HIGHLAND TRAINING SERVICES

STUDENT HANDBOOK

COMPLIANCE REQUIREMENTS

STUDENT

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INTRODUCTION

Welcome to Highland Training Service Pty Ltd (or "Highland Training").

Thank you for enrolling into our nationally recognised training program.

Our aim here at Highland Training is to provide you with the necessary skills and knowledge to work safely and efficiently in your workplace.

To ensure you get the most out of your training, we hope you take the time to read this handbook. At Highland Training, we aim to make our training as enjoyable as possible, but your participation and input are essential. Your training will be of even greater value if you are aware of what is expected of you and if you are aware of what we can offer.

Within this handbook you will find information about our policies and procedures and your rights and obligations. Should you require any further information, contact your trainer. Our trainers have years of experience in training and are working in the industry like you. That makes what we do here at Highland Training Service Pty Ltd real and responsive. Our team respect the fact that you have a real job, and you want your training to fit in with your life.

We look forward to assisting you in achieving your training goals. Thank you for making the decision to train with us.

THE STANDARDS FOR NVR REGISTERED TRAINING ORGANISATIONS (RTOS) 2025

The *Standards for NVR Registered Training Organisations (RTOs) 2025* (hereinafter referred to as 'the *Standards for RTOs 2025*'), establish the national benchmark for quality in vocational education and training. These *Standards for RTOs 2025* form a key pillar of the revised regulatory framework and focus on ensuring students receive training that is effective, industry-relevant, and learner-centred. To maintain registration as a VET provider, Highland Training Service Pty Ltd needs to demonstrate outcomes in line with the *Standards for RTOs 2025*. The *Standards for RTOs 2025* consists of three core elements:

1. *National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025* **(or 'The Outcome Standards**')
2. *National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025* **(or 'The Compliance Standards**')
3. **The Credential Policy** (available through the National Register)

To maintain registration and uphold the integrity of the VET system, providers must comply with all aspects of the VET Quality Framework. Together, these documents set the benchmark for quality and integrity in training delivery and establish a shared understanding of what good practice looks like across the sector.

This is assessed by the Australian Quality Skills Authority (ASQA). Thus, Highland Training is answerable to ASQA for their conduct.

Being a VET Provider is a privilege, not a right, and as such, we aim to comply with all the requirements of the *Standards for RTOs 2025* and pursue best practice within the context of our training services.

The qualifications you are undertaking are nationally accredited, and certification thereof can only be issued by an NVR Registered Training Organisations (RTO). In certain circumstances, they can be delivered by an organisation on behalf of an RTO.

These Standards and the auditing process are intended to provide the basis for a nationally consistent, high-quality vocational education and training system.

STUDENT AND HIGHLAND TRAINING SERVICE PTY LTD'S RIGHTS AND RESPONSIBILITIES

As a student in our RTO, you have certain rights and responsibilities, as do we, the RTO, have certain obligations and responsibilities to you.

These rights and responsibilities are covered arise in different aspects within the body of this Student Handbook but are summarised here for your convenience.

1. **Adherence to Legislation**

Both the Participant and Highland Training Service Pty Ltd have a responsibility to adhere to all relevant legislation. The legislation that affects your participation in Vocational Education and Training (VET) is detailed within this document. However, both Highland Training Service Pty Ltd and you, the Participant, have an obligation to adhere to ALL legislation applicable in Australia.

2. **Safety**

We both have obligations and expectations that all parties will conduct themselves safely in all aspects of their activities, that at no time will the safety and health of any person or property be risked.

You have a right to a safe environment; you have an obligation to keep it safe through your conduct and adherence to our stated policies and procedures.

3. **Commitment to Training**

We have a right to expect that you seriously apply yourself to undertaking the Course that you have committed to, until you formally tell us that you are withdrawing from the process, we have an expectation that you will work on the process and meet your commitments.

Equally so, you have a right, and we have a responsibility to provide you with the very best support, assistance and guide you to the completion of the course and must maintain a high standard of current documentation, good service, good trainer/assessors who are current in their knowledge and experience in the relevant qualifications(s) being delivered.

4. **Academic Integrity**

We have a right to expect that all assessments provided by you are your own work, not copied, taken, or plagiarised from someone else.

5. **Access to Highland Training Services Resources**

You have a right to reasonable access to your trainer/assessor. You have the right to access records that you have provided to us, during and leading up to your enrolment (including the point of completion). You have the right to feel comfortable to approach your trainer for training-related matters.

6. **Clear Communication of Requirements**

You have a right to expect that the requirements that we make of you are clear, concise, and easily understood. We have an obligation to maintain these requirements as clear instructions and to ensure that they are relevant to the requirements of the training product being undertaken.

7. **Reliable Certification**

You have a right to expect that all course requirements support the outcomes sought and requirements set under the *Standards for RTOs 2025* and that the training product issued by us to you will be received in reliable standing.

8. **Fair and Unbiased Treatment**

You have a right to personal freedom, free from any illegal, unnecessary, or invasive questioning or judgment of your personal ideals, beliefs, marital status, disability or perceived disability, cultural background, age, orientation, or practices, this includes, but is not limited to all personal, sexual, religious, and political practices.

We have an equal expectation that you will grant the same freedom of belief, practices, and persuasion to all of the staff, contractors, fellow participants, and other people whom you meet and come in contact with at Highland Training Service Pty Ltd.

We have an obligation to always conduct ourselves ethically, responsibly, with courtesy and respect, and to be both morally and socially responsible always. We expect the same from our participants.

This specifically means that bullying, intimidation, violence of any kind, cyber bullying, offensive behaviour, threatening or aggressive behaviour or speech will not be tolerated or need to be tolerated by any person, whether a staff member or contractor or a participant in the course requirements.

9. **Consumer Training Product**

You have a right to be provided with the services that you have paid for, if you have paid for a training product, you have a right to expect to be delivered in the manner it was advertised, equally so, we have an obligation to deliver it to you in the manner it was advertised. If there is a need to vary the process, then it must be by mutual agreement.

You have a right to receive the services for which you have paid. We have an obligation to provide them.

10. **Providing Timely Updates**

You have a right to be informed of any changes to our course requirements, our administrative procedures and/or regulations. Any required changes will not be made without appropriate notice and will not disadvantage currently enrolled participants.

11. **Feedback, Complaints and Appeals**

You have a right to provide feedback, make a compliant and/or appeal a decision we make at Highland Training, be it about you or about how we conduct the business of the RTO.

We have an obligation to ensure that complaints and grievances are dealt with quickly and satisfactorily in accordance with the procedures detailed in this handbook.

You have the right to provide feedback on our assessment and on the Client Services, we have provided.

We have an obligation to evaluate all provided feedback and act on opportunities for improvement to our processes and policies.

12. Access to Private Information

have a right to expect us to adhere to the *Privacy Act 1988* and the *Freedom Of Information Act 1982* and ensure that information about you is only conveyed to those with legal and legitimate reasons for access. This is normally only staff directly involved in the processing and assessment of your course work or those with legal rights to that information, such as the Police and other legal bodies, but only after the appropriate processes have been undertaken.

13. Fees and Charges

We have an obligation to clearly state all fees and charges associated with the course requirements.

14. Quality Feedback

We have an obligation to provide, and you have a right to receive, prompt evaluation of your course work, with clear and unambiguous feedback on the results and assessment decision.

15. Clear Communication

We have an obligation to clearly convey to you, the Participant, the policies and procedures that Participants must be aware of. Equally so, you, the Participant, have an obligation to understand those policies and procedures concerning your application, any use of Highland Training's facilities and any property or facilities used by Highland Training to assess your application.

16. Disciplinary Action

Participants who cannot, or choose not to, adhere to these rights and obligations may be subject to disciplinary action. This may be a written warning an interview with the CEO and may result in cancellation of your application without refund and, in extreme cases, such as cases of suspected criminal activity, referral to the Police.

CODE OF CONDUCT

Highland Training is passionate about providing a safe and welcoming educational facility. We take the behaviour, actions, and teachings in our organisation SERIOUSLY. The Code of Conduct is established to ensure both students and staff are provided with an environment where they are free of any behaviour which may cause a negative impact. All students and staff are expected to follow all rules and policies.

- No smoking is permitted on campus, inside or outside the building. Smoking is banned in public and commercial buildings in Australia by Law, and you must not smoke within 5 metres from the entrance of any building. Also, if you choose to smoke, please make sure that you put all your cigarette butts in an ashtray/bin. Public bins and ashtrays are available in most public areas. Littering in a public place is not accepted in Australia.
- Aggressive behaviour, bullying or racism is not tolerated.
- The Organisation prohibits the use of illegal drugs on the premises and during other organisation activities. Appropriate action will be taken against individuals who breach this policy.
- Staff or students are not permitted to possess or consume alcohol on the Organisation premises except under special circumstances approved of by the CEO.
- Acts of vandalism, including graffiti, will be dealt with by the Police where appropriate.
- All equipment belonging to Highland Training Service Pty Ltd should be treated with respect, and you should advise a staff member of Highland Training if anything is not working properly.
- No electronic equipment or mobile phones are to be used during class.
- All break times must be taken according to the times allocated by the trainer and assessor.

- Students must be seated in class prior to the expected start time. Class times will start at times indicated on the course timetables unless otherwisenotified.
- General housekeeping must be undertaken before leaving the class. Please do not leave rubbish lying around but place it into the bins provided. Make sure the doors and windows are shut, and lights and relevant equipment are turned off.
- Consider others and keep the toilets and other public areas clean and hygienic after youruse.
- A reasonable standard of dress and hygiene is always to be maintained. It is always recommended that closed shoes be worn.
- Highland Training Service Pty Ltd trainers and staff can refuse admittance to class if you do not turn upwith the prescribed textbooks, course materials, learning materials, tool kits and appropriate OH&S clothing and equipment, if applicable.
- All students and staff must always comply with WHS policies and procedures.
- Any serious breach of any organisation policy can also result in cancellation of yourenrolment.

LEGISLATIVE REQUIREMENTS

We are subject to a variety of legislation related to training and assessment as well as a general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated, and the CEO is responsible for ensuring that all staff are made aware of any changes.

Current legislation is available online at http://www.austlii.edu.au and http://www.legislation.qld.gov.au

The legislation that particularly affects your participation in Vocational Education and Training includes:

Commonwealth Legislation:

- *National Vocational Education and Training Regulator Act 2011*
- *National Vocational Education and Training Regulator (Charges) Act 2012*
- *National Vocational Education and Training Regulator (Transitional Provisions) Act 2011.*
- *Standards Registered Training Organisations 2015*
- *National Vocational Education and Training Regulator Amendment Bill 2015*
- *Human Rights and Equal Opportunity Commission Act 1986*
- *Disability Discrimination Amendment (Education Standards) Act 2005*
- *Disability Discrimination Act 1992*
- *Racial Discrimination Amendment Act 1980*
- *Racial Discrimination Act 1975*
- *Sex Discrimination Act 1984*
- *Sex Discrimination Amendment Act 1991*
- *Privacy Act 1988*
- *Privacy Amendment (Enhancing Privacy Protection) Act 2012*
- *Australian Privacy Principles (2014)*
- *Work Health and Safety Act 2011*
- *Work Health and Safety Regulations 2011*
- *Student Identifier Act 2014*
- *Student Identifier Regulation 2014*

State Based Legislation

- *Disability Services Act 2006*
- *Fair Trading Act 1989*
- *Workplace Health and Safety Act 1995*
- *Workplace Health and Safety and Other Legislation Amendment Act 2008*
- *Child Protection Act 1999*
- *Commission for Children and Young People and Child Guardian Act 2000*

WORKPLACE HEALTH AND SAFETY POLICY

The *Work Health and Safety Act 2011* and *Work Health and Safety Regulations 2011* describe Highland Training's duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others within the workplace. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training, including topics such as safe work procedures,
- properly maintained facilities and equipment,
- a clean and suitably designed workplace with the safe storage of goods such as chemicals.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Implement procedures and practices, in a variety of situations, in accordance with State and local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety Standards without causing damage,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Always ensure Participant safety,
- Ensure procedures for operator safety are always followed,
- All unsafe situations recognised and reported,
- Display first aid and safety procedures for all staff and participants to see,
- Report any identified workplace Health and Safety hazard to the appropriate staff member as required.

HARASSMENT AND DISCRIMINATION POLICY

We are required under Australian Law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and participants feel valued, respected, and treated fairly.

We will ensure that all our staff understand their roles and responsibilities in creating such a workplace, by process of training, communication, mentoring and by example, and we will ensure all of our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and participants should be aware of the following definitions:

'Bullying' - is unwelcome and offensive behaviour that intimidates, humiliates, and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period of time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating, or ignoring a person,

putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

'Confidentiality' - refers to information kept in trust and divulged only to those who need to know.

'Discrimination' - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age, or sexual orientation. Victimisation is also treated as another ground of discrimination.

'Harassment' - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated, or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

'Personnel' - refers to all employees of **Highland Training Service Pty Ltd.**

'Racial Harassment' - occurs when a person is threatened, abused, insulted, or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry, or mockery, displays of material prejudicial to a race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

'Sexual Harassment' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimisation' - includes any unfavourable treatment of a person because of their involvement in an equal opportunity complaint. Unfavourable treatment could include adverse changes to the work environment, denial of access to resources or work.

Specific principles

- All staff and participants have a right to work in an environment free of any form of harassment and discrimination,
- All reports of harassment and discrimination will be treated seriously, impartially, and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited, and unacceptable behaviour that will not be tolerated,
- When management is informed of any harassment or discrimination it has the responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals should be respected, and confidentiality maintained,
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation, and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation,
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support, and assistance in resolving the issue,
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers,
- Staff and participants should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good faith.

PRIVACY

Highland Training takes the privacy of our participants very seriously, and we will comply with all legislative requirements.

These include the *Privacy Act 1988* and *National Privacy Principles (2014)*.

Your enrolment form allows participants to give us permission to discuss the Participants progress with their employer. In some cases, we will be required by Law or required by the Standards for RTOs 2025 to make participant information available to others. In all other cases, we ensure that we will seek the written permission of the participant.

The thirteen Privacy Principles are defined below:

Principle 1 – Open and transparent management of personal information. The object of this principle

is to ensure that Highland Training's entities manage personal information openly and transparently.

Principle 2 – Anonymity and pseudonymity. Individuals may have the option of not identifying themselves or using a pseudonym when dealing with Highland Training Service Pty Ltd in relation to a matter.

Principle 3 – Collection of solicited Personal Information. Highland Training must not collect personal information (other than sensitive information) unless the information is reasonably necessary for Highland Training's business purposes.

Principle 4 – Dealing with unsolicited personal information. If Highland Training receives personal information, Highland Training Service Pty Ltd must, within a reasonable period after receiving this information, determine whether or not we would have collected the information under Australian Privacy Principle 3, and if not, we must, as soon as practicable but only if it is lawful and reasonable to do so, destroy the information or ensure that the information is de-identified.

Principle 5 – Notification of the collection of personal information. Requires Highland Training to notify our clients, staff, and participants of any additional information we collect about them and further advise them of how we will deal with and manage this information.

Principle 6 – Use or disclosure of personal information. The information that Highland Training holds on an individual that was collected for a particular purpose Highland Training Service Pty Ltd must not use or disclose the information for another purpose unless the individual has consented.

Principle 7 – Direct marketing. As Highland Training Service Pty Ltd holds personal information about individuals, we must not use or disclose the information for the purpose of direct marketing.

Principle 8 – Cross Border disclosure of personal information. Where Highland Training Service Pty Ltd discloses personal information about an individual to an overseas recipient, Highland Training Service Pty Ltd must take all steps to ensure that the overseas recipient does not breach the Australian Privacy Principles.

Principle 9 – Adoption, use or disclosure of government related identifiers.

Highland Training Service Pty Ltd must not adopt a Government related identifier of an individual as its own identifier of the individual, except when using identification codes or numbers issued by either the State based regulators, or the Department of Innovation with regard to the Unique Student Identifier.

Principle 10 – Quality of personal information. Highland Training Service Pty Ltd must take such steps (if any) as are reasonable in the circumstances to ensure that the personal information that Highland Training Service Pty Ltd collects is accurate, up to date and complete.

Principle 11 – Security of personal information. If an APP entity holds personal information, the entity must take such steps as are reasonable in the circumstances to protect the information.

Principle 12 – Access to personal information. As Highland Training holds personal information about an individual, Highland Training Service Pty Ltd must, on request by the individual, give the individual access to the information.

Principle 13 – Correction of personal information. As Highland Training holds personal information about individuals and should we believe that this information is inaccurate, out of date, incomplete, irrelevant, or misleading; or the individual requests the entity to correct the information; Highland Training must take such steps as are reasonable in the circumstances to correct that information.

PRIVACY POLICY

The Australian Government Department of Employment and Workplace Relations' VET Data Policy, Part B, Clause 7.2: states:

Where personal information is collected from a student, RTOs must make students aware of the purposes for which their information may be collected, used or disclosed. RTOs must give the student a copy of the Privacy Notice at Schedule 1 of this Policy. This can be achieved by including the 'Privacy Notice' during the student's enrolment process.

The minimum mandatory content for inclusion in a Privacy Notice as at Schedule 1 of the VET Data Policy is provided below and is to be used from 1 January 2021. This content is also available on the Department of Employment and Workplace Relations (DEWR)'s website: - https://www.dewr.gov.au/

Why we collect your personal information

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

How we use your personal information

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

How we disclose your personal information

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

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How NCVER and other bodies handle your personal information

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, state and territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

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

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

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

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

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

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

Surveys

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

Contact information

At any time, you may contact Highland Training to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

NATIONAL VOCATIONAL EDUCATION AND TRAINING ACTS 2011

These three acts are named in the legislative listing and define the acts of Federal Parliament that empower ASQA to administer the operations and compliance of RTOs in most states of Australia and any RTOs that operate in more than one State in Australia.

This includes the right of ASQA to audit Highland Training, apply penalties for non-compliance and define the requirements to retain records and other administrative and operational requirements of a functioning RTO.

Highland Training is answerable to ASQA for their operations.

WORKING WITH CHILDREN

Highland Training Service Pty Ltd takes the safety and health of all our participants very seriously, and we will comply with all legislative requirements under the Commission for Children and Young People and Child Guardian Act 2000 to provide a safe learning requirement.

We do accept people under the age of 18 in our training programs and therefore require all trainers and assessors to be cleared as not being a risk to the health and safety of minors and to provide Highland Training Service Pty Ltd with a copy of their Blue Card for working with Children as part of our key prevention and monitoring system when working with children and your people.

Further information on the Working with Children's Check is available from Highland Training Service Pty Ltd CEO.

FEES AND REFUND POLICY

Our training and assessment programs do attract fees. The details of the fee structures are contained on our website/enquiry emails.

Highland Training has a fair and equitable Refund Policy in place containing guidelines guaranteeing the refund of fees to course Participants under reasonable circumstances. The management guarantees Highland Training's sound financial position and safeguards Client / Participant fees until used for training/assessment.

- Where a company or individual has booked training and a confirmation of acceptance has been received by the company or individual a cancellation and/or a non-attendance of a participant/s after confirmation, then a cancellation fee may be incurred:
    - 72 working hrs notice - 50% of the program cost
    - 48 working hrs notice - 75% of the program cost
    - 24 working hrs notice - 100% of the program cost
- TRAINING CREDITS WILL BE GIVEN FOR FUTURE COURSES for participants who are booked but are unable to attend on the day for reasons of health or other unavoidable extenuating circumstances.
- You may substitute another Participant at any time prior to the course commencement date should the nominated person be unable to attend. Notification of such changes must be requested in writing 3 days prior to course commencement.
- Highland Training reserves the right to cancel or postpone a course to an alternative date. All registered participants affected by such changes will receive a full refund or be offered the opportunity to transfer to the next available course program.
- No refunds will be made after the commencement of the course unless the Participant can provide a medical certificate or show extreme personal hardship. In this case, Transfer to another date may be possible at the discretion of Highland Training management.
- Highland Training cannot be held responsible for any costs incurred due to a cancelled event due to conditions beyond our control, extreme weather events or insufficient enrolments.

NOTE: If the student wishes to apply for a refund in writing, the letter should be addressed to: Highland Training Service Pty Ltd – Administration; highlandtrainingservices@gmail.com.

Students will then be informed by email about refund decisions, and fee refunds will be made by direct bank deposit to the original payee within 14 days of approval.

Prepaid Fee Disclosure:

In accordance with the *Standards for RTOs* and national consumer protection requirements, Highland Training Services Pty Ltd is prohibited from collecting more than $1,500 AUD in prepaid fees (fees collected before a course commences) from any individual student at the time of enrolment.

- Upon Enrolment / Submission of this Form: You will only be invoiced or charged an initial deposit up to a maximum of $1,500 AUD.
- Progressive Payments: Any remaining course balance exceeding $1,500 AUD will be collected progressively over the duration of the training period as outlined in the payment schedule of your Student Handbook.

PARTICIPANT PROGRESSION

Where a Participant has enrolled into a course and either attended a face-to-face session and/or commenced the online component of that course and has not progressed, the Participant's progress will be monitored for 3 months. They will be sent 3 reminders during this period of time and if at the end of 3 months, the course has not been completed, the Participant's enrolment will be withdrawn, and any fees paid for this course will not be refunded unless the Participant can provide a medical certificate or show extreme personal hardship.

PARTICIPANT DOCUMENTATION POLICY

We are committed to maintaining and safeguarding the accuracy, integrity, and currency of our records without jeopardising the confidentiality of the records or our participant's privacy.

Individual hardcopy participant records will be stored for six months after completion in a lockable secure office area. Our electronic records are stored in our participant records software system and are protected by password access, we further protect our records by maintaining up to date virus, firewall and spyware protection software.

The CEO is responsible to conducting a backup of our computer systems to an external drive which is stored off site.

Our software and hardcopy systems will retain Participant results for a period of not less than thirty years.

In the event that we cease to operate as an RTO we will transfer all records to ASQA in appropriate format and detail as specified by ASQA at the time of ceasing RTO operations.

All other records including, taxation records, business and commercial records will be retained for a period of at least seven years. It is a requirement of the Standards for RTOs 2025 that we comply with all mandatory reporting obligations. All RTOs must report annual enrolment data and completion results to the Government (AVETMISS).

The RTO records all AVETMISS data in its Online Student Portal. This data is supplied and completed by the participants at enrolment and is maintained and updated by the RTO Administration staff.

This data is verified for accuracy as part of the enrolment process, and this data is updated as the participant progresses through the course culminating in either their withdrawal from the course or exiting from the course with a Statement of Attainment award.

We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual participant training records will be limited to those consented to at enrolment by participants, such as:

- trainers and assessors, including RPL Assessors to access and update the records of the participants whom they are working with,
- management staff as required to ensure the smooth and efficient operation of the business,
- Officers from the Department of Education and Training, ASQA or their representatives for activities required under the Standards for Registered Training Organisations,

Or those required by law such as:

- people as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act).

Or

- participants authorising releases of specific information to third parties in writing,
- the participants themselves, after making application in writing. For example, participants seeking a replacement Statement of Attainment.

RECOGNITION OF OTHER QUALIFICATIONS

All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by Highland Training.

These qualifications will be recognised and where appropriate could be used to reduce any training program being offered by us.

Participants would be required to produce a certified copy of the original certificate to the CEO or, in some cases, the trainer, who will make a note of the qualification in our record system.

This is typically applied where participants produce a pre-requisite qualification for a course they are currently wishing to undertake.

Where an application is to proceed, the Participant will need to provide:

Either:

- An AQF certification documentation issued by any other RTO or AQF authorised issuing organisation,
  or
- An authenticated VET transcript issued by the Registrar, such asASQA.
- An authenticated USI transcript.

ACCESS AND EQUITY

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis. Including women where under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

All participants have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation, or carer's responsibilities.

All participants who meet our entry requirements will be accepted into any of our training programs. Participants who feel that they have been discriminated against can lodge a formal complaint. This process can be initiated through any staff member or can be referred to the CEO.

ENROLMENT

To enrol in our course, please contact Highland Training Service Pty Ltd administration, the contact details for which are located on the front of this document.

Once accepted, you will need to complete an enrolment/application form including a Unique Student Identifier (USI) or an exemption thereof.

PRE-TRAINING REVIEW

Pre-training review is conducted for all students enrolling into any Highland Training courses to capture current competencies including language, literacy, numeracy and digital literacy. The outcome is recorded to establish eligibility and suitability for training as well as development of appropriate strategies as required for each student.

Pre-training review enables the student as well as the RTO to understand the requirements of the course and to ensure that the proposed course is relevant to student's current competencies, experience and future requirements.

For each Eligible Individual, Highland Training must conduct a Pre-Training Review, as part of enrolment, or prior to the commencement of training, to ascertain suitability to the training and assessment, and the most suitable course for that student to enrol in.

Highland Training requires that any student wishing to enrol into a full qualification course is deemed successful at the pre-training review in order to gain a place into the course.

Highland Training may require students undertaking a short course, skill set or standalone unit to complete the pre-training review if it is identified that additional supports may be required for the student to complete the course.

LANGUAGE, LITERACY, NUMERACY AND DIGITAL (LLND) ASSISTANCE

Our course standard material contains written documentation, limited numerical calculations and use of site management systems.

We recognise that not all people are able to read, write, perform calculations and utilise digital platforms to the same standards. We will endeavour to help you where we can accommodate anyone with difficulties with Language, Literacy, Numeracy or Digital components.

If a participant's needs exceed our skills, we will refer the participant to an external support provider such as their local TAFE campus.

PARTICIPANT LEARNING NEEDS

"Well-being is a positive state experienced by individuals and societies. Similar to health, it is a resource for daily life and is determined by social, economic and environmental conditions. Well-being encompasses quality of life and the ability of people and societies to contribute to the world with a sense of meaning and purpose. Focusing on well-being supports the tracking of the equitable distribution of resources, overall thriving and sustainability. A society's well-being can be determined by the extent to which it is resilient, builds capacity for action, and is prepared to transcend challenges" (Glossary of Terms, 2021 – accessed through the World Health Organisation).

We will assist all participants in their efforts to complete our training programmes.

If you are experiencing any difficulties with your studies, we would recommend that you see your trainer or another member of Highland Training's staff.

We will make every effort to support you in your studies; this could be through additional coaching or mentoring or through any other identified way.

Should you be experiencing any personal difficulties, you should make contact directly with the Highland Training's Compliance Manager or CEO, who will assist you to the full extent of our capacity.

Highland Training Services Pty Ltd provides the following internal support services:

- **Enrolment Support**: Assistance with the enrolment process, including understanding course requirements and accessing relevant forms.
- **Pre-Training Reviews**: Language, Literacy, Numeracy and Digital Literacy and suitability of course selection are determined during the pre-training review process
- **Academic Support**: Help with course content, study planning, time management, and access to additional learning materials.
- **Assessment Support**: Guidance on understanding assessment criteria, preparing for assessments, and applying for reasonable adjustments.
- **Wellbeing Support**: Access to the Student Support Officer for personal issues affecting wellbeing or study, including referrals to external professionals.
- **Access to Staff**: Students are provided with clear contact details for trainers, assessors, and support staff through the RTO Personnel Availability and Response Policy. Regular availability and drop-in times are communicated.
- **Individual Support Plans**: Created and maintained for students requiring ongoing support, monitored and reviewed by the Student Support Officer.

We recognise that there are wellbeing needs beyond our internal capability, therefore we also encourage the utilisation of professional services for our participants. Such services we might refer participants to include:

- **Lifeline** - Phone: 13 11 14; www.lifeline.org.au
  Lifeline provides all Australians experiencing a personal crisis with access to online, phone and face-to-face crisis support and suicide prevention services. Find out how these services can help you, a friend or loved one.
- **Kids Helpline** - Phone: 1800 551 800
  If you're between 5 and 25 and you're feeling depressed, worried, sad, angry or confused about things like your studies, personal relationships, Kids Helpline offers free 24-hour, 7-day telephone counselling support (anonymous if you prefer).
- **Drug Info** - Phone: 1300 85 85 84; www.druginfo.adf.org.au/contact-numbers/help-and-support
  Drug Info is a service provided by the Australian Drug Foundation that offers information about alcohol and other drugs and prevention of related harms.
- **Centrelink** - https://www.servicesaustralia.gov.au/centrelink?context=1
- **Interpreting Services -** TIS 13 14 50
- **Australian Council of Adult Literacy**: phone 03 9546 6892; email: info@acal.edu.au

Participants enrol with Highland Training from all walks of life, and with varying personal circumstances that may affect their training experience with us.

FLEXIBLE DELIVERY AND ASSESSMENT PROCEDURES

Highland Training recognises that not all participants learn in the same manner and that with an amount of "reasonable adjustment", participants who may not learn best with traditional learning and assessment methods will still achieve good results.

Highland Training will make any necessary adjustments to meet the needs of a variety of participants, and the ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the participant can verbally demonstrate competency.

These adjustments may include having someone read assessment materials to participants, or they may include having someone record the participant's spoken responses to assessment questions.

Highland Training undertakes to assist participants in achieving the required competency Standards where it is within our ability.

Where we cannot assist a participant, we will refer them, where possible, to an agency that can assist. Any further questions can be referred to your trainer or Highland Training's Compliance Manager.

AQF CERTIFICATES AND STATEMENTS OF ATTAINMENT

Highland Training's CEO will issue only AQF Certificates and Statements of Attainment that are within our scope of registration and that certify the achievement of the requirements of Units of Competency and Qualifications from nationally endorsed Training Packages.

We must issue, record and issue statements of attainment and certificates that:

- meet the requirements in the current *Australian Qualifications Framework*, 2nd Edition, January 2013
- identify the units of competency from Training Packages,
- identify the RTO by its national provider number,
- And meet the requirements of the ASQA

Highland Training will note the language of delivery and assessment on AQF qualifications and statements of attainment issued if the delivery and assessment have been entirely in a language other than English.

UNIQUE STUDENT IDENTIFIER

As of 1st January 2015, participants wishing to graduate from a Vocational Education and Training course (a VET Course) are required to obtain a Unique Student Identifier (USI).

As of 1st January 2015, an RTO cannot issue a qualification to a Participant unless that Participant provides the RTO with their USI. The USI will allow the Government to permanently record the awarding of this qualification to the individual.

Thus, from 1st January 2015, unless exemptions apply, all training successfully delivered will be recorded by the Government.

To obtain a USI, the Participant will need to:

1. Visit www.usi.gov.au and provide information about themselves similar in content to that ontheir driver's licence (An Australian Drivers Licence has enough information), or

2. Authorise a third party such as Highland Training Service Pty Ltd as the RTO to obtain the USI on their behalf. To enable this to happen, the participant will need to:
    a. Accurately complete this enrolment form, ensuring that the details they provide match their ID.
    b. Provide Highland Training Service Pty Ltd with one of the following forms of unique identification:
        - Driver's Licence
        - Medicare Card
        - Australian Passport
        - Visa (with Non-Australian Passport) for international Participants
        - Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient
        - Certificate Of Registration by Descent
        - Citizenship Certificate
        - ImmiCard
    c. Nominate their preferred method of contact so that the USI activation notice can be sent to them, options include email, phone or mailing address.
    d. Complete the authorisation form included in the Enrolment Agreement. Once their USI has been generated, they should:
        - write down their USI somewhere safe
        - activate their USI account at some stage soon.
        - If they do not activate their account, their USI still works.
        - when they do activate their account, they will be required to add some security questions and choose a password.

PLEASE NOTE: The USI System checks for duplicate entries and will report any suspected duplicates.

PLEASE ALSO NOTE: Any USI provided to use by a participant will need to be verified as being accurate through the student management system. Any USIs indicated as not being correct or "rejected" are to be returned to the Participant with the advice that the RTO cannot issue a Statement of Attainment or a Testamur without a valid USI.

Any copies of participant personal information obtained for the purposes of determining or confirming a USI shall be securely destroyed when no longer needed.

VERIFICATION OF PARTICIPANT UNIQUE STUDENT IDENTIFIER

Highland Training must verify the legitimacy of the Participant USI.

At the time of enrolment, or when the participant offers their USI, Highland Training will verify the participant's USI through the student management system.

Participants whose USI cannot be verified will be notified by Highland Training administration staff. The participant will then be requested to rectify the issue.

Participants will also be advised that without a valid USI, the RTO is not able to issue them their Certificate or Statement of Attainment.

FEEDBACK, COMPLAINTS AND APPEALS

Highland Training treats feedback, complaints and appeals from staff, partner organisations, participants, and other stakeholders very seriously and will deal with these in an effective and timely manner. Feedback and complaints can be made about Highland Training, its staff, other learners or third parties. Highland Training typically aims to resolve all complaints within three weeks.

Highland Training will act upon any substantiated feedback, complaints or appeals. These will be recorded into Highland Training's RTO management System and will lead where appropriate to continuous improvement activities. The data entry responsibility, including maintaining the security of these feedback, complaints and appeals, lies with Highland Training`s CEO.

A person or organisation can complain about any aspect of our dealings with them, and the participant can appeal any decision we make, including assessment decisions.

In the first instance that a person or organisation is unhappy or dissatisfied with an aspect of our service delivery, they should consult their trainer and assessor, customer service staff or Highland Training's CEO. Work Employers or Companies should contact Highland Training's CEO.

We would encourage Participants should contact their trainer. The trainer should be the first point of contact for participants. The aim of this first contact is to resolve the issue quickly.

If the participants' complaint is about the trainer, and they are uncomfortable discussing this issue with the trainer, then they should contact Highland Training's CEO.

Should the complaint or appeal not be resolved in the first instance, then the complainant is requested to formally lodge a complaint or appeal by completing either the complaint or appeal form. These forms are available from the Highland Training's CEO or Highland Training's Customer Service.

The appellant or complainant can take the form away to complete, but this should be returned within 48 hours so the matter can be promptly investigated.

Should the complaint be about Highland Training's CEO, either in their role as a trainer or in their role as Highland Training's CEO, then the customer service representative is able to receive and process the complaint or appeal.

This formal complaint or appeal will be entered on our Complaints or Appeals register for tracking purposes. This is the responsibility of Highland Training's CEO, the receipt of the Complaint or Appeal will be formally acknowledged within one business day, in writing by Highland Training's CEO.

Should the nature of the complaint refer to criminal matters or where the welfare of people is in danger, Highland Training will, with the permission of the participant, seek assistance from other authorities such as the Police, Legal Representative, or other parties as appropriate.

Participant confidentiality will always be maintained as is consistent with Australian Law. At all times, the principles of Natural Justice be upheld, these being:

- That both sides of the complaint will be informed of the complaint and
- That both sides of any complaint will be heard after enough time has been provided for both sides to prepare their arguments.
- That an investigation will be conducted without undue delay

- The participant will be allowed to continue their course without penalty until such time as the final decision has been determined.

Further details on Natural Justice can be accessed from the Ombudsman's office in the state or territory in which the training and assessment are being conducted or found online on www.ombudsman.gov.au.

Highland Training Service Pty Ltd will ensure that the participant's academic progress will remain unimpeded by their complaint or appeal.

Upon receipt of the formal complaint or appeal, Highland Training's CEO will be responsible for resolving the issue. This will involve at least a formal interview with the participant, the trainer, and Highland Training's CEO, if appropriate.

Should the issue still not be resolved to the student's satisfaction, Highland Training will make arrangements for an independent third party to resolve the issue and outline any costs that may be involved with this to the student. The student will be given the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer than 14 days.

All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14-day period. If the process is taking longer than 60 days from the complaint or appeal being received, the student will be notified in writing of the reason for the delay and kept informed about all progress.

If the student is still not happy with external mediation, he/she may take his / her complaint to the Queensland Training Ombudsman.

All documentation relating to complaints or appeals should be archived for audit purposes.

ASQA accepts complaints about training providers such as Highland Training from all members of the community. ASQA takes a risk-assessment approach to student complaints, which allows them to focus on risks to the quality of vocational education and training in Australia.

ASQA is not a consumer protection agency and cannot act as an advocate for individual students. However, ASQA highly values complaints about training providers—all complaints are used as intelligence to inform regulatory activities.

For more information on how ASQA handles complaints, refer to ASQA's policy on Managing complaints about training providers.

Managing complaints about training providers (PDF)

A further option available to students and organisations is the National Training Complaints Hotline. This number is 13 38 73 and is staffed Monday–Friday, 8 am to 6 pm nationally. More details on the National Complaints Hotline can be found at www.education.gov.au/NTCH.

The Queensland training ombudsman can provide students with advice about rights and responsibilities within the VET sector. See www.trainingombusdman.qld.gov.au for more information.

ASSESSMENT APPEALS

In rare circumstances, the participant may object to decisions made by Highland Training, including assessment outcomes, and wish to appeal these decisions.

Possible grounds for an Assessment appeal could be (and others are possible):

- The correct response was provided however the response was marked incorrect in error
- The material assessed was not covered in learning materials
- The response provided by the participant was the response provided in class
- Or any other reason.

In the case of the Assessment appeal, the participant will follow the same basic steps as outlined in the complaint and appeal section.

1. Discuss the issue with your trainer and seek their opinion.
2. If you are still dissatisfied, complete the appeals form and submit it to Highland Training's CEO, who will:
    a. provide written receipt of your case within one business day,
    b. Review your case, and if desired, you will be able to present your case to Highland Training's CEO. Highland Training's CEO will review your case with you and provide you with a written response, including the reasons for the response.
3. At all times, the participant is to be kept updated as to the progress and resolution of the matter.

Irrelevant of the process undertaken to resolve the matter, the appellant will be provided with a formal written statement of the resolution of the complaint or appeal, and this will state the reasons for the decision.

At all times will we keep our participants informed of the progress of their complaint and appeal; should this process take longer than sixty (60) days, we will keep the participant informed of these reasons through written correspondence.

DISCIPLINE

If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a participant, the trainer has the authority to:

- Warn the participant that their behaviour is unsuitable, or
- Ask a participant to leave the class without refund or acceptance into another course, or
- Immediately cancel the class.

Highland Training has a zero-tolerance policy towards illegal drugs. Any person found to be in possession or under the influence of illegal drugs will be asked to leave the premises.

Anybody found to be under the influence of drugs or alcohol that will adversely affect their performance will be asked to leave the premises.

In some cases, prescription drugs will affect your performance, and please discuss this with your trainer prior to course commencement.

Cheating or plagiarism (copying of someone else's work) will not be tolerated and will result in the participant's assessment being dismissed.

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management, and participants. Any breach of our disciplinary Standards will be discussed with the trainer and Highland Training CEO, and the appropriate action will be taken.

If a participant wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure.

CREDIT TRANSFER POLICY

Credit Transfer is available to all participants enrolling in any of our training programs on our scope of registration.

Credit Transfer – means credit towards a qualification granted to participants based on outcomes gained by a participant through participation in courses or nationally training package qualifications with another Registered Training Provider.

ASSESSMENT STANDARDS

All assessments conducted by us will:

- Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications, we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the relevant credential under the Credential Policy.
- All of our assessments within our RTO will lead to issuing a statement of attainment or issuing qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.
  - All of our Assessments will be:
    - **Valid -** Assessment methods will be valid. That is, they will assess what they claim to assess,
    - **Reliable -** Assessment procedures must be reliable. That is, they must result in the consistent interpretation of evidence from the learner and from context to context,
    - **Fair -** Assessment procedures will be fair so as not to disadvantage any learners. Assessment procedures will:
      - be equitable, culturally, and linguistically appropriate,
      - involve procedures in which criteria for judging performance are made clear to all participants,
      - employ a participatory approach,
      - provide for participants to undertake assessments at appropriate times and where required in appropriate locations.
    - **Flexible -** Assessment procedures will be flexible. That is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,

We will achieve this through:

- careful design of the assessments,
- validation and moderation of the assessment materials conducted in our annual review,
- an understanding of the definition and practical application of the above definitions.

ASSESSMENT CRITERIA

All our assessments will provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods alternative assessment methods if required to accommodate special needs or circumstances, and information will also be included at the start of each unit or course as to the assessment processes, number of assessments, and types of assessment

ASSESSMENTS METHODS

Our assessments and assessment methods will ensure that -

We focus on the application of the skill and knowledge as required in the workplace, including:

- Task skills (actually doing the job)
- Task management skills (managing the job)
- Contingency management skills (what happens if something goes wrong)
- Job Role environments skills (managing your job and its interaction with others around you)

We ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency.

Staff members are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

Re-assessment is available on appeal; see further details in the appeal process section.

DOCUMENT CONTROL				
Revision	**Effective Date**	**Description of Changes**	**Author/Reviewer**	**Approver**
1.0	October 2025	Align with 2025 New RTO Standards	Administration	Director
2.0	August 2026	Change Cover Page	Administration	Director
3.0	October 2026	Addition of prepaid fee disclosure	Administration	Director