94
<b>Advice &amp; Workplace Rights</b>	Centrelink	13 28 50
<b>Indigenous Employment Support</b>	Aboriginal Employment Strategy	02 8571 0999
<b>Health Advice</b>	Health Direct	1800 022 222
<b>Indigenous Health Support</b>	Aboriginal Health & Medical Research Council	02 9212 4777
<b>Legal Advice</b>	Law Access NSW	1300 888 529
<b>Accommodation information</b>	Study In Australia	
<b>Reading &amp; Writing</b>	Reading & Writing Hotline	

## Support Services

18fifty3 Training is committed to providing you with the support that you need to be successful in your studies and any support needs can be identified and discussed at enrolment and/ or induction into the course.

18fifty3 Training offers a free training support service to all students who have any questions or difficulties regarding their current training and/or their future career development. 18fifty3 Training can assist you with questions regarding training and career pathways and opportunities, personal development opportunities, work placement and/or any other training / industry related questions.

This service offers practical answers to most of the questions and challenges faced by students in relation to their training and/or career. We are here to help and will always try to source the information you need to feel supported or refer you to an appropriate internal or external service if required.

18fifty3 Training offers a range of support services including:

- One on one support from our trainers/assessors including providing you with their phone and email contact details
- Study groups where you can work with your fellow students
- Referral to relevant external services e.g. specialist sources of support for English language development
- Specialist support services for students with disability as indicated under reasonable adjustment
- Career guidance
- Employee Assistance Program that provides personal counselling
- Library services
- Access to computers
- Access to clinical skills laboratories
- Student facilities including student common rooms, and food preparation areas

## Student Support

Sometimes students need assistance with a particular subject or assessment such as a written or workplace assessment or juggling time for completing assignments given their busy work and lives. Students of 18fifty3 Training have access to additional support from their trainers and assessors as required. We have close links with other community services in the area and can refer students to specialised support if it's required.

Support for language, literacy and numeracy issues relating to any training material can be discussed in more detail with your trainer.

Depending on your needs, and the needs of your class, support can be provided:

- in small groups
- by your trainer as one-to-one tuition
- on-line forum, telephone, correspondence
- through the student portal
- by email

Support is also available to people with disabilities or people from language backgrounds other than English. Support needs are identified, and strategies developed to support the Student at enrolment. Where additional or new support needs are identified throughout the course then additional support services will be offered. This guidance service by 18fifty3 Training will be free of charge.

Note: Any external service provider may charge the student for their services. Speak to your Training Coordinator to discuss any support needs.

## Child Protection

18fifty3 Training acknowledges that we have a responsibility to the children who come into contact with our employees, and the families of those children, to ensure that children are protected from any type of abuse.

18fifty3 Training employees, students and other representatives have a legal, moral and ethical responsibility to protect these children and take actions where they believe there is a requirement to do so.

18fifty3 Training employees will:

- Treat every child with dignity and respect regardless of individual differences
- Conduct themselves in a manner consistent with their position as a representative of our organisation
- Immediately raise any concerns for the safety or wellbeing of a child in accordance with the reporting procedures
- Listen to children, take their concerns seriously and allow them to have a say in the decisions that affect them
- Avoid being alone with children and ensure that other adults are present when working around children

18fifty3 Training employees will not:

- Use prejudice, oppressive behaviour or language with children.
- Discriminate on the basis of age, gender, race, culture, vulnerability or sexuality.
- Initiate unnecessary physical contact with children or do things of a personal nature that children can do for themselves.
- Develop 'special' relationships with specific children for their own needs.
- Show favouritism through the provision of gifts or inappropriate attention.
- Have contact with children outside of 18fifty3 Training duties

All 18fifty3 Training staff that have direct contact with children will be subject to have a Working With Children Check.

## Student Rights and Responsibilities

18fifty3 Training has a large number of employees who are from many diverse backgrounds and with a great variety of beliefs and ideas.

This enriches our workplace and training environment.

To ensure your experience as a student with us is satisfying, safe and rewarding, we expect all students to embrace diversity and adhere to the following rights and responsibilities when participating in training and assessment.

### Students Rights

Students have the right to:

- Be treated fairly and with respect
- Learn in an environment free from discrimination and harassment
- Pursue your training and assessment in a supportive environment
- Receive high quality training and assessment and access to qualified trainers and assessors
- Privacy and security of personal details and training records
- Prompt and appropriate handling of complaints and appeals
- Receive information about assessment procedures and your progress in the course in a timely and professional manner
- Reasonable modification to your Learning Plan if circumstances change, in consultation with your training coordinator
- Present RPL and Credit Transfer requests at course commencement and within the duration of your studies
- Defer or discontinue your studies through a formal notification process

## Students Responsibilities

Student responsibilities include to:

- Treat others with respect, fairness and courtesy
- Ensure all work submitted is their own work. They must abstain from engaging in plagiarism, collusion or cheating in any assessment activity
- Meet academic progress requirements as specified in your Course Guide
- Be punctual and regular in attendance
- Submit assessment items by the due date or seek approval to extend submission date
- Participate actively in your learning and be aware of your own progress
- Observe the Work Health and Safety (WHS) requirements in all areas
- Avoid any behaviour that may offend, embarrass or threaten others
- Provide adequate notice to defer, withdraw or extend training
- Not use mobile phones during training

## Access and Equity

18fifty3 Training actively supports and encourages people to participate in training programs. Students will be provided with access to training where they are eligible for the training and where 18fifty3 Training have the appropriate resources to provide quality training and services.

18fifty3 Training recognises that social, economic and other inequalities often deter students from completing qualifications and can provide a range of support strategies to address inequalities.

All employees and contractors of 18fifty3 Training will conduct training and assessment in a diversity tolerant, culturally aware and non-discriminatory manner. All training and assessment materials are prepared in plain English.

## Housekeeping

### Online etiquette

Students are required to adhere to an online code of conduct.

This includes:

- Emails
  - use of a professional email address
  - lead emails with a clear subject line
  - be clear, polite and succinct
  - sign off with a thank you
  - discussion forums
  - don't hesitate to ask questions if you want more information or something clarified
  - participate in online forums, don't hide in the background.
- Share your point of view and contribute where valuable
  - do not dominate or exclude others, engage in the conversation equally.
- Be tactful, not critical. Be mindful when criticising other people's ideas or comments as tone is often misinterpreted online
  - forgive others of their mistakes, even if you don't agree with another student's post.
- Offer a different perspective to encourage perspective
  - read the whole thread before posting
  - use proper language, avoid slang where possible
  - be concise, to the point and clear
  - be respectful of diversity

- it is OK to disagree with a point of view, but it is definitely inappropriate to disrespect and be offensive towards others.
- Profanity, and racist, sexist, ageist, and religious comments are unacceptable, no matter how innocent or “funny” may sound to you
- Cite your sources and include links where possible
- Maintain confidentiality and respect your classmate’s privacy
- Report any technical problems

## Dress Code

All students and staff are to comply with the 18fifty3 Training dress code.

18fifty3 Training provides training in its facilities and expects all students to dress according to the professional standard required in the workplace.

That is, clothing must be presentable, clean, neat and in good condition. Where training occurs in clinical settings, it is your responsibility to be dressed according to the workplace requirements (e.g., uniforms, personal protective clothing and equipment, regulation footwear).

Any breaches of dress code will result in dismissal from the training environment and be recorded as an absence.

## Mobile Phones

Please switch off your mobile phone while at a 18fifty3 Training training venue.

If you need to have your phone active, please inform your trainer prior to the commencement of the day’s classes and switch it to a silent/vibrate mode.

## Cleanliness

Students are required to clear up after themselves and wash up their own cups, etc.

It is expected that each student will ensure that the class areas are left clean and tidy and any rubbish is placed into the bins provided. The 18fifty3 Training will pay the independent mediator’s fee for the first two hours work.

## Course Fees

On acceptance of enrolment applications, 18fifty3 Training will issue you with a deposit invoice for pre-enrolment administrative services. Once your enrolment has been accepted, 18fifty3 Training will issue the remaining initial fee instalment payable prior to course commencement. Students will be provided with the Schedule of Fees and payment schedule prior to enrolment.

Full fee-paying students (Fee for Service students) will be advised of their applicable fees and a payment schedule as part of the pre-enrolment process.

Where RPL or Credit Transfer is granted, this may result in your fees or contribution being reduced. You will be advised of this at the time of enrolment or when RPL/Credit Transfer is approved.

18fifty3 Training will not collect fees of more than \$1,500 at any one time.

All full fee-paying students are entitled to a cooling off period of fourteen (14) days. Course fees are only collected once your enrolment is finalised.

18fifty3 Training RTO has fee protection arrangements in place. These arrangements ensure that if 18fifty3 Training is unable to provide the services for which students have prepaid; will try to find an equivalent course and at a location suitable to the student, and ensures the student receives these services for which they have at no additional costs or refund the students any prepaid fees for services yet to be delivered.

Full payment of fees must be finalised before completion of a qualification and issuance of certifications.

Course fees include the provision of learning materials and assessment items. Some textbooks and other materials may need to be purchased by each student at their own expense. Students will be advised of these costs prior to enrolment.

Course fees include the issuance of a Certificate, Record of Results and/or Statement of Attainment (SoA). If your Certificate or SoA is lost or destroyed, they can be replaced at a fee of \$25. For further details contact the Administration Office at 18fifty3 Training.

Where you are having difficulty in paying your fees, you may contact your Program Coordinator to discuss alternative arrangements for payment.

If you have not paid the required fees within thirty (30) days of receiving an invoice, this debt may be referred to a debt agency and 18fifty3 Training may suspend training and assessment services or any other services until fees are brought up to date.

Students with outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

## Fees

18fifty3 Training will issue an invoice at each interval when payment is due as per the following payment terms:

- For short courses from half day to two days - Students will be invoiced the full fee prior to their enrolment being confirmed
- For full qualifications - students will be invoiced a \$350 deposit during pre-enrolment and the remaining first instalment prior to course commencement. The remaining payment/payment instalments will be invoiced once the training has commenced at specific intervals.
- Payment plans are available to suit individual needs
- RPL students will be invoiced \$1500 of the total course fee or 75% of a unit fee before confirmation of their RPL application. The remaining payment/payment instalments will be invoiced once the review process has commenced
- A late fee of \$55 will be payable for each assessment submitted after the due date
- Assessments requiring re-assessment, as specified by the assessor, will be accepted free of charge.

## Protecting students who pay course fees in advance

As per ASQA guidelines, 18fifty3 Training does not collect more than \$1,500 in advance course fees. 18fifty3 Training acknowledges that it has a responsibility under the Standard for Registered Training Organisations 2025, Prepaid fee protection measures to protect the fees paid by students in advance of their training and assessment services being delivered.

Student's training is protected by 18fifty3 Training's financial management policy and procedure. Furthermore, should an interruption occur while a student is enrolled in a training program,

the student will be advised of any changes in writing and given time to respond. The student will be given the opportunity to respond, agree or offer input.

## Protecting students who do not pay course fees in advance

Where fees are not collected in advance from individual students i.e., invoice in arrears, 18fifty3 Training will send each client/student an invoice as per an agreed schedule.

## Consumer Protection

The CEO of 18fifty3 Training acts as the Consumer Protection Officer at 18fifty3 Training. To contact the Consumer Protection Officer please call 1300 402 582 or email at: [education@goanna.edu.au](mailto:education@goanna.edu.au).

## Keeping students informed

To ensure that students are well informed of the financial considerations of their enrolment, 18fifty3 Training undertakes to provide the following fee information to each student prior to enrolment within the Fees and Charges Schedule and associated information in the 18fifty3 Training Student Handbook:

- the total amount of all fees including course fees, administration fees, materials fees and any other charges
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee
- the nature of the guarantee given by 18fifty3 Training to complete the training and/or assessment once the student has commenced study in their chosen qualification or course
- the fees and charges for additional services, including such items as issuance of a replacement qualification document and the options available to students who are deemed not yet competent on completion of training and assessment; and
- the 18fifty3 Training refund policy.

## Student Complaints about Fees or Refunds

Students who are unhappy with the 18fifty3 Training arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint.

This should occur in accordance with the 18fifty3 Training Complaints, Incidents and Appeals policy and procedures located in this manual.

## Refunds

All requests for refunds are to be made in writing (except in the case where 18fifty3 Training cancels a course) via email or letter to 18fifty3 Training Administration using a request a refund form.

Students will need to state their reasons for a refund and attach any relevant documentary evidence such as a medical certificate.

## Refunds Conditions

A refund will be provided:

- For an overpaid fee
- Any fees paid in advance for training cancelled by 18fifty3 Training
- By being eligible for a refund if 18fifty3 Training is to cease trading or deliver the training that the student has purchased
- If 18fifty3 Training fails to provide in full the agreed training services or a course is terminated midstream. However, a percentage of the original fees and charges may apply depending on the percentage of completed training activities

- 18fifty3 Training will refund all fees paid in advance, paid by or on behalf of the student, if the student gives more than 14 days' notice in advance of the training commencing, in writing that they will no longer be attending minus \$350 administration fee. That is, the refund total is calculated:

$$\text{Refund} = \text{Total fees paid} \text{ minus } \$350$$

- Where applicable, all materials must be returned in an acceptable condition to 18fifty3 Training prior to any refund being granted. A student may purchase the training materials if they desire to do so
- A partial refund of fees may be applicable when RPL or CT has been granted after the student has paid their enrolment fees

A refund will not be provided if:

- The student does not show up for the course
- If a student cancels or withdraws their enrolment midstream of a course
- If a student fails to complete the course
- The student has been expelled from a course by breaching the required code of conduct as described in the Student Handbook
- The student had failed to pay the course fees

A percentage of refund applies to all training cancelled by the student;

- If a student cancels their training they will forfeit the \$350 administration fee plus any fees for units of competency already commenced.
- If a student wishes to transfer to the same course offered at a later date this will incur an additional administration fee of \$350
- Requests for transfers or refunds must be made in writing to the 18fifty3 Training Administration by email.

## Legislation and Policies

18fifty3 Training staff, trainers, assessors and training students must comply with all relevant Commonwealth and NSW State legislation and codes of conduct. Details of your rights and responsibilities under the applicable legislation are detailed below.

18fifty3 Training operates in accordance with Commonwealth and State legislation and other relevant policies, standards and general directions as required by RTOs but may vary from circumstance to circumstance and may include but not be limited to:

- Workplace Health & Safety Legislation and Regulations
- Consumer Protection
- VET Legislation and Regulations
- Human Rights

These include:

- Standards for Registered Training Organisations (RTOs) 2025
- National Vocational Education and Training Regulator Act 2011
- Standards for Training Packages
- Student Identifiers Act 2014
- Student Identifiers Regulation 2014
- Data Provision Requirements 2020
- National Vocational Education and Training Regulator Act 2011
- NSW Workplace Health & Safety Regulation 2011
- NSW Work Health and Safety Regulation 2011
- NSW Anti-discrimination Act 1997

- Anti-discrimination regulation 2014
- Privacy and Personal Information Protection Act 1998
- Privacy and Personal Information Protection Regulation 2014
- Australian Qualifications Framework 2013, 2nd Edition

Relevant requirements are built into the content of the Student Handbook to ensure compliance by students including the Student Code of Conduct.

## Changes to legislation

18fifty3 Training is committed to informing students about changes to any of the legislation indicated above.

We will also keep you up to date with any new legislation or regulations that will affect the services we deliver to you.

## Workplace Health and Safety

Under the Workplace Health and Safety Act 2011:

- 18fifty3 Training must provide a safe environment for all staff and students
- 18fifty3 Training must also provide information to staff and students in relation to health, safety and welfare.

18fifty3 Training has policies and procedures in place to ensure the ongoing safety of students is always monitored. On commencement of your course, you will be provided with information about health and safety requirements that relate to your participation in the course.

As a student accessing our training facility, you have a responsibility to obey and follow instructions, to behave in ways that are safe and not endanger the health and safety of others.

Always ensure that you:

- Immediately report hazards to your trainer/assessor
- Seek assistance from a member of staff if you become ill or injured
- Only assist another person who is ill or injured if it is safe to do so
- If you're not sure, call on a member of staff for assistance
- Complete an incident report as required
- Ensure you are familiar with the emergency evacuation procedures for the site that you are on and in the case of an emergency, follow the instructions given to you
- Do not leave bags or personal belongings lying around where someone else could trip over them
- Do not smoke or drink alcohol on the premises
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc.
- For on-the-job training, you must follow all required work health and safety procedures applicable to that workplace.

## Equal Opportunity

The principles and practices adopted by 18fifty3 Training aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with 18fifty3 Training.

Students will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course. 18fifty3 Training provides equity in access to the level of training and support required by each student and enables them to achieve their full potential and success in their training outcomes. 18fifty3 Training provides equity in access to the level of training

and support required by each student and enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training on an equal basis.

## National VET Regulator Act 2011

As a student in Australia's Vocational Education and Training (VET) sector, you should expect high quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011.

This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Under the Data Provision Requirements 2012, 18fifty3 Training is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Please read the Privacy Notice and Sign the Student Declaration and Consent provided in the Student Declaration at the end of this Handbook.

## Privacy Principles

Privacy Principles that are strictly applied to all aspects of 18fifty3 Training Pty Ltd.'s operations include:

### Collection

18fifty3 Training will only collect necessary information pertaining to one or more specific operations. The candidate will be informed as to the purpose for which details are being collected.

### Use and disclosure

18fifty3 Training will ensure candidate personal information is not used or disclosed for secondary purposes without obtaining explicit consent from the candidate, unless a prescribed exception applies.

### Data quality

18fifty3 Training will take all reasonable measures to ensure that all candidates' personal information that is collected, used or disclosed is accurate, current and complete.

### Data security

18fifty3 Training will take all reasonable measures to ensure all collected candidates' personal information is protected from misuse, loss or damage, and that all data and record storage is secure from unauthorised access, modification or disclosure.

### Openness

18fifty3 Training will maintain documentation which detail how candidates' personal information is collected, managed and used. When a candidate makes an enquiry in relation to information collected, 18fifty3 Training will explain what information is held, for what purpose it is held and what procedures outline the collection and use of information.

## Access and correction

18fifty3 Training will allow candidates access to personal information held in all circumstances unless prescribed exceptions apply. If the candidate identifies errors within the information, 18fifty3 Training will correct and update to file.

## Unique identifiers

18fifty3 Training will not assign candidates unique identifiers except when it is necessary for efficiency of operations. Commonwealth Government identifiers, such as Medicare numbers or Tax File Numbers, will only be used for the purposes of which they were issued

## Anonymity

18fifty3 Training will provide candidates the opportunity to interact with the business without requiring the candidate to make their identity known in any circumstances it is practical and possible to do so.

## Privacy Act

In collecting your personal information 18fifty3 Training will comply with the requirements set out in the Privacy Act 1988, The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act), the Privacy Amendment (Private Sector) Act 2001 and the NSW Privacy and Personal Information Protection Act 1998.

This means that we will:

- Inform you of the purpose for which the information is collected
- Only use the personal information that you provide to us in relation to your study with us
- Ensure your personal information is securely handled and stored
- Inform you of any organisation and the type of organisation to which we disclose personal information e.g., the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g., for statistical purposes.

Not disclose your personal information or results to another person or organisation unless:

- We have made you aware that information of that kind is usually passed to that person or organisation
- You have given written consent
- We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person
- The disclosure is required or authorised by or under law; or
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

All students, both employees and external students, are required to follow the 18fifty3 Training Code of Conduct.

## Trans-border data flows

18fifty3 Training privacy protection principles apply to the transfer of data throughout Australia. Sensitive information.

18fifty3 Training will request specific consent from a candidate in circumstances where it is necessary to collect sensitive information.

Sensitive information may include but is not limited to; information relating to a candidate's health, criminal record, racial or ethnic background.

## Evacuation Procedure

It is important that when training is carried out at our training venues, students are aware of what to do in the event of an emergency. Whilst specific details of alarms, sounds, relevant actions to be taken will be provided before each training course, some general principles to follow if an evacuation siren sound are:

- Ensure no-one enters the fire area
- Go to the nearest safe fire exit as directed by staff
- Only take your personal belongings
- Do not use lifts or telephones
- Advise staff of any injured person as soon as possible
- When you get outside, go to the nominated assembly area and remain in class groups. A roll call will occur to account for all people
- Do not re-enter the building until you are instructed to do so by emergency personnel. You are required to follow any instructions given to you by the staff in the case of an emergency.

## First Aid

If you are in need of emergency first aid please inform your trainer, who will direct you to the nearest First Aid Officer. If necessary, arrangements may be considered for you to visit a doctor or be sent home. If you have an accident during training that requires medical attention it must be reported, and an Accident Report Form completed and signed by both you and the trainer.

# Privacy Statement and Student Declaration (Student Copy)

Complete and keep this  
Section for your records

## Privacy Notice

Under the Data Provision Requirements 2012, 18fifty3 Training is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on enrolment forms, AVETMISS collection and your training activity data) may be used or disclosed by 18fifty3 Training for statistical, regulatory and research purposes. 18fifty3 Training may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes: Issuing statements of attainment or qualification, and populating authenticated VET transcripts; Facilitating statistics and research relating to education, including surveys; Understanding how the VET market operates, for policy, workforce planning and consumer information; and Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

## I confirm that I:

Have read and understood the Privacy Notice above

Have read and understood the information in the Student Handbook

Have been:

- given fair notice of the dates, times and venues for assessment/s
- informed of how assessment/s will be conducted and what is required
- Am aware of my right to appeal an assessment decision
- Agree to abide by the following assessment requirements:
- all work submitted which contributes to assessment will be my own work
- no part of the work submitted will be copied from any other source except where due acknowledgment is made no part of any assessment will be written for me by another person except where group work assessment is an integral part of the process

## Declaration and Consent:

I declare that the information I have and will provide to 18fifty3 Training to the best of my knowledge is true and correct.

I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Notice above.

I give permission to 18fifty3 Training to access my Unique Student Identifier (USI) details on the USI website

Student

Witness

Print Name

Print Name

Student Signature

Witness Signature

Date

Date

**Parental/guardian consent is required for all students under the age of 18.**

Parent/Guardian Signature

Date

# Privacy Statement and Student Declaration (Office Copy)

Complete and email this form to  
education@goanna.edu.au

## Privacy Notice

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I give permission to 18fifty3 Training to access my Unique Student Identifier (USI) details on the USI website

Student

Witness

Print Name

Print Name

Student Signature

Witness Signature

Date

Date

**Parental/guardian consent is required for all students under the age of 18.**

Parent/Guardian Signature

Date