



# **STUDENT HANDBOOK (ASQA RTO)**

**Version 3.4 June 2025**



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## Who are we?

We are Registered Training Organisation, exercised by the Australian Skills Quality Authority (ASQA). Our Training Organisation Identification Number (TOID) is 22295.

**More information can be found at:**

<https://training.gov.au/Organisation/Details/22295>

## What we do

We offer Nationally Recognised Training. Our courses deliver practical, hands-on industry skills, equipping each student with increased employability and career advancement. We specialise in leadership, career development, productivity, and other related training services. We deliver the highest standards of training to all of our students. We seek to understand their needs and assist them in achieving their outcomes.

## Your student handbook

Whilst studying with us, it is important that you are fully informed on what is expected from you and what you can expect from us. This student handbook provides everything you need to know about your course, studying with us and setting your career goals.

Please take the time to read your student handbook before you start your course and use it as a reference for any questions you may have regarding your training. If there is something, you cannot find in this handbook please do not hesitate to talk to us directly at any time.

## Additional important information available on the website

Go to the RTO Information page to find the below additional important information:

<https://proactivetraining.com.au/info.html>

- Students Fees
- Withdrawal from Training Policy and Procedure
- Complaint Policy and Procedure
- Skills First Pre-Training Review Student Information
- Online Service Standards



## Course Selection

If you're enquiring about a training course, chances are you have already done some form of research into us as your potential training provider. It's important that you make the right decision for you – before you enrol.

Selecting the right course includes consideration of; mode of delivery, timetable, price, does it fit with what you are wanting to achieve from the course or as a pathway to further studies, will it enhance eligibility for different types of jobs, professional accreditation etc.

In addition to reading the information listed on the RTO website, we encourage you to make the time to discuss any queries or clarification you have to ensure your course selection is right for you.

Collectively, the information provided will:

- Explain the key details about applying for and completing a training program
- Ensure that you are enrolled in an appropriate course
- Ensure that you understand requirements of the training and support we provide.

### Course information

You will be provided important details about your potential course including details regarding how you will be taught and assessed.

**This includes:**

- Delivery modes and methods
- Topics covered in the course
- Key projects and assessments
- Sample of assessments and
- The level of work required

### Career guidance

You may receive information on the kind of jobs this course could lead to. Some have very specific job outcomes, others broader.

This will be discussed with you so that you have all the information you need to make a decision regarding your potential course.

We will also discuss potential opportunities for further study and, if possible, identify follow-on courses that you may wish to consider post-completion of this potential course.

### Digital capacity

Part or all of the course you are interested in enrolling in may encompass an online component. When considering your course enrolment, key things to think about include:



- Do you have access to a computer or other device and regular internet access?
- What is your existing capacity to communicate online?
- What steps can we take to overcome any barriers in this area?

## **Language, literacy, and numeracy**

**Each course or qualification requires differing capabilities when it comes to:**

- Capacity for independent learning
- Reading comprehension
- Communicating in a written form
- Communicating orally

Your language, literacy and numeracy skills may be assessed by us for the purpose of ascertaining the likely ability for you to cope with the requirements of the course you are planning to enrol in.

**Assessment may be by:**

- Review of prior education and / or work experience
- Interview to formally assess spoken English skills and/or
- A short written comprehension test, using content from the course.

In the case you are deemed not to have sufficient language, literacy, and numeracy skills to satisfactorily complete the course, advice on acquiring these skills will be offered to you.

## **Application and Enrolment procedures**

Once you have decided what course is right for you, we will require you to complete a course application and if your application is successful, enrolment in the relevant subjects of the course will be the next step. The application and enrolment processes require us to capture your personal details. Personal information is maintained in accordance with the RTO Privacy and Confidentiality policy.

## **Student fees**

### **Tuition fees**

The RTO will publish tuition fees on its website and fees are available by enquiry when contacting the RTO.

### **Tuition fees policy**

The fee payment schedule for publicly offered courses and courses paid for by employers will be in accordance with the RTO Standards for NVR Registered Training Organisations.



## **Fee for service payments**

The RTO offers fee for service enrolments into qualifications and courses where:

- The RTO does not have state government funding allocations OR
- For learners who are not eligible for government funding

A tuition fee is charged for each subject or cluster. Total fee for the course is calculated by using the number of subjects or clusters that must be completed to achieve a qualification.

Payable fees for a course consist of a fee for every commenced subject or cluster.

The RTO will not charge learners more than \$1500 in advance of training services provided at any given time.

## **Fee for service refund policy**

- Enrolment fees are non refundable
- If a student gives notice to cancel their course / program acceptance prior to enrolling into a subject, no tuition fees will be charged
- If notice to cancel is given after enrolment in a subject, you will not be entitled to a refund of tuition fees for that subject
- A student is considered to be enrolled in a subject when payment has been made to the RTO for the subject
- If you elect to pay your course fee via a direct debit or any other method, you are still liable to pay for the subjects of the course you are enrolled in, irrespective of subject completion
- For Short courses, a refund of any deposit paid is returned to you, if 48 hours' notice is received.

## **Unique student identifier (USI)**

The USI will allow all your training records and previous qualifications that are entered in the national vocational education and training (VET) data collection, to be linked.

The USI will make it easier for you to find, collate and authenticate your training achievements into a single transcript. It will also ensure that your records are not lost. The USI enables you to provide the RTO with access to an online authenticated record of your attainment to assist with the recording of enrolment details.

We will ask if you currently have a USI. If you don't have a USI, we will provide you the information you need to create your own USI.

Alternatively, you may give the RTO authorisation to apply for one on your behalf. In that instance, you will be required to provide us with a valid driver's license plus current Medicare card or Passport.

Once a USI has been issued, it will automatically be allocated to all the training you undertake with us.



## Access & equity

We encourage people with disabilities to apply for our courses.

The RTO is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with State and Australian Government legislation.

Our team members provide assistance to all clients to identify and achieve their desired outcomes. We're committed to providing training and assessment services to all clients regardless of age, race, religion, sex, socio-economic status, ability, language, literacy or numeracy (LLN).

Our team members follow the principles of fairness and flexibility in training and assessment.

### **Special client needs will be identified through:**

- Initial contact with training administration team members
- Receipt of enrolment form, and
- During information sessions, prior to the commencement of training and or assessment

Programs are designed and, wherever possible, facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and involvement by disadvantaged students.

## Recognition of prior learning (RPL)

### **Recognition of prior learning**

If you have any previous qualifications or significant experience in the industry of your potential course, you may be eligible for Recognition of Prior Learning (RPL).

This is where we review your current skills and qualifications and identify if you already have sufficient competency in any of the units for your potential course. If so, we can assist you in completing an RPL application, which will save you from having to complete the normal delivery activities for the relevant units.

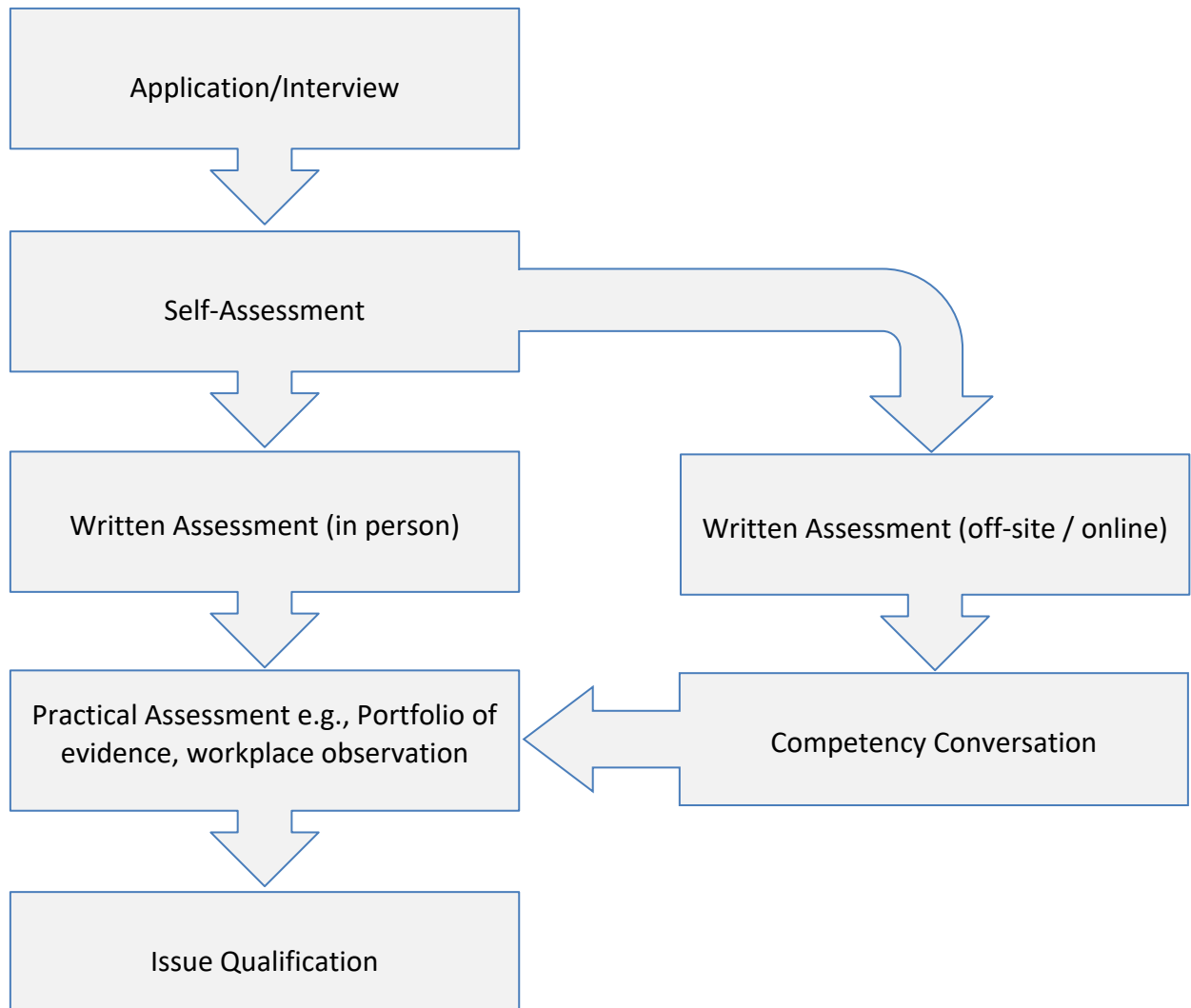
### **Training recognition model**

The processes used to assess Recognition applications received by the RTO involves participation in the same or modified versions of the assessment you would be required to complete as part of the full course. The Recognition process is as follows:





## Overview of Recognition process



### Assessment based on

- Completion of written question and activity components of the standard assessments
- Completion and observation of standard demonstration assessment activities
- Completion of prescribed portfolio activities
- Testimonials of learning, skill, or competence

### Recognition procedures

- On receipt of Recognition enquiry, an RTO team member will direct you to complete the prescribed activities of the formal assessment model
- An RTO team member will provide you with a Recognition Assessment Guide related to the units of competency or qualification sought
- On receipt of a completed Recognition assessments an RTO team member will record the date of receipt and request the RTO trainer to assess the submission



- The RTO trainer shall follow all Instructions for assessors prescribed in all formal assessment documents
- On receipt of the Recognition assessment judgment an RTO team member will record the decision on the Training Plan and report the competency or rework decision to you
- An RTO team member will provide copies of completed assessment outcomes and place on student file
- All competent decisions shall be recorded with advice and statements of attainment or qualifications being issued as soon as practicable

## **Recognition of qualifications – credit transfer**

### **Recognition policy**

The RTO recognises qualifications and statements of attainment issued by any other RTO and communicates this recognition through its information provided to potential and enrolling students.

### **Recognition procedures**

- Information relating to the RTO's recognition policy will be provided to you and relevant RTO team members
- Credit transfer applications must include originals of all qualifications and/or statements of attainment for consideration for Recognition
- An RTO team member will photocopy submissions and ask you to sign and date to indicate your ownership
- Credit transfer applications received by the RTO shall be forwarded to the next scheduled team meeting for consideration and approval.
- An RTO team member will contact the issuing RTO to verify the accuracy and validity of any qualifications and/or statements of attainment submitted for consideration for Recognition

## **Attempt at competency**

If, for any reason you have been deemed not yet competent after your initial assessment submission for a given subject, your assessor will provide additional learning support and feedback, including identifying the areas which require further development.

### **For qualifications**

- You are allowed 2 further resubmissions for competency for this subject.
- Resubmission attempts should be lodged within 21 days unless negotiated otherwise with your assessor/RTO.
- Should you provide your 2nd submission (2nd attempt), and it is again deemed not yet competent, your assessor will provide additional learning support, demonstrating gaps in your evidence and strategies to demonstrate the required skills, knowledge and competencies required for competency.



Resubmission attempts should be lodged within 21 days unless negotiated otherwise with your assessor/RTO.

- If you are unsuccessful upon their 3rd submission (3rd attempt), you will be deemed not yet competent, and the RTO will discuss your options with you, before re-enrolling in the full subject.
- Trainers/assessors are available for consultation if you wish to discuss your responses before submission.

## **Plagiarism**

The RTO is committed to quality training and assessment and will not tolerate plagiarism at any level. Plagiarism is the act of taking credit for someone else's work. As there are varying degrees of plagiarism each suspected case will be adjudicated individually.

## **Confirming authenticity**

You are required to sign your assessment records stating the work submitted is your own.

If an assessor suspects that plagiarism has occurred, the assessor is to immediately bring the matter to the attention of the RTO Director.

The RTO Director, or delegate, will address the matter directly with you to determine the severity of the plagiarism.

If the matter is deemed as a 'low' severity you will be counselled and given the opportunity to make corrections to the submitted work.

If the matter is deemed to be a 'high' severity the RTO Director can make a decision on whether dismiss you from further participation in the training and assessment.

All matters of plagiarism are to be treated confidentially.

Outcomes are to be recorded in your individual file.

## **Student work retention**

An RTO team member will ensure that all student records relating to your participation in training, assessment and related services are maintained in an accurate manner.

The RTO will adhere to the ASQA General Direction Retention requirements for completed student assessment items:

All physical student records will be retained for a term no less than three (3) years after their completion, including enrolment information, training plans and completed student assessments where the student has been deemed competent in that unit.

All records of student's attainment of competency and qualifications will be retained electronically via AVETMISS compliant database for a term no less than thirty (30) years after their completion.



The RTO will create and store securely an AVETMISS compliant CSV data file at least annually containing the following information:

- Student surname and given name
- Student last known postcode
- Student date of birth
- Enrolment date
- Qualification/Course code and title
- Unit codes for each unit commenced
- Unit outcomes for each unit commenced
- Credential awarded (Statement of Attainment, Certificate, Diploma)
- Date credential issued
- Credential number

The RTO Director will be advised in writing at least one week in advance of before any records are to be destroyed. Records will be made available for audit purposes.

**The RTO will comply with all laws relating to record keeping, in particular:**

- Public Records ACT 1973
- Record keeping requirements under the Standards for NVR Registered Training Organisation
- Electronic Transactions (Victoria) ACT 2000

## Records management

The RTO is committed to implementing best practice in its records management practices and systems. The RTO team will be required to apply themselves to the following procedures and safeguard confidential and personal information according to the Victorian Information Privacy Act 2000 and the Australian Privacy Principles (Privacy Act 1988).

### Student files and records

Upon enrolment, each student's personal details shall be kept in an electronic format on the password protected server, and/or entered directly into the Student Management System

- Student personal details and records shall be maintained in a current up to date condition.
- Only the RTO team member directly involved with student welfare and or student results will have access to personal student details.
- The RTO team will comply with all external reporting responsibilities, where required to do so (e.g., AVETMISS).



## Privacy and confidentiality

The RTO will comply with Privacy Legislation (Victorian Information Privacy Act 2000 and the Australian Privacy Principles (Privacy Act 1988)) in relation to the collection and management of personal information ensuring personal information is safeguarded, confidentiality is respected, and our records are secure.

The RTO adheres to the National VET Data Policy which is available at:  
<https://www.dewr.gov.au/national-vet-data/national-vet-data-policy>

### What information do we collect?

Personal information that may be collected and will be held confidential on our database could include:

- Student details such as address, telephone number, and the name and address of any other contact person such as partner or parent, and information such as birth date
- Any essential medical information for the purposes of identifying and providing services, for example information about disability
- Information in relation to student selection process and outcomes, enrolment details and outcomes of training

### Ensuring confidentiality

**To maintain confidentiality and privacy of information:**

- You may access your personal information in line with these procedures and the records procedures outlined above
- Folders and files containing confidential information will only be accessible to authorised users
- No public access or unauthorised access to the office computers will be allowed.

### Collecting, handling, and using information

**In collecting, handling, and using personal information the RTO will:**

- Only collect personal information directly related to the service delivery or your participation, and will treat it as confidential
- Inform you of the nature of the information held by us and how it is to be used
- Not disclose any information we hold to third parties without written consent unless the disclosure is required or authorised by law, except in emergencies
- Obtain written informed permission prior to any photographic, video, or other identifying images of students being taken and used, for example in marketing materials
- File written permission in the relevant personal file, and abide by all conditions imposed



- Allow you to view your own records, personal file, portfolio of work and any personal information held (with supervision by the training manager or delegate) and amend any incorrect records
- Inform you about your obligations under privacy legislation through the student handbook and these procedures
- Treat any breaches of confidentiality and privacy seriously, supporting you to access our complaints mechanisms
- Inform relevant parties and regulators of any breaches of this policy as a matter of priority

**The RTO uses information collected to:**

- Perform administrative tasks
- Inform you about our services or those of other organisations
- Develop products and services that may be of help to you
- Comply with the requirements of regulatory and registering bodies
- Assist in the resolution of complaints and appeals.

**The RTO provides access as follows:**

- Anyone about whom we hold personal information may request access to the information we hold. This must be done in the presence of an RTO team member who will allow records to be copied but not removed. You may also request us to amend this information if our records are inaccurate
- Only upon receipt of written consent by you, the RTO will provide a third party with your personal details.
- Access to student records may be provided where the Standards for Registered Training Organisations or an officer of the law require the RTO to do so.

## **Qualifications issuance**

The RTO management shall ensure qualifications issued by the RTO are those that are currently on its scope of registration and certify the achievement of the relevant AQF qualifications and statements of attainment.

**Qualifications issuance procedure**

- As soon as practical after the confirmation of competency an RTO member will formalise competency by issuing a statement of attainment or certify the qualification.
- Any delivery of training and assessment in a language other than English shall be noted on the RTO's qualifications and statements of attainment.
- Only the RTO Director or delegate shall have the authority to sign AQF qualifications and statements of attainment.
- Before signing AQF qualifications and statements of attainment the RTO Director shall ensure that these are in accordance with the Australian



Qualifications Framework and RTO Standards for NVR Registered Training Organisations.

- The RTO Director shall ensure that all AQF qualifications and statements of attainment contain the identification of Units of Competency, National Codes or Accredited Course Codes, and the RTO Provider Number.



## **Rights & responsibilities**

### **Your rights**

#### **As a student you have a right to:**

- Be treated fairly and with respect from all the RTO team members
- Learn in an environment free from discrimination and harassment
- Pursue your vocational training goals in a supportive environment
- Have access to student support
- Privacy concerning records or documents that contain personal information
- Apply to have your existing skills and knowledge recognised
- Have access to assessment results and progressive outcomes
- Lodge a complaint or appeal without fear of any repercussions

### **Your responsibilities**

- Treat team members at the RTO with respect and fairness
- Take ownership of your role as a learner
- Submit assessment items by the due date or seek approval for an extension
- Submit assessment items that are your own. (Please refer to Plagiarism Policy)
- Keep a copy of your training plan and update it as you progress and complete assessments
- Attend scheduled training sessions
- Notify your trainer if intending to suspend or withdraw from your training program

## **Harassment**

Harassment is unlawful under Australian Government and State legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning. Harassment, victimisation, and bullying can take many forms. It can be overt or subtle, direct, or indirect.

The RTO will not tolerate any harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance, or creating an intimidating, hostile, or an offensive learning environment.

This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexuality, or age.

#### **Examples of harassment may include:**

- Unwelcome physical contact
- Repeated unwelcome invitations
- Insulting or threatening language or gestures
- Continual unjustified comments about a student's work or work capacity
- Jokes and comments about someone's ethnicity, colour or race





- Pictures, posters, graffiti, electronic images, which are offensive, obscene, or objectionable

**Examples of victimisation may include:**

- Unfavourable treatment like aggression
- Refusing to provide information to someone
- Ignoring a person
- Mocking customs or cultures
- Lower assessment of student work

**Examples of bullying may include:**

- A person who uses strength or power to coerce others by fear
- Behaviour that intimidates, degrades, or humiliates a person
- Aggression, verbal abuse, and behaviour which is intended to punish
- Personality clashes and constant 'put downs'
- Persistent, unreasonable criticism of student work performance
- Student violence both physical and threatened against trainers and assessors

You should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive to others. Such conduct, when experienced or observed, will be reported to management.

All complaints will be promptly investigated. The privacy of a student filing a report and the individual under investigation shall be always respected consistent with the obligation to conduct a fair and thorough investigation.

All students are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual. Disciplinary action may be taken against students who have been found to have harassed other students or team members.

The RTO expects you to uphold to the spirit of this policy. Breaches of the policy will be considered to be a 'misconduct' or 'serious misconduct' which may result in your expulsion.

## **Student counselling services & support**

The RTO caters to diverse student learning needs and aims to identify and respond to the learning needs of all students. You are encouraged to express your views about your learning needs at all stages of your learning experience from the initial course advice, application and enrolment stage.

We provide suitable resources to help you to identify your learning needs and provide team members with the required information for use in designing your training and assessment strategies. In designing and adapting training and assessment products the RTO will do its best to ensure they are relevant to industry needs.

We are committed to providing you the required support, advice, or assistance while training.



To achieve this and to ensure the quality delivery of training and education, the RTO provides:

**During the course you may be supported by:**

- Training sessions
- Email service
- Telephone support
- Special Needs Support
  - Learning and study aids
  - Literacy
  - Numeracy
  - Reasonable adjustment
  - Monitoring of course progress

## **Reasonable adjustment**

Reasonable adjustment refers to flexibility in assessment approaches to account for individual learning needs, while still adhering to the assessment requirements of the relevant training package or VET accredited course. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent/not yet competent decisions will not be altered in any way.

If you meet essential entry requirements, the RTO must endeavour to make 'reasonable adjustments' necessary for you to complete your course work or demonstrate competency. This may include adjusting the physical environment, your learning materials, or the manner that a theory test is completed.

In most situations, as a student with a disability you will be able to tell the RTO what you need to be able to study. If necessary, the RTO will also seek advice from disability areas within government departments or organisations that represent or provide services to people with a disability.

**Adjustments may include:**

**Modifying educational premises**

- Ensuring that classes are in rooms accessible to the person with a disability.
- Ensuring that bathroom facilities are made available and are accessible to the person with a disability.

**Modifying or providing equipment**

- Enlarging computer screens
- Providing specific computer software. (Text To Speech)

**Changing assessment procedures**

- Allowing for alternative examination methods such as oral exams



- Allowing additional time for someone else to write an exam for a person with a disability
- Allowing one-on-one assessment

### **Changing course delivery**

- Providing study notes or research materials in different formats (Text to Speech)

**Please note:** Some Training Packages state there are mandatory skills that cannot be modified as a reasonable adjustment.

If there is no room for reasonable adjustment in a particular unit of competency the RTO will discuss alternative with the student as part of their individual training plan.

## **Monitoring of course progress**

The RTO will systematically monitor your course progress against your Training Plan and will provide counselling if it is deemed you are at risk of failing to meet your course progress requirements.

We will make contact via e-mail, SMS, or phone when you fail to attend scheduled classes and/or progress through your learning activities.

## **Workplace health and safety**

The RTO is committed to providing and maintaining a safe and healthy environment for the benefit of all students.

The duty of care requires the RTO to take all reasonable steps to reduce risk, including:

- Provision of suitable and safe training environment
- Provision of an adequate system of supervision
- Implementation of strategies to prevent bullying and harassment
- To provide assistance for students in need.

### **It is your duty of care to:**

- Take reasonable care for your own health and safety
- Take reasonable care for the health and safety of others who may be affected by your acts or omissions
- Cooperate with anything the RTO does to comply with WHS requirements
- Not 'intentionally or recklessly interfere with or misuse' anything provided by the RTO for WHS.

## **National student outcomes survey**

As part of your commitment to training you may be selected to participate in The National Student Outcomes Survey. This is a national survey of Vocational Education and Training (VET) students conducted after they complete their training.



It collects on VET students' reasons for training, their employment outcomes, satisfaction with training, and further study outcomes.

### **Who is included in the survey?**

Students included in the survey are those who completed their training in the previous calendar year and have an Australian address as their usual address.

**Graduates** are defined as students who gained a qualification through their training.

#### **Qualifications include:**

- Bachelor's Degree or higher
- Advanced Diploma
- Associate degree
- Diploma
- Certificates I to IV

**Subject completers** are defined as students who successfully completed part of a course (at least one subject) without gaining a qualification and left the VET system.

### **Who is doing the survey?**

**The National Centre for Vocational Education Research (NCVER)** - a not-for-profit company owned by the State, Territory and Federal ministers responsible for vocational education and training. NCVER collects information and provides research on vocational education and training in Australia to governments, the training sector, industry, and the community.

**Australian Government Department of Education and Training** - the government department funding the survey. They will use the results to develop government policy to help employers and industry.

**The Social Research Centre** - a national market and social research company that conducts the survey on NCVER's behalf.

### **When is the survey conducted?**

If selected a letter and information page will be mailed to you at the end of May each year. The letter includes your training details and instructions on how to complete the survey online. Each letter contains a unique login code and a personalised QR code for accessing the online survey.

### **Further information**

We have endeavoured to include all the information you need to undertake and be successful in your training in this handbook and on our website. However, if there is something you would like to know that is not contained here, please feel free to contact us at any time on the details below.

Email: [support@proactivetraining.com.au](mailto:support@proactivetraining.com.au)