

Student Handbook v1.0

Specialised Skills

RTO #46344

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ACKNOWLEDGEMENT OF UNDERSTANDING

To ensure sound judgement and decision making, and to provide the opportunity to potential students to raise issues, concerns and questions prior to commencement of training, Specialised Skills makes the Student Handbook available to the learners by providing a copy or accessing through our website at: www.specialisedsafety.com.au

We require each student to read and understand the information contained in this Student Handbook prior to enrolment or commencement of training.

For any concerns, questions or clarifications please contact us at:

- **Address:** 3L Boothenba Road, Dubbo NSW 2830
- **Email:** admin@specialisedsafety.com.au
- **Contact number:** (02) 6884 2790

INTRODUCTION

Welcome to Specialised Skills! Our number one priority is to help you achieve your training goals. You will receive training from our dedicated, passionate and qualified trainers who are experienced in your vocational areas. This ensures that the training you will receive is current, relevant and easy to understand.

To ensure that your learning experience will be a positive one, our courses are delivered using excellent quality and innovative course materials. Our Student Services is committed to deliver an excellent experience to you. We wish you all the best in your studies and we look forward to helping you achieve your goals.

This Student Handbook sets out the policies and procedures around the training and assessment that you will receive. Please read the Student Handbook before enrolling in any of our courses.

Specialised Skills is a Registered Training Organisation (RTO No. #46344) and is recognised by Australian Skills Quality Authority as a deliverer of nationally recognised training for the courses on its scope of RTO registration.

Mission Statement

Specialised Skills is committed to providing high-quality education tailored to students' diverse learning needs. With a focus on individualised learning experiences, the goal is to ensure that each student receives the support and resources needed to thrive. Through innovative teaching methods and a comprehensive curriculum, Specialised Skills aims to empower students with the knowledge and skills necessary for success in their chosen fields. The mission is to foster a learning environment that encourages growth, curiosity, and a lifelong passion for education.

Vision Statement

Specialised Skills envisions becoming the premier choice for individuals seeking qualifications and competencies in Infrastructure, Transport and Logistics, Manufacturing, Construction, Plumbing, and Services. The aspiration is for Specialised Skills to claim the top spot in the industry, setting the standard for excellence and becoming the trusted provider of quality training. The vision extends to catering to diverse groups, including school leavers, job seekers, government agencies, and those employed in the construction and mining industries.

Training Programs

As a registered training organisation (RTO) in the vocational education and training (VET) sector, we offer the following nationally recognised training products:

- **RIIWHS204E - Work Safely at Heights**
- **RIIWHS202E - Enter and Work in Confined Spaces**
- **TLILIC0003 - Licence to Operate a Forklift Truck**
- **TLILIC0005 - Licence to Operate a boom-type elevating work platform (boom length 11 metres or more)**

- **MSMWHS217 - Gas Test Atmospheres**
- **CPCWHS1001 - Prepare and Work Safely in the Construction Industry**

For more information on the courses we offer, please refer to our website: www.specialisedsafety.com.au

We are committed to providing current and accurate information for learners to be able to make informed decisions about undertaking training. We ensure the quality of the training and assessment in compliance with the Standards for RTOs 2015, and for the issuance of the AQF [Australian Qualifications Framework] certification documentation.

Student Guarantee

Specialised Skills guarantees to advise students of any changes to the services provided under agreement within 7 days via email, including any changes of ownership.

We guarantee that if, for whatever reason, we are unable to deliver the agreed training for a student, we will make the necessary arrangements for the training to be delivered by another Registered Training Organisation.

We are committed to providing accurate and accessible information to prospective and current students related to our services and the training products on our scope of registration.

We do not guarantee the following:

- a learner will successfully complete a training product on its scope of registration, or
- a training product can be completed in a manner which does not meet the requirements of clause 1.1 and 1.2, or
- a learner will obtain a particular employment outcome where this is outside the control of the RTO.

Specialised Skills Team

Students may contact us at (02) 6884 2790**.**

Student Support

Students completing a training program will be supported by our Student Services. Our knowledgeable team will work with you to help you achieve success in your chosen field.

Our Student Services can assist students through a variety of activities, which include but are not limited to:

- Assisting with logging in the Learning Management System (LMS) and with accessing the resources;
- Supporting flexible learning and processing extensions where applicable;
- Arranging contact between trainer/assessor and student where required; and
- Assisting students with finding and understanding their trainer's feedback.

Trainers

Your trainers are qualified industry professionals, ready to guide you through your learning. Their feedback and guidance will ensure that you are job-ready for your chosen industry.

All Specialised Skills trainers must follow the below requirements as outlined in the Standards for Registered Training Organisations 2015 (RTOs) 2015 Clause 1.13 to 1.16:

Training and assessment are delivered by trainers and assessors who have:

1. vocational competencies at least to the level being delivered and assessed;

2. current industry skills directly relevant to the training and assessment being provided; and

3. current knowledge and skills in vocational training and learning that inform their training and assessment.

Industry experts may also assist in training delivery and/or the assessment judgement, working alongside the trainer and/or assessor to conduct the training and/or assessment.

4. The RTO's training and assessment is delivered only by persons who have:
    - TAE40116/TAE40122 Certificate IV in Training and Assessment (or its successor), or
    - TAE40110 Certificate IV in Training and Assessment plus the following units:
        - TAELLN411 (or its successor) or TAELLN401A; and
        - TAEASS502 (or its successor) or TAEASS502A or TAEASS502B; or
    - A Diploma or higher-level qualification in adult education or
    - a credential issued by a higher education provider (as defined by section 16-1 of the Higher Education Support Act 2003) which would enable the individual to satisfy the academic requirements for registration as a secondary school teacher in accordance with the registration requirements in at least one State or Territory, and one of the following credentials or the successor to one of the following credentials:
        - TAESS00011/TAESS00019 Assessor Skill Set or
        - TAESS00024 VET Delivered to School Students Teacher Enhancement Skill Set

5. Where a person conducts assessment only, the RTO ensures that the person has:
    - As above; or
    - TAESS00011 Assessor Skill Set or its successor

We also ensure that all trainers and assessors undertake professional development in the fields of the knowledge and practice of vocational training, learning and assessment including competency-based training and assessment.

Student Selection

Specialised Skills conducts recruitment of students in an ethical, fair, and responsible manner using various methods.

We are committed to ensuring that all student selection processes are fair, equitable and consistent with workplace performance, competency level and the training package requirements. Therefore, selection into a training program includes but is not limited to the following:

1. The learner meets any pre-requisite qualifications or work experience

2. The learner meets any age requirements that may be in place for a particular course.

Student enrolments are subject to availability of places on the training program. This is based on the maximum number of participants who can be accommodated, type of course, learning structures, student needs, etc. We shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre-entry training they may take to meet eligibility criteria.

Enrolment

Pre – Enrolment

Prior to confirmation of enrolment, students will be required to undergo Pre- enrolment Assessment, complete and submit pre- enrolment documents for review, including but not limited to:

a) Pre- Enrolment Assessment Form (sent via email upon course enquiry)
b) Necessary course requirements / pre-requisite requirements
c) ID and supporting documents for processing and filing
d) USI Number

Students are required to go through an initial pre-enrolment interview, where they will be asked to do tasks and answer questions to confirm sufficient computer skills, including knowledge to operate video-communication services with our trainer and/or assessor.

This pre-enrolment interview will be done via online platforms such as Zoom and Microsoft Teams.

While we will endeavour to complete the enrolment process as quickly as possible, please allow up to 5 business days from confirmation of your payment for enrolment. Upon enrolment, students will receive via email course information and personalised logins.

Access to the Learning and Assessment Resources

The learning and assessment resources necessary to complete the selected course will be made available to the student before the start of the course.

Learning and assessment resources may be accessible through one of the following methods depending on which course you are enrolled in:

- Student online portal accessed with the student's personalised logins
- In-person through the initial classroom-based component of the course

Please contact Student Services if you need assistance with accessing the required learning and assessment resources for your course.

Students can request hard copies or additional copies of the resources at any time during their training period. These requests may incur a fee and shipping costs. Delivery will occur within 10 business days or longer, depending on the student's location.

Payment Terms

All fees and payment terms are available to students before and during enrolment through the enrolment form and course brochures. Students should refer to their enrolment form and course brochure for specific payment terms related to their chosen course.

Full Upfront Payment (Short Courses):

For short courses, full payment is required upfront prior to the commencement of training. This ensures that students have secured their place in the course and have access to all necessary materials and resources.

Students are considered enrolled once the agreed amount, as specified in the enrolment form, has been received. Please contact Student Services for any questions or clarifications regarding the payment terms.

Unique Student Identifier

An initiative of the Australian Government is the requirement for all students of Vocational Education and Training to supply a Unique Student Identifier number to their VET provider. Students will be assisted by our Student Services to apply for and supply their USI if authorised by the student. We can verify each USI before issuance of any certification. All students should be aware that Specialised Skills and no VET provider, can issue a certificate for a VET qualification without being supplied with a student's USI.

Exemptions to the USI requirements may apply including for international students studying onshore and outside of Australia. For any student exempt from supplying a USI, completion results and records will not be available through the Commonwealth Registrar. We can use the following links to search for or create USIs (ONLY with student permission):

- *http://usi.gov.au/Pages/default.aspx*
- *https://portal.usi.gov.au/org/*

Visa Requirements

Specialised Skills is not a registered CRICOS provider. It is the student's obligation to advise us of their visa requirements. Students should contact the appropriate Government Department regarding their visa conditions and restrictions.

STUDYING AT Specialised Skills

Specialised Skills conducts training courses to suit student needs, course type, and learning styles. The following student guidelines will help foster a healthy learning environment for all students.

Student Support

Specialised Skills acknowledges the importance of supporting students in achieving successful outcomes. Student Services is ready to assist you with any questions you may have Monday to Friday, 8am - 5pm. Our Trainers are also available to offer guidance via phone and email. Help and support are just a phone call away:

Email: admin@specialisedsafety.com.au

Contact number: (02) 6884 2790

We conduct assessment of needs as part of the pre-enrolment process and throughout the duration of the course. In such cases, we will ensure that the assessment of need is undertaken at the earliest possible opportunity and any identified support needs issues are managed.

Student support may include but is not limited to any disability or impairment that restricts access and equity as well as, computer literacy or English language, literacy and numeracy (LLN) information obtained from learners prior to enrolment and prior to the commencement of their first unit of competency.

Educational and support services may include, but are not limited to:

- pre-enrolment materials;
- study support and study skills programs;
- language, literacy and numeracy (LLN) programs or referrals to these programs;
- equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
- flexible scheduling and delivery of training and assessment;
- counselling services or referrals to these services;
- information and communications technology (ICT) support;
- learning materials in alternative formats, for example, in large print;
- any other services that the RTO considers necessary to support learners to achieve competency.

Where appropriate, we will seek external assistance to ensure additional support services are available. You will be informed in case additional costs may be incurred to arrange access to external additional support services.

Language/Literacy and Numeracy

Specialised Skills makes appropriate concessions for language, literacy and numeracy issues of students where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

During the enrolment process, all students complete a brief non-invasive language, literacy and numeracy assessment for us to identify any issues that may need to be addressed prior to the commencement of training. Strategies to address these issues will be negotiated with students and may include adjusting learning and assessment modes and methods.

We provide materials, resources and assessment tasks at a level of complexity required and also provide opportunities for repeated and supported practice.

Where can I get help with language, literacy and numeracy?
Individuals who want to get help with their literacy and numeracy can access information about the nearest LLN provider by calling the Reading Writing Hotline on 1300 655 506.

What is the Reading Writing Hotline?
The Reading Writing Hotline is funded by the Australian Government Department of Education, Science and Training. The project is managed by TAFE NSW - Access and General Education Curriculum Centre and is Australia's national telephone adult literacy and numeracy referral service. For the price of a local call from anywhere in Australia, the hotline can provide you with advice as well as a referral to one of 1200 providers of courses in adult literacy and numeracy.

What happens when I call the Hotline?
You will speak to an experienced adult literacy teacher who will advise you on ways you can access classes in your local area to improve reading, writing, spelling and maths skills. The information you give about yourself is confidential and will not be given to anyone else.

When can I call the Hotline?
You can call the Hotline at any time. If a teacher is unavailable to take your call, your name and number will be taken by the hotline paging service and your call will be returned.

Flexible Learning and Assessment

Specialised Skills will develop a unique training plan for each student to assist with time management and fitting studying around your work and life commitments.

If you've already completed a qualification, it may be possible to apply for credit transfer and/or recognition of prior learning (RPL) as long as sufficient and current evidence is provided as required. To learn more about credit transfer and recognition of prior learning please refer to the RPL and Credit Transfer Policy located in the Policies and

Procedures section of the handbook.

For further information on how to apply for credit transfer and RPL you can contact our Student Services.

Assessment Requirements

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you may discuss it with your trainer/assessor well in advance of the due date. This way the trainer/assessor may be able to provide support or grant additional time. Please note there may be conditions to gaining an extension.

Students are advised to keep a copy of their assessments prior to submission. Specialised Skills does not accept responsibility for lost assessment tasks.

A completed assessment may be submitted using any one of the following methods depending on which course you are enrolled in:

- Upload your assessments through the online portal
- In-person to your trainer

Once you have submitted your fully completed assessment, you will receive an email to acknowledge your submission. You may contact student services to know the status of your assessment.

Please note: *Students will have to complete assessment tasks again if their work goes missing and therefore it is important to keep a copy of their original assessment tasks.*

Assessment malpractice

Assessment malpractice includes cheating, collusion and plagiarism.

We regard the integrity of assessment as critical to our professional responsibilities as an RTO and therefore strive to ensure the assessment processes are not compromised. We have policies and procedures in place for dealing with assessment malpractice.

What is cheating?

Cheating within the context of the study environment, means to dishonestly present an assessment task or assessment activity as genuinely representing your own understanding of and/or ability in the subject concerned.

Some examples of cheating are:

- Submitting someone else's work as your own whether you have that person's consent or not.
- Submitting another author's work as your own, without proper acknowledgement of the author.
- To allow someone else to submit your own work as theirs.
- To use any part of someone else's work without the proper acknowledgement.

There are other forms of cheating not contained in this list. These are merely given as some examples. If you are unsure about whether any particular behaviour would constitute plagiarism or cheating, please check with your trainer prior to submitting your assessment work.

What is Collusion?

Collusion is the presentation of work, which is the result in whole or in part of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other students do not have opportunity to copy your work.

What is Plagiarism?

Plagiarism is a form of cheating and includes presenting another person's or organisation's ideas or expressions as your own. This includes, however is not limited to copying written works such as books or journals, data or images, tables, diagrams, designs, plans, photographs, film, music, formulae, websites and computer programs.

What are the Penalties for Plagiarism or Cheating?

If a trainer suspects that you are cheating, they will investigate further to establish evidence to support their suspicion. By looking at learning resources, searching on Google and reviewing previous or current student's work. If evidence to support the suspicion is established your trainer will then report their concerns to our Training Manager. From there the following process will be followed:

1. Our assessor will contact you in writing outlining their concerns with your submitted work.

2. You will then have an opportunity to respond to any allegations of cheating or plagiarism.

3. If our Training Manager's investigation confirms that you have engaged in cheating or plagiarism you will be advised of one of the following consequences:

    - If it is determined that your offence committed is minor or unintentional, you will be asked to resubmit your work and be given a formal warning in writing by our Training Manager OR

    - If it is determined that your offence committed is of a serious and intentional nature you will be un-enrolled in that unit immediately and have to re-enrol if you wish to complete that unit. Your result for that unit will be recorded as Not Competent. A cheating/plagiarism note will also be recorded against your student file. Notification of any such decision will be made in writing by our Training Manager.

4. If the conduct is repeated or if the initial conduct is of a very serious nature (as determined by our Training Manager), such as knowingly falsifying assessment evidence, the student's enrolment may be terminated. In cases of termination, all fees paid will be non-refundable.

What if I don't agree with the decision?

If you disagree with the decision or the penalty imposed, you are entitled to lodge an appeal in accordance with the Appeals Policy and Process. For more information you may refer to the Complaints and Appeals section of the Student Handbook.

How do I avoid Plagiarism or Cheating?

Students are advised to note the following advice to avoid claims of plagiarism or cheating:

- Always reference other people's work. You may quote from someone else's work (for example, from websites, textbooks, journals or other published materials) but you must always indicate the author and source of the material.
- Always reference your sources. You should name sources for any graphs, tables or specific data, which you include in your assignment.
- You must not copy someone else's work and present it as your own.
- You must not falsify assessment evidence.

Code of Conduct

All Specialised Skills participants are expected to take responsibility for their own learning and behaviour during both training and assessment. Any breach of discipline will result in the participant being given a 'written warning.' Further breach will result in a participant being asked to 'show cause' as to why they should not be excluded from further participation in the program. A third breach will result in instant dismissal from the training environment. Where a breach is deemed as of a serious nature, as determined by our Training Manager, the student's enrolment may be terminated. In instances of dismissal and termination of enrolment, all fees paid will be non-refundable.

Personal interaction, staff-to-student and student-to-student is expected to be respectful. An aggressive manner or degrading and abusive language will be considered contrary to the Code of Conduct and a breach of discipline. Following are further instances of breaches to the Code of Conduct.

Discrimination

Discrimination means treating a person less favourably than another because of a personal attribute that they may have. Under State and Federal equal opportunity laws, discrimination based on attributes is unlawful. The attributes that can initiate a discrimination claim include:

- Gender
- Sexual orientation
- Age
- Race
- Religion
- Marital status
- Disability
- Colour
- Nationality
- Ethnicity
- National origin

Harassment

Harassment is any behaviour which is unwelcome, offends, humiliates or intimidates the person being harassed. We do not tolerate harassment. Disciplinary action will be taken against any employee or student involved in such behaviour. From a staff perspective, this may include termination of employment. From a student perspective, enrolment may be terminated, and all fees paid will be non-refundable.

Examples of verbal harassment

- Racist comments or jokes.
- Spreading rumours.
- Comments or jokes about a person's disability, pregnancy, sexuality, age religion etc.
- Threats, insults or abuse.
- Offensive obscene language.

Physical Assault/Abuse

Physical abuse is an act of another party involving contact intended to cause feelings of physical pain, injury, or other physical suffering or bodily harm. Physical abuse will not be tolerated and instances of physical abuse will result in instant termination of the student's enrolment.

Some examples of physical abuse include:

- Striking
- Punching
- Pushing, pulling
- Slapping
- Striking with an object
- Excessive pinching on the body
- Kicking
- Tripping
- Kneeing
- Strangling
- Head-butting
- Placing in stress positions (tied or otherwise forced)
- Cutting or otherwise exposing somebody to something sharp
- Throwing or shooting a projectile
- Blinding a person or causing impairment of sight.
- Biting
- Eye poking

Change of Personal Details

Students are required to ensure their personal details recorded with Specialised Skills are always up to date. Students must inform Student Services of any changes in personal details immediately in writing. If the student has an

applicable loan and/or financial arrangement, it is the student's direct responsibility to notify the financial service provider (e.g. Debit Success) of any change in personal details that may adversely affect payment arrangements.

All certification documentation will be sent to the email address and/or posted to the mailing address provided by the student.

Evaluation and Feedback

As a matter of quality assurance and continuous improvement, Specialised Skills relies heavily on the feedback from students. We require all students to complete various feedback and evaluation forms.

At the end of the training, students will be asked to provide feedback by completing a Learner Questionnaire and Course Feedback Form. Learner Questionnaires may also be emailed to a student. Participation in the survey is highly valued, but voluntary. We will fully protect student's anonymity and the confidentiality of the student's response within the limits of the law.

Making the Most of your Training

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimise your own learning and successful completion, we encourage you to do the following:

1. Attend all training sessions and complete all required reading and learning activities;
2. Prepare well in advance of each training session;
3. Be a willing participant;
4. Work with fellow learners;
5. Respect other people's opinions;
6. Ensure you have a clear understanding of the assessment requirements;
7. Take responsibility for the quality of evidence that you submit to your assessor;
8. Keep track of your progress;
9. Complete and submit all assessments on time, tasks using clear and concise language;
10. Be willing to contact your trainer/assessor if you do not understand the training activity or assessment task.

COURSE INFORMATION

All training programs we provide are registered under nationally endorsed training packages. These training programs are competency based which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

Training Programs

The specific skills and knowledge required for particular activities are set out in Units of Competency which can be grouped together to formulate the completion of a nationally recognised qualification. Nationally recognised qualifications are outlined in training packages. These can be viewed at www.training.gov.au.

Competency Based Training

All programs delivered by Specialised Skills are assessed under the principles of Competency Based Training. The aim of Competency Based Training is to assess the student's ability to complete the activities in each unit.

We will assess the student's ability (or competence) to carry out the activities in each unit of competency.

Competencies are normally expressed in terms of a unit of competency. For example, if you were working in a retail store, a unit of competency might include "use point of sale equipment." Competencies include the skills and tasks that are required in the workplace. When a student is being assessed on these activities, the student will be required to perform the activity to the level required in the workplace.

All assessment results are recorded in our Student Management System. Students have access to their assessment outcomes via the student portal or by request.

Certification documents are issued from the results recorded in our Student Management System.

Mode of Delivery

Specialised Skills provides flexible and student-centric training tailored to each student's needs. Our courses are offered through various modes to best accommodate the student's diverse requirements.

Online Distance

Our Online Distance mode of delivery is designed for students who prefer a remote learning environment, allowing them to study at their own pace from any location. In this mode, students receive comprehensive online access to:

- Course learning materials
- Assessment tools
- Student forums
- Additional resources

Students have the flexibility to progress through the material according to their schedules, making it ideal for those with work or family commitments.

Face-to-Face

Face-to-Face mode of delivery involves in-person training conducted at our training centres or other approved locations. Students receive direct interaction with trainers and peers, fostering an environment conducive to learning through immediate feedback and support.

Please refer to the specific course brochures and our website for more information on the delivery options available for each program. Student services are available to answer any questions regarding our course offerings and mode of delivery.

Computer Specifications and Requirements

The software requirements to ensure the course materials are accessible are as follows:

- Latest versions of Word and Adobe Reader are required
- Some applications (videos) will require the latest version of Flash-Player
- We recommend Google Chrome as an Internet Browser most compatible with the student portal.

We recommend an internet speed of at least 5mpbs. You can check your internet speed with free speed checkers such as this one. Slower connections may suffice for accessing your materials through Adobe Reader. However, you may experience quality and downloading issues with other multimedia resources. We aim for maximum operational efficiency with our high-quality SMS however from time-to-time outages may occur, but these will be attended to as quickly as possible.

For Webinar-based Blended/Online courses in specific qualifications (please refer to website). There are important requirements to be able to participate in a Webinar-based course and these are as follows:

- Internet (Minimum 5 mbps Downloads & 1.5 mbps Uploads)
- Google Chrome Web Browser (available as free download)
- Latest Adobe Flash Player and Adobe Acrobat Reader
- Microsoft Word, PowerPoint, Excel 97 or later (equivalent)
- Webcam (optional)
- Headset with microphone (noise cancelling preferable)
- Comfortable seating at PC or Mac and suitable area for breaks

Evidence Requirements

Evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Assessment tools that we will provide to you set out the exact requirements for evidence for each unit/module. Examples of evidence could include one or more of the following:

1. Specific assessment tasks set by your assessor
2. Observation reports
3. Certificates and awards
4. Examples of work completed or special projects
5. Current licenses
6. Position descriptions and performance reviews
7. Third party reports
8. Question responses
9. Tests

Your evidence must also demonstrate the following:

1. That you can do the job or task to the required standard
2. Understand why the job should be done in a particular way
3. Handle unexpected issues or problems
4. Work with others 'in a team'
5. Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
6. Know the workplace rules and procedures

Assessment

Assessment is defined as the process of collecting evidence and making judgments on the nature and extent of progress towards the performance requirement set out in a (competency) standard, or learning outcome, and, at the appropriate point, making a judgment as to whether competency has been achieved.

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. To be marked as **'Competent' (C)**, you must receive a **'Satisfactory' (S)** mark in *every* assessment task. You will need to provide evidence which demonstrates that you have the essential knowledge and skills to successfully complete the relevant unit to the required standard. You have to demonstrate that you can do the task safely and with confidence to the required industry standard as outlined in the Unit of Competency.

An assessment of **'Not Yet Satisfactory' (NYS)** is not a failing mark. It is simply a request for more information or further confirmation of the knowledge and skills required. Your trainer will provide feedback if you receive this mark to guide your resubmission. You will be allowed to resubmit the assessment with the required rectifications or repeat the task until you achieve a **'Satisfactory' (S)** result. You will be given a limit of three (3) attempts.

Assessment, within competency-based approaches to learning, is criterion referenced. This means it identifies an individual's achievements of defined outcomes, rather than relating their performance to that of other learners or trainees.

Assessment methods used may include:

- Observation during on-the-job or role play/simulation (OS)
- Questioning may include self-assessment, verbal answers, written questionnaires, activity modules or interview (Q)
- Practical skills demonstration assessments
- Scenario-based assessments

Principles of Assessment

There are four key principles that are a part of the assessment process:

Fairness	The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to consider the individual learner's needs. The RTO informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.
Flexibility	Assessment is flexible to the individual learner by: • reflecting the learner's needs; • assessing competencies held by the learner no matter how or where they have been acquired; and • drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires: • assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance; • assessment of knowledge and skills is integrated with their practical application; • assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and

	• judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliability	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Rules of Evidence

The Rules of Evidence are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is valid, sufficient, authentic and current as follows:

Validity	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the learner's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Assessment Results

Results of assessment are provided to students as soon as practicable. These results are available through your student login account. Assessment results are confidential at all times and will not be given to any other party unless a written request signed by the student is received in advance.

Reasonable Adjustment

Students with disabilities or learning difficulties are encouraged to discuss with Specialised Skills any 'reasonable adjustment' to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable

or reasonably practicable for us to accommodate or where other adjustments may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency-based training and assessment.

Extensions for Assessment

It is expected that all assessment tasks are handed in on the due date. Should you require additional time to complete an assessment, you must communicate with your assessor and apply for an extension. Standard extension fees is $180. No refund will be approved for any extension period not utilised.

Additional Submission and Support

Further submission attempts may be provided only at our discretion. Students may request for submission attempts—approval will be at the discretion of the training management. This discretion will rely on the quality of previous submissions and the consideration of the study making progress through extra effort of the student to address the feedback required.

Should the submission attempts be insufficient to gain competency OR if a discretionary attempt is not granted due to insufficient evidence of extra work, students will have the opportunity to purchase re-submissions/re-assessments. The student is advised to speak to our Student Services to assess the need for course extension and/or our Student Services.

Awards

Once a student has successfully completed all assessment requirements for their applicable course, the student will be issued with certification documentation.

Statement of Attainment will be emailed to the current email address and mailed to the current address noted in our Student Management System. The student should allow 30 calendar days from the date of completion of the course for the issuance of your award.

Certification documents can be re-issued to a student, upon written request. Replacement of an issued documentation will incur a fee of **$25 per request**.

See the Certificate Issuance Policy for more details.

Course Delivery

We ensure the following resources are in place:

- Trainer and assessor with appropriate qualifications and experience;
- Course materials appropriate to the methods of delivery and assessment requirements;
- All necessary copyright authorisations;
- Appropriate equipment and facilities.

The training and assessment methods we use meet specific quality requirements and are chosen to best suit the unit of competency, while considering the learning style of the student.

A number of delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Delivery methods may include, but are not limited to:

- practical demonstrations
- audio/visual presentations
- group participation/ discussions
- trainer/facilitator instruction
- practical activities
- self-paced activities
- individual projects
- workplace based training
- case studies.

Recognition of Prior Learning (RPL)

All students have the opportunity to apply for recognition of prior learning. This means that you can submit evidence for a Unit(s) of Competency, and have it assessed by a qualified assessor without completing the training.

We believe that no learner should be required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course.

We aim to maximise the recognition of a learner's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study. Students who consider they already possess the competencies identified in all or part of any course/qualification we offer may seek recognition.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard, you need to contact our Student Services who will provide the information you need to complete an application.

Recognition Process

Recognition is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that recognition is an assessment process, not an assumption of competence.

Recognition is the determination, on an individual basis, of the competencies obtained by a student through:

- previous formal/informal training;

- work experience; and/or
- life experience.

Recognition therefore determines the subsequent advanced standing to which the student is entitled in relation to a course/qualification. The main focus of recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

It is important to note that the student must provide evidence and demonstrate their pre-existing competence to justify a claim for recognition and satisfy each requirement of the Unit(s) of Competency they're applying for.

Any documents that you provide to support your claim of competency must be originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if any part of the work is the work of others, that this is formally acknowledged and advised.

Recognition Decision

Regardless of the type of evidence that you submit, our assessor will ensure that your submission meets the following criteria:

- Full requirements of the Unit(s) of Competency;
- Any regulatory requirements;
- Authenticity - That it is your own evidence and can be authenticated;
- That you can perform the competency consistently and reliably;
- Is at the standard expected in the industry and set out in the Australian Qualification Framework (AQF);
- Sufficiency - There is sufficient evidence to make a judgement.

The recognition process may include the necessity to demonstrate the application of skills. Where it is identified that this is required to assist the assessor in their judgement of competency, this will be arranged at either the student's workplace or within a training facility.

We are committed to ensuring that all judgements made by your trainer against the same competency standards are consistent. Your trainer will examine the evidence that you present and then make a judgement on that evidence which will be either:

- Competent (C) - you have been deemed competent against all the requirements of the Unit/s of Competency
- Not Yet Competent (NYC) - you have not yet demonstrated competency to all requirements.

Your trainer will advise you of the outcome of your application for RPL and advise where gap training and/or assessment is required.

Credit Transfer

We recognise the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). Where a student has completed a unit/s of competency prior to enrolment that is included in our scope, the student may apply for recognition. This may result in the student not having to complete the same unit of competency again. This is known as credit transfer. Should you wish to seek credit transfer, contact our Students Services for a Credit Transfer Form.

See the RPL and Credit Transfer Policy for more details.

POLICIES AND PROCEDURES

Access and Equity

We are committed to providing opportunities to all people for advancement, regardless of their background. We support government policy initiatives and provide access to our training for all those seeking to undertake it.

We ensure that our student selection criteria are non-discriminatory and provide fair access to training for the disadvantaged. In addition, we liaise with agencies and government departments for assistance in matters of language, literacy and numeracy difficulties.

Complaints and Appeals Policy

Complaints

We support the rights of a student to lodge a complaint if a student feels they have been treated unfairly. We will do everything possible to address complaints in an unbiased and professional manner. Complaints are welcomed as a means of ensuring that we identify and overcome problems faced by students and provide an opportunity to improve our business and the delivery of our training programs.

1. Before lodging a complaint, we encourage all students to first attempt to resolve their issues informally. This can often lead to a quicker and more satisfactory resolution.
2. If you have a concern, please talk to your trainer or contact our Student Services at (02) 6884 2790 or via admin@specialisedsafety.com.au. They will work with you to try and resolve the issue promptly and informally.
3. If you are not satisfied with the outcome of the informal resolution process, you have the right to lodge a formal complaint.
4. Formal complaints must be submitted *in writing* and lodged through our Complaints Online Form. You can access the form through our website or our staff.
5. Upon receipt of your formal complaint, we will acknowledge it *in writing* with an email response. This will confirm that we have received your formal complaint and our Complaints Officer will outline the next steps in the resolution process.
6. Our Complaints Officer will initiate a transparent and participative process to resolve your complaint. This may involve discussions with relevant parties, review of documentation, and other necessary steps to address the issue fairly.
7. We are committed to resolving formal complaints within 10 working days of receiving them. You will be kept informed throughout the process, and notified by our Complaints Officer in writing of the outcome via email.

Where the student remains unsatisfied with the outcome:

- The student has the right to request a review of the formal complaint by an independent party.

- The student will be responsible for the costs of the independent review.
- We will cooperate fully with the independent review.

We will aim to complete this complaints process as quickly as possible and within a total of 30 days. Where a complaint takes more than 60 days to be resolved, our Complaints Officer will advise and inform the complainant in writing through email. Our Complaints Officer will keep the student informed of the progress of their complaint throughout the process.

Appeals

We support the rights of a student to lodge an appeal against any decision made by Specialised Skills and will not impair that right in any way. We will do everything possible to address the appeal in an unbiased and professional manner.

Any student wishing to appeal a decision made by Specialised Skills should follow the steps outlined below.

1. Before lodging an appeal, students are encouraged to first attempt to resolve it informally by contacting our Complaints Officer at (02) 6884 2790 or admin@specialisedsafety.com.au. This initial contact provides an opportunity to discuss the decision made by Specialised Skills, clarify any misunderstandings, and present any supporting evidence.
2. The student should clearly explain why they believe the decision made by Specialised Skills is incorrect and provide evidence that supports their claim. The Complaints Officer will review the information and attempt to resolve the appeal informally.
3. If the student is still not satisfied with the outcome of the informal resolution process, they may submit a formal appeal in writing using our Appeals Lodgement Form in our website or our staff.
4. Upon receipt of the formal appeal, our Complaints Officer will acknowledge the appeal in writing through an email response. The acknowledgment will confirm receipt of the appeal, provide a summary, and outline the next steps in the appeals process.
5. The Complaints Officer will initiate a transparent, participative process to review the formal appeal. This may involve:
    a. Re-examining Specialised Skills's original decision and the evidence provided by the student.
    b. Consulting with relevant staff who were involved in the original decision made by Specialised Skills.
    c. If necessary, engaging an independent and impartial reviewer to ensure fairness and objectivity.
6. We are committed to resolving formal appeals within 10 working days of receiving the formal appeal. The Complaints Officer will ensure that each step in the review process are conducted promptly and efficiently.
7. Once the review has been completed, the student will be advised by the Complaints Officer in writing of the outcome of their formal appeal. The written notification emailed to the student will include:
    a. The final decision regarding the formal appeal.
    b. The reasons for the decision, including reference to the evidence and criteria used in Specialised Skills's decision-making process.
    c. If applicable, information on any further actions to be taken.

If the student is still not satisfied with the outcome of the formal appeal, they can follow the process below:

- The student has the right to request a review of the appeal by an independent party.
- The student will be responsible for the costs of the independent review.
- Specialised Skills will cooperate fully with the independent review.

We will aim to complete this appeal process as quickly as possible and within a total of 30 days. Where an appeal will take more than 60 days to be resolved, the RTO will advise and inform the appellant in writing. We will keep the student informed of the progress of the appeal throughout the process.

See the Complaints and Appeals Policies for more details.

Transition of Superseded Courses

The nationally recognised training courses we deliver may be superseded by a new training product. If required, we will apply to add the replacement training product to its scope as soon as practicable but no later than 12 months from the date of publication of the replacement qualification on the national register.

We will manage the transition of students to the updated course as soon as is practicable, but no later than 12 months from the date of publication of the replacement qualification on the national register. There may or may not be a fee payable to transition to the updated course.

Student Records

All student records are subject to our Privacy Policy. However, students may reasonably access their files by notifying us. The management will endeavour to give students prompt access to their own files where reasonable notice is given.

We will provide students with timely access to their participation and progress throughout the training course.

Procedure

- Students are able to view their grades, trainer feedback and the list of completed units via the student portal. For any other requests on their course progress students are to contact student support by admin@specialisedsafety.com.au. Students must list their full name, date of birth, address, course enrolled and Student ID.

- Alternatively, students can send a written request to: 3L Boothenba Road, Dubbo NSW 2830 .

- Students will receive notification that the request has been received and we may contact them to obtain further information.

- We will issue a letter of confirmation outlining student results for the course within 7 working days of receiving the request. Students will receive this information by email.

Record Keeping Policy for Assignments and Student Information

We have effective administrative and records management procedures in place that maintain student data in a secure and confidential manner.

Pre-enrolment enquiries and submitted documents, Records of results, qualifications and Statements of Attainment for students currently enrolled are stored in individual student files. Electronic files are kept up to date and backed up regularly, with the backup copy being kept in a secure location. All student records are stored for retention archiving and retrieval for a period of 30 years.

We retain all rights to assignments, tests, exams, projects and assessments. All soft copies of assessments submitted are retained in our Dropbox. All assessments will be kept for a period of 6 months from the date on which the judgement of competence for the student was made as outlined in ASQA's General Direction: Retention requirements for completed student assessment items.

Fee Payment and Refund Policy

We have developed a fair and equitable process for determining course fees, refunds and payment options. Please refer to the individual course brochures or our website for the course fees.

You must advise us of cancellation in writing or by email. "Refund Period" and "Administration Fee" – are defined as follows:

- Less than 5 working days' notice - Entitled to a refund of the original payment amount less 50%, as in normal circumstances we are unable to re-fill the position. This fee also covers administration and bank fees.
- Between 5 and 7 working days' notice - Entitled to a refund of the original payment amount less 20% to cover administration and bank fees.
- More than 7 working days' notice - Entitled to a refund of the original payment amount less 10% to cover administration

No refund is provided for cancellations outside of the refund period, though some cases may be considered, subject to our management's discretion. In the case of online learning, training and assessment is deemed to have commenced once the learner has been issued a username and login and these have been used to access the online material.

Cancellation and Refunds

We have a refund period whereby refunds are allowed for any reason, including change of mind, known as the 'Refund Period.' No refunds will be issued for cancellations outside of the refund period.

The 'refund period' is defined as "Refund Period" and "Administration Fee" – are defined as follows:

Less than 5 working days' notice - Entitled to a refund of the original payment amount less 50%, as in normal circumstances we are unable to re-fill the position. This fee also covers administration and bank fees.

Between 5 and 7 working days' notice - Entitled to a refund of the original payment amount less 20% to cover administration and bank fees.

More than 7 working days' notice - Entitled to a refund of the original payment amount less 10% to cover administration

If you do not notify Specialised Skills in writing within the refund period, you will not be eligible for a refund. All refunds will be paid to the person or organisation that originally paid the fees. Refunds will be paid within four calendar weeks of the date the request is received.

If you wish to terminate your studies before the completion of your course, you must first complete a Refund Request Form, available from our website and our Student Services. In cases where fee payment instalments have been negotiated, you will still be liable to pay any and all outstanding fees to Specialised Skills before the termination of enrolment. 'Outstanding fees' refer to all due payments for training and/or assessment services rendered by Specialised Skills to the student before withdrawal of training is officially approved. Specialised Skills reserves the right to pursue recovery of any and all fees owed by any and all means legally allowable.

For refund applications within the refund period, the Refund Request Form must be received by Specialised Skills, within the refund period. A refund of the course fee, less the applicable administration fees will only be issued if all above criteria has been met and the student has no previous outstanding monies with Specialised Skills.

This refund policy does not remove your right to take further action under Australia's consumer protection laws and Cooling-off period.

Special Consideration

We understand that some students may experience prolonged difficulties that may impact on their ability to complete their course or a significant disadvantage as a result of a course change due to updates in the training packages that may not be addressed by:

- Extending the maximum duration of your course
- Providing additional learning support services
- Facilitating your Transfer to a different course; or
- Providing you with the option to complete an older version of the course (subject to availability and compliance with relevant regulations)

In such cases, students should apply for a special consideration via email.

Specialised Skills may grant special consideration in circumstances where:

- you are up to date with all course fees; and submit a special consideration request via email, including the relevant sections completed by a medical doctor (where applicable) and any other requested additional supporting documentation
- you have applied for and been granted a course deferral and the circumstances under which you were granted a course deferral are continuing and serious circumstances which will materially affect your ability to continue with your course; or
- there has been a material change to your course resulting in material disadvantage to you which cannot be addressed as mentioned above.

If special consideration is granted, Specialised Skills may agree to:

- an extension of the duration of the course;
- provide you with additional support services;
- release you from the payment of future instalments; and/or
- grant a pro rata refund of the Course Fees (considering the portion of the course that has been completed and the costs associated with the provision of learning materials).

Without limitation, special consideration will not be given if:

- you change jobs;
- your work hours change;
- you move address (including interstate or international moves);
- your course changes as a result of a regulatory change governing Specialised Skills;
- you find the course more difficult, time consuming or stressful than you had expected; or
- you are made redundant, retrenched, or otherwise resign from, terminate your employment, or have your employment terminated.

Exceptions

In the unlikely event that Specialised Skills is unable to deliver your course in full, however in the event that this occurs:

- you will be offered a refund for the part of your course that has not been assessed
- The refund will be paid to you within two weeks of the date on which the course ceased being provided
- Alternatively, you may be offered enrolment in a suitable alternative course at no additional cost to you. You have the right to choose whether you would prefer refund for the part of your course that has not been assessed or to accept a place in another course.

Privacy Policy

We will follow the Australian Privacy Principles in the management of all student and staff information, however allowing access as to all information as required by relevant National and State Training Authorities for the purpose of monitoring and/or auditing Specialised Skills's operations as an RTO.

The purpose of the privacy policy is to:

- describe the types of personal information that we collect, hold, use and disclose;
- outline our personal information handling systems and practices;
- enhance the transparency of our management of personal information;
- explain our authority to collect personal information, why it may be held by us, how it is used and how it is protected;
- notify whether we are likely to disclose personal information and, if so, to whom;
- provide information on how personal information can be accessed, correct it if necessary and complain if you believe it has been wrongly collected or inappropriately handled.

See the Privacy Policy for more details.

Workplace Health and Safety (WHS)

Specialised Skills is committed to providing a safe and healthy learning and work environment. The safety of our students and staff is of primary importance in all activities and operations of our organisation. We are committed to implementing, maintaining and continuously improving work health and safety in all of our facilities and operations.

We encourage all persons to regard accident prevention and safety as a collective and individual responsibility.

We recognise our responsibility under the Workplace Health and Safety and related regulations. The CEO has the responsibility for ensuring the health and safety of staff, students, contractors and visitors. This includes:

1. provide and maintain safe plant, equipment and systems of work.
2. provide, monitor and maintain systems for safe use, handling, storage and transportation of plant, equipment and substances.
3. maintain the workplace in a safe and healthy condition.
4. provide adequate facilities to protect the welfare of all employees.
5. provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles.
6. provide information, where relevant, to students, allowing them to learn in a safe manner.
7. check WHS system compliance via ongoing auditing.
8. integrate continuous improvement into WHS performance.

VERSION CONTROL

Version Control Table					
Date	**Summary of Modifications**	**Modified by**	**Version**	**Date of Implementation**	**Next Review Date**
18/02/2025	Document creation	Specialised Skills	v. 1.0	10/02/2025	9/02/2026

RTO INFORMATION

RTO INFORMATION	
Document Name	Student Handbook v4.1
RTO/Company Name	Specialised Skills
ABN	94 672 284 436
RTO Code	#46344
Phone	(02) 6884 2790
Email	admin@specialisedsafety.com.au
Manager	CEO
Website	www.specialisedsafety.com.au
Address	3L Boothenba Road, Dubbo NSW 2830