

Student Handbook

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Who this document applies to

This document applies to Training Aid Australia Pty Ltd (RTO 91411). In this document, "we", "us" and "the RTO" mean the entity that delivers and certifies your course — the issuing RTO is shown on the course page and on your enrolment confirmation.

About this handbook

This handbook sets out what you can expect from us and what we ask of you as a student. Please read it before your course begins and keep it for reference. It is available to you before you enrol, together with course information. If there is anything you do not understand, ask your coordinator or trainer.

The handbook is a general guide. Where it summarises a standalone policy — the Complaints and Appeals Policy and Procedures, the Code of Conduct, the Recognition of Prior Learning (RPL) Policy and Procedure, the Course Refund Policy, or the Privacy Policy and Procedure — that policy is the authoritative document and takes precedence.

About the RTO

We are a registered training organisation delivering nationally recognised courses in the construction, health, hospitality, traffic control, and related industries. As a registered training organisation, we:

- comply with the Standards for Registered Training Organisations;
- protect the privacy of student information;
- issue certificates and statements of attainment only for qualifications on our scope of registration;
- maintain a student management, recording, and reporting system;
- maintain our registration; and
- ensure marketing and advertising material is accurate and ethical.

A full list of current courses, including cost, locations, duration, prerequisites, requirements, and scheduling, is published on the website.

Our commitments

We act with integrity in our dealings with students and the community. We are committed to:

- fair and equitable selection, enrolment, assessment, and academic-progress procedures;
- accurate marketing and promotional material;
- an acceptable refund policy;
- current work health and safety and duty-of-care requirements;
- accurate record keeping, record security, and student access to records on request;
- continuous improvement of our training and quality assurance;
- systematic handling of complaints, grievances, and appeals; and
- offering Recognition of Prior Learning where applicable.

Behavioural expectations for students — and the consequences of breaching them — are set out in the Code of Conduct.

Contact information

Our staff can help you with any enquiry during business hours.

- Training Aid Australia Pty Ltd: contact@trainingaid.com.au
- Phone: NSW 02 9357 6544 · Other states 03 9958 2900

Current campus and venue locations are published on the website.

Selection and enrolment

You apply through the website or by contacting us by phone. Course information, information about the RTO, and this handbook are all available before you enrol.

We provide an opportunity for any person, regardless of race, gender, or cultural background, to attend and undertake our training courses. People with disabilities are also encouraged to attend and undertake training, as long as it does not place the student at risk of injury and the student can demonstrate the ability to obtain the skills required for a career in the relevant industry. You should make an informed decision on the best course for you before you enrol.

Unique Student Identifier (USI)

Students enrolling in nationally recognised training in Australia need a Unique Student Identifier (USI). The USI links you to your training records, which are held in the national training collection; you can access, download, and share those records online.

We must record a valid USI for each student before we report on training activities or issue an AQF certification document, such as a qualification, statement of attainment, or testimonial.

Most students obtain their USI themselves; we will provide guidance if you need it. You need to create or verify a USI only once. To create a USI or find more information, visit <https://www.usi.gov.au>.

Recognition of prior learning

Your course length can be adjusted if you gain credit or advanced standing. Recognition of Prior Learning (RPL) is available to students who can demonstrate the required knowledge, skills, and experience in the relevant unit(s) of competency. You may be asked to complete an application form, provide a portfolio of evidence (formal or informal training, work experience, or life experience), and be interviewed or observed completing tasks. Some units of competency do not allow RPL due to state and territory legislation and regulations.

We also recognise AQF qualifications and statements of attainment issued by other registered training organisations (credit transfer / mutual recognition). If you think you are eligible for recognition, speak with your trainer or training manager. The full process is set out in the Recognition of Prior Learning (RPL) Policy and Procedure.

Orientation and course timetable

We run a short orientation program for new students at the start of each course, covering an introduction to the RTO and your course, this handbook, and the rules and responsibilities of students. Each course has its own timetable; current timetables are available on the website.

Student code of conduct

The Code of Conduct applies to all students. This section summarises it; the Code of Conduct is the authoritative document.

What you can expect from us. Fair and equitable selection, enrolment, assessment, and academic-progress procedures; timely notice of changes to courses or administrative procedures that affect you; accurate and clear information about course content, requirements, and costs; up-to-date study programs; a learning environment that meets work health and safety standards; a study environment free from harassment, discrimination, and abuse of power; and courteous, respectful, and equitable treatment.

What we ask of you. Attend regularly and punctually; complete all class, homework, and assessment tasks by the due date; treat staff and fellow students respectfully; respect property and facilities; come to class appropriately dressed and ready to participate; keep mobile phones on silent during class; and follow reasonable, lawful instructions from trainers and staff.

Alcohol, drugs, and safety. Consuming, or being under the influence of, alcohol or illicit substances during training hours is prohibited and will result in you being asked to leave the

premises; continued breaches may result in removal from the course. If you are found with illicit drugs, or aiding others in the sale or taking of illicit drugs on the premises, you may be reported to the police. Failure to comply with the Code of Conduct may result in suspension or expulsion from the course; refund and fee consequences are determined under the Course Refund Policy.

Safety. Do not behave in a way that may harm yourself or others; do not attend class if you are unwell; use equipment only as intended; follow reasonable instructions from trainers and staff; and notify us of any hazards.

Attendance and punctuality

- Arrive on time to class.
- Give advance notice of any known absence, lateness, or early departure.
- Explain a late arrival to your trainer on arrival or on return to the classroom.
- If you are absent for an assessment task, provide a medical certificate or statutory declaration to support your absence, and arrange a time with your trainer to catch up.

Entry to a course may be refused if a student arrives more than 15 minutes after the scheduled starting time. Students should arrive 15 minutes before the scheduled starting time to complete the necessary registration paperwork.

Expulsion of a student

We reserve the right to expel a student. A breach of discipline is any conduct that impairs the reasonable freedom of others to pursue their learning or work, or that breaches the Code of Conduct. Grounds for expulsion include, but are not limited to: assaulting a person on the premises; unlawfully removing, damaging, or using property; threatening the safety of others; obstructing staff or training or assessment activities; dishonesty in relation to an assessment; disobeying lawful directions; entering the premises while under the influence of alcohol or drugs; unlawful activity such as using, possessing, or supplying prohibited drugs, substances, or weapons; failing to meet financial commitments; and inciting hatred, contempt, or ridicule of a person or group.

Where a breach of discipline is established, penalties may include a verbal or written reprimand, exclusion from a course, payment of compensation for damage or loss, restitution of property, or a referral to counselling. You may appeal a penalty under the Complaints and Appeals Policy and Procedures. Where a student's enrolment is terminated by the RTO, refund eligibility is determined under the Course Refund Policy.

Student welfare

We are concerned for the welfare of students and offer support through our trainers and coordinators. We respond promptly to unacceptable behaviour; discrimination, harassment, and victimisation are dealt with in line with legislation and our policies. Our staff are aware of their responsibility to ensure students feel safe and supported.

Course completion and credentials

To receive a qualification, you must achieve competency in your course. On completion you will be issued with one of:

- a full AQF certificate — issued when you complete all requirements for a qualification;
- a statement of attainment — issued when you complete part of a qualification (listing the units successfully completed); or
- a certificate of attendance/completion — issued for a program that is not a nationally recognised qualification.

Statements of attainment are presented at completion or posted by arrangement. AQF certification documents — certificates and statements of attainment — include the RTO's name and logo, your name, the course and unit names and codes, a certificate number, the date of issue, the authorised signatory, and the nationally recognised training logo. A certificate of attendance/completion is not an AQF document and does not carry the nationally recognised training logo.

Special learning needs and LLN support

We recognise the diversity of educational and learning backgrounds among students and aim to help everyone learn effectively. If you need additional support during your course, tell your trainer or assessor, who will endeavour to refer you to an appropriate support service. This support service is free to all students, and any information you disclose is kept confidential.

If you need help with language, literacy, or numeracy, speak confidentially with your trainer. We can discuss different ways of conducting training and assessment and, where needed, refer you to specialist services. Individual needs are assessed before training, and adjustments are provided where practicable.

Specialist LLN support services:

- The Reading Writing Hotline: 1300 655 506 · <https://www.readingwritinghotline.edu.au>
- Skills for Education and Employment (SEE): <https://www.education.gov.au/see-providers>

Assessment

Assessment is conducted in line with the relevant training package or accredited course. You will be informed of the assessments to be conducted through the website information and at the start of your course, and given oral instructions by your trainer. All assessment results are treated as strictly confidential.

Assessment methods may include written knowledge tests, written assignments and short answers, oral questioning, role plays, case studies and scenarios, practical demonstrations, and observation of skills and knowledge. Assessment takes place in an environment that is, or simulates where possible, a real workplace, with appropriate documentation and access to required equipment. Some learning and assessment is oral or conducted in small groups; this is a normal part of vocational education. If a student shows low literacy levels, the assessor may conduct the assessment orally.

Feedback. As soon as reasonably possible at the end of assessment, the assessor will inform you of your result — whether you achieved the required mark or were assessed as competent or not yet competent. Feedback is constructive, and you are encouraged to seek clarification. If you are dissatisfied with your assessment result, you have the right to use the appeals process (see Assessment appeals).

Reasonable adjustment

Wherever possible, assessors make reasonable adjustments to training and assessment so that all people are treated equally and no one is disadvantaged by a disability. Reasonable adjustment may include making resources and methods accessible, adapting facilities or equipment, changing assessment arrangements, or changing how evidence is gathered. Adjustments may be made for students with English as a second language, literacy or numeracy difficulties, sensory impairments, or physical or intellectual disabilities, among others. You can request support through a confidential application process; staff are trained to respond respectfully and appropriately.

Plagiarism and academic integrity

The plagiarism policy is explained to you at the start of each course. Where you complete pre-course questions, you may be asked to sign a declaration that the work is your own and that any references are cited. Plagiarism, collusion, cheating, and the misuse of generative AI tools are treated as academic misconduct. The full definitions, consequences, and appeal rights are set out in the Plagiarism and Cheating Policy and Procedure.

Fees and payment

- Course fees are published on the website.
- Full payment is required at the time of enrolment.
- Payment can be made online or at our office, before the course begins.
- Any debts owed to the RTO must be paid in full, or the outstanding amount will be deducted from any refund.
- If paid funds are withdrawn by you or your bank, the RTO reserves the right to refer the matter to a debt-collection agency.

Refunds, cancellations and rescheduling

The refund, cancellation, and rescheduling rules below are the same across our Course Refund Policy, our Terms and Conditions of Training, and this handbook. The full detail is in the Course Refund Policy.

General conditions

- To cancel or reschedule, email or call the office. The time of your email or call is the time that counts. Where supporting evidence is needed, send it by email. Contact details are under "Contact information" at the start of this handbook.
- Refunds are issued via the original payment method unless otherwise agreed.
- All refunds are processed within 5 to 10 business days.
- A \$30 administration fee is deducted from the full refund given for cancellations made 48 hours or more before your class starts. No administration fee is deducted where we cancel the course.
- Refunds are not transferable to other individuals.

How we count the hours. Notice for cancelling or rescheduling is counted in hours back from your class start time. Saturdays, Sundays and public holidays are not counted. The time of your email or call is the time that counts.

If you tell us	Reschedule	Cancel and get a refund
48 hours or more before your class starts	Free	Full refund minus the \$30 administration fee
Less than 48 hours but at least 24 hours before your class starts	\$30 administration fee	50% of the course fee
Less than 24 hours before your class starts, or once the class has started	Not available, except where you have documented extenuating circumstances	No refund

Find your class day. The deadlines below are for a class that starts at 8am. If your class starts at a different time, use your class start time instead of 8am. The Saturday and Sunday deadlines do not change.

Your class is on	Free reschedule, or a full refund minus \$30, if you tell us by	\$30 reschedule, or a 50% refund, if you tell us by
Monday	Thursday, 8am	Friday, 8am
Tuesday	Friday, 8am	Monday, 8am
Wednesday	Monday, 8am	Tuesday, 8am
Thursday	Tuesday, 8am	Wednesday, 8am
Friday	Wednesday, 8am	Thursday, 8am
Saturday or Sunday	Wednesday, 11:59pm	Thursday, 11:59pm

Public holidays. If there is a public holiday between the day you tell us and your class, each deadline moves one weekday earlier. Public holidays are those of the state where your class is held. For a live class held on Zoom or another video call, New South Wales public holidays apply.

1. If you cancel before the course starts

- 48 hours or more before your class starts: full refund minus the \$30 administration fee.
- Less than 48 hours but at least 24 hours before your class starts: 50% of the course fee.
- Less than 24 hours before your class starts: no refund.

- Once the course has started, refund requests are not accepted.

2. If you are not eligible for the course

- At the time of booking you tick a declaration confirming you have enough English to undertake the course. If you later fail the language, literacy, numeracy and digital (LLND) test, you receive a full refund minus the \$30 administration fee.
- If you do not meet a course prerequisite: no refund.
- RSA and RCG courses in NSW: you can attend only if you have not done that NSW course before, or your NSW competency card expired more than 28 days ago. If your card is current or expired less than 28 days ago, renew it through Liquor & Gaming NSW instead. If you attend when this rule does not allow it: no refund.

3. If you have special circumstances (for example, illness or compassionate grounds)

- You may be eligible for a partial or full refund.
- Supporting evidence is required.

4. If we cancel the course

- Full refund, or the option to reschedule to the next available date.
- We accept no liability for additional costs you incur.

5. If you do not show up, arrive late, or are removed from the class

- No-show: no refund. To attend another date, make a new booking and pay the full course fee.
- Arriving more than 15 minutes late: no refund, and you cannot reschedule.
- Removed for disorderly conduct, intoxication, or breach of conditions: no refund.

6. If you go to the wrong location

Applies when you arrive at the wrong location and cannot reach the correct location in time.

- Online payments: no refund. To attend another date, make a new booking and pay the full course fee.
- Invoice payments: an invoice payment fee of 100% of the course fee applies.

7. If you do not pass the assessment

Applies when you do not complete all assessments satisfactorily.

- Online payments: no refund.
- Invoice payments: an invoice payment fee of 100% of the course fee applies.
- You can book the course again. You pay the training fee only. A government fee you have already paid, such as a competency card fee, is not charged again.

Rescheduling

To reschedule, email or call the office. Contact details are under "Contact information" at the start of this handbook.

- 48 hours or more before your class starts: free reschedule.
- Less than 48 hours but at least 24 hours before your class starts: a \$30 administration fee applies.
- Less than 24 hours before your class starts: rescheduling is not available, except where you have documented extenuating circumstances.
- Once the class has started, you cannot reschedule.

Not enough ID, no White Card, or late arrival. If you do not bring enough identification to check-in, or you do not bring your White Card to a course that needs it, you can reschedule for a fee of 25% of the course fee. If you arrive late, you cannot reschedule.

Each student may reschedule their training a maximum of two times. Beyond this, any further rescheduling requires payment of the full course fee.

Online courses: change of mind

Online and correspondence courses have a change-of-mind period. In this section, a business day is Monday to Friday, excluding New South Wales public holidays.

- You can ask for a refund within 2 business days after the day you buy the course, as long as you have not started the course.
- You have started the course once you open any course material, or begin any lesson or assessment, in the online learning platform. Receiving your login details does not count as starting.
- Once you have started the course, or once the 2 business days have passed, you cannot cancel, transfer your booking or get a refund, unless the law requires it.
- A change-of-mind refund is a full refund minus the \$30 administration fee.

This rule applies to online and correspondence courses only. A live class held on Zoom or another video call is a scheduled class, and the rescheduling and refund rules above apply to it.

Refund and cancellation requests

Email or call the office — contact details are under "Contact information" at the start of this handbook — with your course name, class date and payment method, and whether you want to reschedule or cancel. If you want to reschedule, tell us the new date you would like. The time of your email or call is the time that counts. Our phone lines are open 9am to 5pm Monday to Friday. If no one answers, leave a message or send an email. Refunds are issued using the same payment method and to the same account used for the original transaction.

Additional fees and charges

Item	Cost
Reissue of certificate by email	\$0
Reissue of certificate by post (covers printing)	\$25
Reissue of a plastic competency card issued by the RTO	\$35

Online courses

These rules apply to online and self-paced delivery. Refunds for online courses are covered under Refunds, cancellations and rescheduling above.

Completion window

You have 2 months from the date of your confirmation email to complete an online course, unless a longer window is stated for your course on the course page or your enrolment confirmation.

Expiry and timeout

- An online course has a 2-month expiry period from the date of the confirmation email.
- If you do not successfully complete the course within 2 months, it is automatically recorded as a fail and any interim certificate will not be issued.
- If you do not successfully complete an online course within 2 months, you do not qualify for any reimbursement and a refund will not be issued.
- Once you have started an online course, or once the 2-business-day change-of-mind period has passed, no refund or cancellation applies, unless required by law (see Online courses: change of mind above).

Identity verification

- Demolition courses require a selfie holding your identification document.
- All other online courses require a photo of your identification document only.
- During online assessment tasks, the student management system may capture a photo of the person completing the assessment and forward it to the assigned trainer/assessor, who verifies it is the same individual who enrolled. If a discrepancy is identified, we contact the student and may require the assessment to be resubmitted. Where identity cannot be verified or misconduct is suspected, the course may be cancelled in accordance with the Plagiarism and Cheating Policy and Procedure.

Statutory declaration and certified identification

Where your course requires it (this is stated in your enrolment confirmation), you will be asked to download, sign, and complete a statutory declaration at the end of the course, and to provide a certified copy (certified by a Justice of the Peace) of your identification. These documents can be uploaded to your profile once you have logged in to your account.

Identification requirement

- A statement of attainment will not be issued if you do not provide a valid form of identification.
- You must provide one valid form of identification (for example, a passport or driver's licence).
- Only an international passport can be accepted as non-Australian identification; all other forms of identification must be issued in Australia.

Privacy

We are committed to protecting your privacy, in compliance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). Personal information, including student records and results, is disclosed to third parties only with your consent, or where authorised or required by law — for example, to regulators and government bodies, or under statutory obligations.

You may access your personal records by submitting a written request to management; we take reasonable steps to respond in accordance with the APPs. How we handle your student records in full is set out in the Privacy Policy and Procedure. How the website itself handles visitor data is set out in the Website Privacy Policy.

Assessment appeals

If you are dissatisfied with the result of a major assessment, you have the right to appeal, and we aim to settle appeals as quickly as possible. The appeal process has three stages:

1. **Resubmission or second testing.** The trainer consults the training manager and, depending on the circumstances, provides an opportunity to re-sit or resubmit the work, which is then re-marked. The request and reasons are recorded in writing.
2. **Second assessor.** If a re-sit or resubmission is not recommended, or you still disagree, a second assessor may be asked to re-mark the work. The issues are discussed with you and recorded in writing.
3. **Written appeal to an assessment panel.** If you are still not satisfied, you put your appeal in writing and an appeal panel is convened. You have the right to present your case and may bring a support person. You will be given a written statement of the final appeal outcome, including reasons, within 15 working days, as set out in the Complaints and Appeals Policy and Procedures.

You have the right to take an appeal related to a VET qualification to ASQA when other avenues have failed, and to take further action under Australian Consumer Law and pursue other legal remedies.

Complaints and appeals

You can lodge a complaint or appeal without fear of disadvantage or victimisation. This section summarises the process; the Complaints and Appeals Policy and Procedures is the authoritative document and sets out the formal procedure and timeframes.

Natural justice applies: decisions and processes are free from bias, all parties have the right to be heard, and the respondent has the right to know what is alleged. Confidentiality is maintained throughout.

You are encouraged first to resolve concerns through discussion with the trainer or another representative. If a concern is not resolved, you may raise it formally with the responsible manager, in writing, including your name and contact details, the course, location, and date, a description of the concern, the steps you have taken, and what you would like to happen.

We acknowledge receipt of a formal complaint or appeal within 2 working days, and a representative will contact you to discuss the next steps.

All parties receive a written statement of the outcome, including reasons.

Where a complaint or appeal cannot be resolved internally, we will arrange for an independent external person to mediate. Complaints or appeals that cannot be resolved internally can also be referred to the National Training Complaints Hotline on 13 38 73. You

may be represented by a nominee — a friend, guardian, or agent — at any stage, and this procedure does not limit your right to pursue other legal remedies.

Right to access and amend records

You have the right to access, or obtain a copy of, the personal information we hold about you. Requests must be made in writing to management. There is no charge to access your personal information, although a charge of 20 cents per page may apply for copying. We will advise you how to access or obtain a copy, and any applicable fees, within ten (10) business days of receiving your written request.

If you consider the personal information we hold about you to be incorrect, incomplete, out of date, or misleading, you can request that it be amended. Where a record is found to be inaccurate, a correction is made. Where you request an amendment but the record is found to be accurate, the details of your request are noted on the record.

Training packages and useful websites

Training packages are sets of nationally endorsed standards and qualifications for recognising and assessing skills. You can view training packages, qualifications, and competency standards at the official national register, <https://www.training.gov.au>. For information about the USI, visit <https://www.usi.gov.au>.