Student Handbook

What you need to know before, during and after your course

Specialised Skills | RTO 46344

Dubbo | Bathurst | specialisedskills.com.au

Version 2.0 | October 2026

Acknowledgement of Country
Specialised Skills acknowledges the Wiradjuri people, the Traditional Custodians of the lands where we live, work and train in Dubbo and Bathurst, and all First Nations peoples of Central West NSW. We pay our respects to Elders past and present, and to all Aboriginal and Torres Strait Islander people who learn with us.

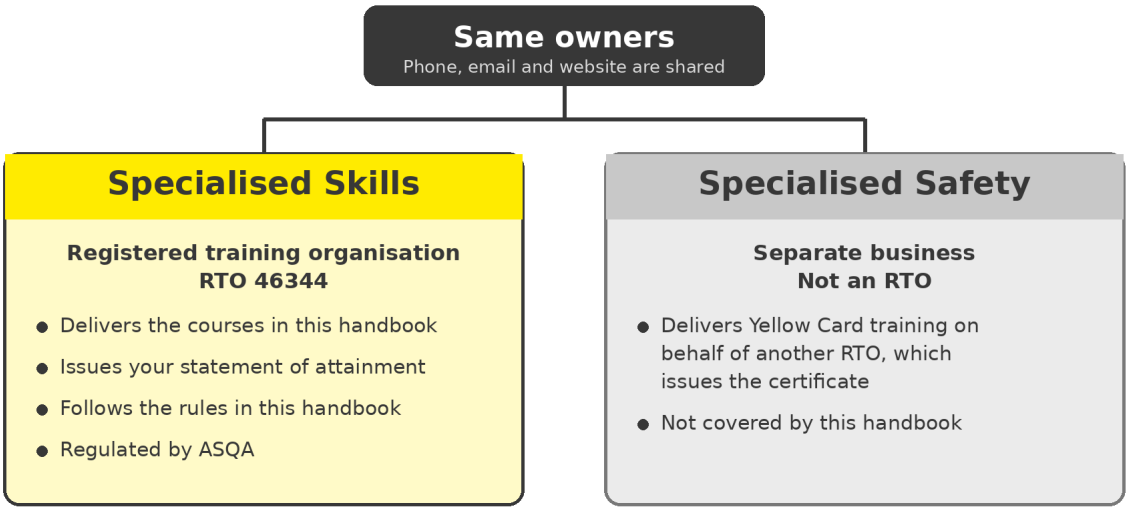
Welcome

Welcome to Specialised Skills. This handbook explains what you need to know before you enrol, what to expect on the day of your course, and what happens after you finish. Please read it carefully before you enrol, and call us if anything is unclear.

1. About us

Specialised Skills is a registered training organisation (RTO 46344, ABN 94 672 284 436). We deliver short, practical courses in workplace safety and high risk work licensing.

Specialised Skills and Specialised Safety have the same owners but are separate businesses. This handbook covers Specialised Skills only. Yellow Card training is delivered by Specialised Safety and is not covered by this handbook.



Where we train

Site	Address
Dubbo	2L Boothenba Road, Dubbo NSW 2830
Bathurst	11 Lloyds Road, Bathurst NSW 2795

How to contact us

- Phone: (02) 6884 2790

- Email: admin@specialisedskills.com.au
- Website: www.specialisedskills.com.au
- Office hours: 8am to 4:30pm on business days

We reply to calls and emails as quickly as we can, usually within 2 to 3 business days.

2. Our courses

All our courses are nationally recognised, which means your result is recognised by employers and training organisations across Australia. Every course is delivered face-to-face.

Unit code	Course	Length	What you receive
TLILIC0003	Licence to operate a forklift truck	3 days	Statement of attainment, and a Notice of Satisfactory Assessment so you can apply for a high risk work licence
TLILIC0005	Licence to operate a boom-type elevating work platform (boom length 11 metres or more)	3 days	Statement of attainment, and a Notice of Satisfactory Assessment so you can apply for a high risk work licence
RIIWHS202E	Enter and work in confined spaces	1 day	Statement of attainment
RIIWHS204E	Work safely at heights	1 day	Statement of attainment
MSMWHS217	Gas test atmospheres	1 day	Statement of attainment
CPCWHS1001	Prepare to work safely in the construction industry	1 day	Statement of attainment and a general construction induction card (White Card)

All courses are run at our Dubbo and Bathurst sites. Working at heights, confined space and gas test atmospheres courses can also be run at your workplace. Course dates are on our website and in Bookeo.

We keep classes small: up to 8 students for forklift and boom lift, 12 for working at heights, confined space and gas test atmospheres, and 15 for the White Card.

Who can do our courses

- Forklift and boom lift: you must be 18 or older, and you need a licence assessment enrolment number from Service NSW before the course.
- Working at heights, confined space, gas test atmospheres and White Card: you must be 16 or older. If you are under 18, a parent or guardian must sign a consent form. For the White Card, we also check 100 points of ID before training starts.
- You need photo ID and a Unique Student Identifier (USI).
- You need to complete our language, literacy, numeracy and digital skills (LLND) check before training starts, either beforehand or on the morning of the course.

- Most courses involve physical tasks such as climbing, lifting, and wearing a harness or breathing equipment. If you are concerned about any part of the course, please talk to us before you enrol so we can discuss your options.

More detail: course information on our website.

3. Before you enrol

How to enrol

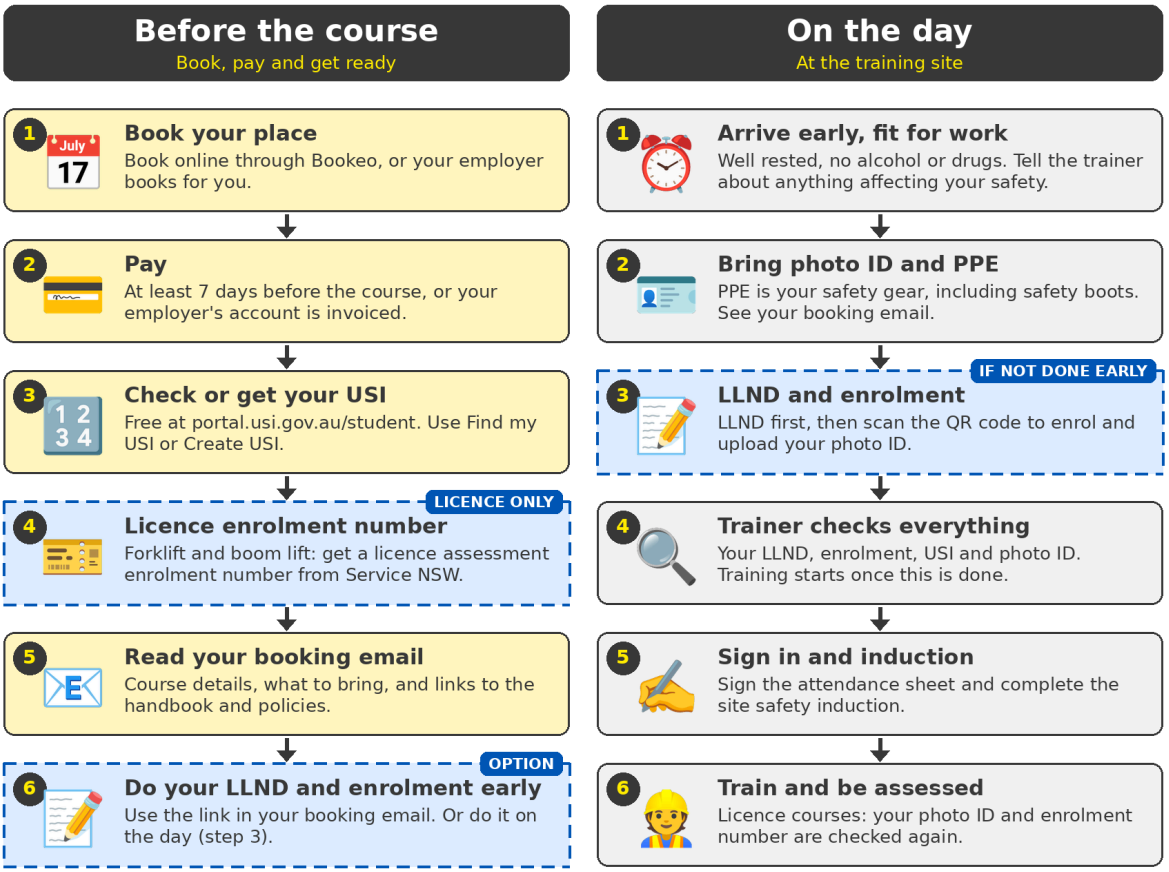
1. Book your place online through Bookeo, or your employer books for you. Give your name, date of birth and contact details, and tell us about any support needs.
2. We email you a booking confirmation with the course details, fees, refund policy, what to bring and a link to this handbook. Read it before you pay.
3. Pay at least 7 days before the course. If your employer has an account with us, they are invoiced.
4. Check or get your USI (see below).
5. Forklift or boom lift licence courses only: get a high risk work licence assessment enrolment number from Service NSW (service.nsw.gov.au) before the course. You need it to be trained and assessed.
6. Complete the LLND check and your enrolment, either before the course using the link in your booking email, or on the morning of training. If you choose the morning, arrive early.
7. We review your LLND and tell you whether the course suits you and what support we can give.

Your enrolment is confirmed, and training can start, once:

- your enrolment form is complete, including the privacy notice and declaration
- your LLND has been reviewed
- we have seen your photo ID and checked your USI
- your fees are paid, or invoiced to your employer's account.

If your employer books for you, you still complete your own LLND and enrolment. We share your information with your employer only if you agree, unless the law requires it. If we refuse or cancel an enrolment, we tell you why in writing, and you can appeal (see section 11).

The steps before the course and on the day are shown below.



The LLND check

The LLND check is a short set of reading, writing, maths and computer tasks set at the level the course requires. It is not a test you pass or fail; instead, it helps us understand what support you might need. If the course is not the right fit for you yet, we will explain why and suggest other options. If the course is not right for you on the morning, you will not start training. We will offer you a transfer to another course or a refund.

Telling us about a disability or support need

You can tell us about a disability, injury, health condition or anything else that might affect your learning, when you book, on the enrolment form, or by calling us. Telling us is your choice, and the information is kept confidential. We will then discuss with you the changes we can make to support you (see section 6).

Unique Student Identifier (USI)

Everyone who completes nationally recognised training in Australia needs a USI, and we cannot issue your certificate without one. You must create or find your own USI before you enrol, and it must be verified before training starts. It is free at usi.gov.au. If you are unable to do this, contact us. With your written permission, we can create it for you, and we then destroy any ID documents used.

Students under 18

Students aged 16 or 17 can do our working at heights, confined space, gas test atmospheres and White Card courses. You and your parent or guardian complete a Parent/Guardian Consent Form before the course. Everyone who trains you holds a verified Working With Children Check. You must be 18 or older for forklift and boom lift licence courses. Our Child Safe Policy explains how we keep

young people safe and how to raise a concern. Our Child Safety Officer is Jenna Cusack, on (02) 6884 2790.

More detail: Enrolment Policy, Enrolment Procedure, Student Support and Wellbeing Policy.

4. Fees, cancellations and refunds

Fees

All our fees are listed in the Fee Schedule on our website. All training is GST-free. This includes course fees and reassessment fees. Check the Fee Schedule before you book. Recognition of prior learning (RPL) costs the same as the course. Credit transfer is free, and replacement statements of attainment are emailed free.

We only charge the fees in the Fee Schedule. If our fees change after you book, you still pay the price you booked at. For high risk work licences, you pay the licence fee to Service NSW, not to us.

Fees must be paid at least 7 days before the course. If your employer has an account with us, they are invoiced on 30-day terms. If you have not paid, we send you a reminder 7 days before the course. If you still have not paid 3 days before the course, we cancel your booking.

If you need to cancel

Tell us by email as soon as you can. If you give more than 7 business days' notice, you can move to another date for free. Otherwise, the refund amounts below apply.

What happens	Refund
You cancel more than 7 business days before the course	Refund less 10%
You cancel 5 to 7 business days before the course	Refund less 20%
You cancel less than 5 business days before the course	Refund less 50%
You do not attend and do not tell us	No refund, unless exceptional circumstances apply (see below)
The course is not right for you after the LLND check, or you do not meet the entry requirements	Full refund, or another date
You arrive without photo ID, PPE or (for licence courses) your licence assessment enrolment number, so you cannot start	No refund
You arrive more than 30 minutes late, so you cannot start	No refund
Your enrolment is cancelled for misconduct (see section 10)	No refund

Exceptional circumstances

If something serious and outside your control stops you coming or telling us, we may give you a transfer or refund outside these terms. For example:

- you are seriously ill or injured
- someone in your immediate family dies, or has a serious illness, injury or health issue
- a flood, bushfire, severe storm or road closure stops you getting to the course
- you have a car accident on the way
- you are called out with the Rural Fire Service or SES
- you get a jury or court summons after you book.

Contact us within 7 business days of the course date and send evidence, such as a medical certificate. We keep it private. Usually we will move you to another date for free. Work commitments, roster changes and forgetting the date are not exceptional circumstances.

Refunds are paid to the person or organisation that paid the fees, within 7 business days.

If we cancel

If we cancel a course or cannot finish it, you can choose a full refund for the part not delivered. Or you can take a place in another course at no extra cost.

You can appeal a refund decision (see section 11). This does not affect your rights under Australian Consumer Law.

More detail: Fee Administration and Refund Policy, Fee Administration and Refund Procedure, Fee Schedule.

5. On your training day

What to bring

- Photo ID. Your trainer checks it before training starts, and again before a licence assessment.
- Forklift and boom lift: your licence assessment enrolment number.
- PPE (personal protective equipment): see the table below.
- Glasses if you need them for reading.
- Lunch and water.

PPE for each course

Course	You bring	We supply
Forklift licence	Enclosed shoes; hat and sunglasses for outdoor work	Hi-vis vest
Boom lift licence	Enclosed shoes; hat and sunglasses for outdoor work	Hi-vis vest
Work safely at heights	Enclosed shoes; hat and sunglasses for outdoor work	Hi-vis vest

Course	You bring	We supply
Enter and work in confined spaces	Enclosed shoes; hat and sunglasses for outdoor work	Hi-vis vest
Gas test atmospheres	Enclosed shoes; hat and sunglasses for outdoor work	Hi-vis vest
White Card	Enclosed shoes; hat and sunglasses for outdoor work	Hi-vis vest

Arrive early and sign the attendance sheet. Training starts once your trainer has checked that your LLND and enrolment are complete.

Be fit for work

Arrive well rested and free of alcohol and drugs. Let your trainer know about any medication or health issue that could affect your safety or the safety of others. If you are unwell and your trainer decides it is not safe to continue, they will stop your training. We will offer you another date. Being affected by alcohol or drugs is misconduct (see section 10).

Safety rules

- Follow your trainer's instructions and the site safety rules.
- Wear your PPE at all times when told to.
- Report any hazard, incident or injury to your trainer straight away.
- Your trainer will explain the emergency procedures at the start of the course.

More detail: Work Health and Safety Policy.

6. How assessment works

We assess you against the skills and knowledge each unit requires, not against other students. Your result for each unit is either Competent, meaning you have shown the required standard, or Not Yet Competent, meaning you need more practice or evidence.

How you are assessed

- Practical tasks that your assessor watches you do.
- Questions, written or spoken.
- For the forklift and boom lift licence units, the assessment follows SafeWork NSW requirements and is done by an assessor accredited by SafeWork NSW.

If you are not yet competent

Your assessor will explain what you need to improve before you try again.

- One reassessment is free if it is done within 30 days of your first assessment. This does not apply to the forklift and boom lift licence assessments.
- Other reassessments cost $150 each, including forklift and boom lift licence reassessments. If you need more training first, we will give you a quote.

Help with assessment

Let us know before the course if you need support, for example having questions read aloud or answering verbally instead of in writing. These are called reasonable adjustments, and we will make them wherever we can. We cannot change the skills the unit requires or the safety rules. If we cannot make a change you ask for, we will explain why.

Doing your own work

Your answers and work must be your own. You sign a declaration before your assessment. Phones, notes and AI tools are not allowed for answers, and nobody else can do your assessment for you. If we think there has been a breach, we talk to you first. Depending on what happened, you may need to redo the assessment, and serious breaches can lead to your enrolment being cancelled. You can appeal any decision (see section 11).

Your results

Your assessor tells you your result at the end of the course.

More detail: Training and Assessment Policy, Your Own Work Policy, Student Support and Wellbeing Policy.

7. Recognition of prior learning and credit transfer

Recognition of prior learning (RPL) is a way of assessing skills you already have from work or previous training. It is still an assessment, so you will need to provide evidence and show the skills to an assessor. RPL is available for working at heights, confined space and gas testing. We start with a short RPL interview about the evidence you need, the cost and any gap training. The RPL fee is the same as the course fee. If you need gap training, we give you a quote once your RPL assessment is finished. Up to 2 hours costs half the course fee, and more than 2 hours costs the full course fee. You get your result in writing within 7 business days of giving us a complete application.

Credit transfer means that if you have already completed the same unit with another registered training organisation, we recognise that result. Most of our courses are a single unit, so if you already hold it you do not need to do the course. For a course with more than one unit, show us your statement of attainment or USI transcript. Credit transfer is free.

RPL is not available for the forklift, boom lift or White Card courses. You need to do the full course and assessment.

To apply for either, call or email us before you enrol. We send you an RPL Application and Candidate Kit, or a one-page Credit Transfer Application Form.

More detail: RPL and Credit Transfer Policy, RPL and Credit Transfer Procedure.

8. After the course

Your certificate

- We aim to email your statement of attainment within 7 days of finishing your course, as long as your fees are paid and your USI is verified. If it will take longer, we will tell you. It will always be within 30 calendar days.
- We send it to you, not your employer, unless you agree in writing.

- If you complete only some units, you still get a statement of attainment for those units.
- Your results also appear on your USI transcript.
- If you lose it, email us and we will send a new copy free of charge.

High risk work licence (forklift and boom lift)

If you are assessed as competent, your assessor gives you a Notice of Satisfactory Assessment on the last day of your course. To get your licence:

1. Apply online through your MyServiceNSW account within 60 days of the date on your Notice of Satisfactory Assessment. You may need to visit a Service NSW centre for a photo.
2. Pay the licence fee to Service NSW.
3. SafeWork NSW issues your licence.

Before your course, you must also get a high risk work licence assessment enrolment number from Service NSW. You must be 18 or older. Check the current steps and fees on the Service NSW website.

White Card

We are authorised by SafeWork NSW to deliver the White Card. When you pass, we send your details to SafeWork NSW and give you a statement of training. You can use it for 60 days until your card arrives, usually within 30 days.

More detail: Completion and Certification Policy, Completion and Certification Procedure.

9. Getting help

If you need help with your course, or with anything else that is affecting you, talk to your trainer or call us. We can help with reading and writing, extra practice, changes to how you are assessed, and connecting you with other support services.

Phone and online support, any time

Service	Phone	For
Emergency	000	Police, fire or ambulance
Lifeline	13 11 14	Crisis support, 24 hours
NSW Mental Health Line	1800 011 511	Mental health advice and referral in NSW, 24 hours
Beyond Blue	1300 22 4636	Anxiety, depression and mental health
MensLine Australia	1300 78 99 78	Support for men, 24 hours
13YARN	13 92 76	Crisis support for Aboriginal and Torres Strait Islander people, 24 hours
1800RESPECT	1800 737 732	Domestic, family and sexual violence, 24 hours
Alcohol and Drug Information Service (NSW)	1800 250 015	Alcohol and drug advice, 24 hours

Service	Phone	For
National Debt Helpline	1800 007 007	Free financial counselling
Reading Writing Hotline	1300 655 506	Help with adult reading, writing and maths

Near our Dubbo site

Service	Phone	Where	For
Medicare Mental Health Centre Dubbo	1800 595 212	106 Talbragar Street	Free mental health support for adults. Walk in, no referral needed.
headspace Dubbo	(02) 6941 9023	Dubbo	Mental health support for ages 12 to 25
Dubbo Community Mental Health Drug and Alcohol Service	(02) 6881 4000	Dubbo	Public mental health, drug and alcohol services
Dubbo Regional Aboriginal Medical Service	(02) 6884 7502	48 to 50 Wingewarra Street	GP and health care for Aboriginal people
Lifeline Central West	1300 798 258	213 Brisbane Street	Free face-to-face counselling, including for money worries
Western NSW Community Legal Centre	(02) 6884 9422 or 1800 655 927	158 Brisbane Street	Free legal advice and financial counselling

Near our Bathurst site

Service	Phone	Where	For
Medicare Mental Health Centre Bathurst	1800 595 212	Shop 2, 52 Durham Street	Free mental health support for adults. Walk in, no referral needed.
headspace Bathurst	(02) 6941 9021	Bathurst	Mental health support for ages 12 to 25
Bathurst Community Mental Health Drug and Alcohol Service	(02) 6330 5850	Bathurst	Public mental health, drug and alcohol services
Bathurst Aboriginal Health Service	(02) 6330 5677	361 to 365 Howick Street, West Bathurst	Aboriginal Health Workers, health advice and referrals
Lifeline Central West	1300 798 258	253 Howick Street	Free face-to-face counselling, including for money worries

Service	Phone	Where	For
Western NSW Community Legal Centre	1800 655 927	Phone service	Free legal advice and financial counselling across western NSW

More detail: Student Support and Wellbeing Policy.

10. Respect and behaviour

We want our courses to be safe, respectful and welcoming for everyone, including Aboriginal and Torres Strait Islander students and people from all cultures and backgrounds. We ask everyone to:

- treat others with respect
- follow safety rules and trainer instructions
- arrive on time and attend the whole course
- not use alcohol or drugs
- do their own work
- look after equipment and the training site.

Discrimination, harassment and bullying are against the law and are not accepted.

If the rules are broken

Small things, like being late or using your phone in class, get a reminder or a warning. For anything serious, we will tell you what happened and hear your side before making any decision, and you can bring a support person. Depending on what happened, we may give you a warning, ask you to leave the session, or cancel your enrolment. If your behaviour is unsafe, your trainer may stop you immediately. We will give you our decision in writing, and you have the right to appeal it (see section 11). If your enrolment is cancelled for misconduct, your fees are not refunded.

More detail: Respect and Behaviour Policy and Procedure, Diversity and Inclusion Policy.

11. Complaints and appeals

A complaint is when you are unhappy with us, a trainer, another student or anyone working with us. Employers can make a complaint too. An appeal is a request for us to review a decision that affects you, such as an assessment result, an RPL outcome, an enrolment or refund decision, or a behaviour decision. Making a complaint or appeal is free, and it will not affect how you are treated. You can bring a support person or ask for an interpreter.

Steps

1. Talk to your trainer or call us. This is often the quickest way to fix things.
2. If it is not fixed, put it in writing by email or using the Complaints and Appeals Form. We can help you write it.
3. We let you know we have received it within 48 hours.
4. Someone who was not involved looks into it fairly and hears from everyone involved.

5. We give you our decision and reasons in writing within 7 business days of letting you know we received it. If it will take longer, we tell you why and keep you updated.

Make a complaint or appeal
Ask your trainer for a Complaints and Appeals Form, call (02) 6884 2790 or email admin@specialisedskills.com.au. We can send you the form, or help you fill it in.

If your complaint is about one of the owners, the other owner handles it. If it is about both owners, an independent reviewer from another RTO handles it.

To appeal a decision, email us or use the form within 7 business days of being told about it (if you are late, tell us why). Say what the decision was and why it should change. We confirm we have it within 48 hours, and give you the outcome within 7 business days after that. For a licence assessment, any reassessment is done by an independent SafeWork NSW accredited assessor.

If you are still not satisfied

- You can ask for an independent reviewer to look at an appeal decision. The reviewer comes from another RTO. They have no links to us and no part in your matter, and they have experience in handling complaints fairly. We arrange this when you ask, and it is free.
- For a complaint, you can also use free mediation through Community Justice Centres NSW (1800 990 777).

You can also contact these organisations. Most ask you to try our complaints process first. Most take complaints by phone or through an online form on their website.

Organisation	Phone	Email or online	Contact them about
National Training Complaints Hotline	13 38 73	Online form at dewr.gov.au	Any complaint about your training. They pass it to the right organisation.
Australian Skills Quality Authority (ASQA)	1300 701 801	Online form at asqa.gov.au	The quality of our training, or how we follow the rules for RTOs
NSW Fair Trading	13 32 20	Online form at nsw.gov.au/fair-trading	Fees, refunds and consumer rights
Office of the Australian Information Commissioner	1300 363 992	enquiries@oaic.gov.au	How we handle your personal information
Anti-Discrimination NSW	1800 670 812	adbcontact@justice.nsw.gov.au	Discrimination, harassment or vilification
SafeWork NSW	13 10 50	Online form at safework.nsw.gov.au	Safety concerns, licences and the White Card

If you need an interpreter, call TIS National on 131 450 and ask them to connect you to the organisation.

More detail: Complaints and Appeals Policy, Complaints and Appeals Procedure.

12. Your information and privacy

We collect your name, contact details, date of birth, USI, a copy of your photo ID, LLND results, assessment records and any support needs you tell us about. The enrolment form also asks questions for national training data, such as your language, schooling and employment. We use this information to enrol, train and assess you, to issue your certificate, and to meet our legal reporting obligations. We tell you why we need it when we ask for it.

We share your information only when we need to, with:

- NCVER (the National Centre for Vocational Education Research), for national training data. NCVER may share it with government training departments. See the VET Privacy Notice on the enrolment form
- the Student Identifiers Registrar, to check your USI
- ASQA, our regulator
- SafeWork NSW, for licences and the White Card
- your employer, only if you agree.

Some of the systems we use for bookings, email, payments and accounts store information outside Australia, mainly in the United States and elsewhere in North America, and in Europe. Our email provider may also use data centres in other countries. Your enrolment, USI and results are stored in Australia. The Privacy Policy has more detail.

You may be asked to do a short survey about your training, such as the national Student Outcomes Survey. Taking part is your choice.

We never sell your information or share it with other businesses for marketing. We only send you marketing if you agree, and you can unsubscribe at any time.

A person, not a computer, makes every decision about your enrolment, support, assessment, refunds, complaints and appeals. The online LLND check marks some answers automatically, but your trainer checks every result.

We keep records of your results and certificates for 30 years, and your completed assessments for at least 2 years after you finish the course.

Seeing or correcting your information

Email us to ask for a copy of your information. We will check it is you, then send it within 30 days. It is free. If something is wrong, tell us and we will correct it within 10 business days, free of charge. You can also see your results any time on your USI transcript.

If something goes wrong

If your information is lost or seen by someone who should not see it, we act straight away to stop it. If you could be seriously harmed, we will tell you what happened and what to do. We will also report it to the Office of the Australian Information Commissioner (OAIC).

If you have a privacy question or concern, contact our Privacy Officer on (02) 6884 2790 or admin@specialisedskills.com.au. If it is not fixed, you can contact the OAIC (see section 11).

More detail: Privacy Policy, Privacy Procedure, Records Management Policy.

13. Changes to your course or to us

We will tell you as soon as we can about any change that affects you. For example, a new date or venue, a unit being replaced by a newer version, a change of owner, or another organisation delivering part of your course.

If a unit is replaced while you are enrolled, we will explain how it affects you. If we cannot finish delivering your course, see "If we cancel" in section 4.

More detail: Training and Assessment Policy, Fee Administration and Refund Policy.

Contact us

	Specialised Skills (RTO 46344)
Phone	(02) 6884 2790
Email	admin@specialisedskills.com.au
Office hours	8am to 4:30pm on business days
Website	www.specialisedskills.com.au
Dubbo	2L Boothenba Road, Dubbo NSW 2830
Bathurst	11 Lloyds Road, Bathurst NSW 2795

Student Handbook | Version 2.0 | 2 November 2026 | Next review: 25 October 2027

Part 2: Policies and procedures

Part 2 has the full policies and procedures that apply to you as a student. Part 1 explains them in short. If the two ever seem to differ, Part 2 applies. Many are also on our website. Ask us for a copy of any other policy.

Policy or procedure	Version	Page
Enrolment Policy	3.0	16
Enrolment Procedure	3.0	20
Fee Administration and Refund Policy	2.0	25
Fee Administration and Refund Procedure	2.0	29
RPL and Credit Transfer Policy	3.0	33
RPL and Credit Transfer Procedure	3.0	36
Training and Assessment Policy	2.0	40
Training and Assessment Procedure	2.0	43
Your Own Work Policy	1.0	47
Your Own Work Procedure	1.0	49
Completion and Certification Policy	3.0	53
Completion and Certification Procedure	1.0	55
Respect and Behaviour Policy	1.0	59
Respect and Behaviour Procedure	1.0	62
Student Support and Wellbeing Policy	1.0	66
Student Support and Wellbeing Procedure	1.0	68
Diversity and Inclusion Policy	2.0	70
Child Safe Policy	1.0	72
Child Safety Incident Reporting Procedure	1.0	75
Work Health and Safety Policy	1.0	79
Privacy Policy	3.0	81
Privacy Procedure	2.0	85
Complaints and Appeals Policy	4.0	90
Complaints and Appeals Procedure	4.0	93

Enrolment Policy

Specialised Skills | RTO 46344 | Version 3.0

Purpose and scope

This policy explains how Specialised Skills tells people about its courses. It also explains how it checks a course is right for someone, and how it enrols them fairly. It follows the Standards for RTOs 2025. It applies to everyone who enrols in nationally recognised training with Specialised Skills, and to people whose employer books for them. It does not cover Yellow Card training, which Specialised Safety runs.

Policy

1. Fair enrolment

1.1 Specialised Skills treats everyone who wants to enrol in the same fair way. It does not discriminate. It only looks at the entry rules, whether the course is right for the person, and whether there is a place.

1.2 There is a limit on how many students can be in a class:

a. 8 for high risk work licence units

b. 12 for working at heights, confined space and gas test atmospheres (MSMWHS217)

c. 15 for CPCWHS1001 (White Card).

1.3 Specialised Skills does not enrol anyone in a unit that is no longer on the national register.

2. Booking and information

2.1 The person, or their employer, books a place online through Bookeo. They give the person's name, date of birth and contact details, and tell Specialised Skills if they need any support.

2.2 Before anyone pays, Specialised Skills tells them in writing about:

a. the course, and what they need to get in and to get a licence

b. all fees, and when they can get money back

c. what to bring, such as photo ID and PPE

d. the physical tasks they will do

e. the support they can get

f. their rights and what they must do, including how to complain or appeal

g. RPL (recognition of prior learning), credit transfer and privacy.

2.3 If something changes that affects a student's enrolment, Specialised Skills tells them as soon as it can.

3. Checking the course is right for the person

3.1 Each person does the LLND Pre-Training Assessment (SS-SUP-002) and fills in the enrolment form. LLND means language, literacy, numeracy and digital skills. They can do both before the course, using the link in their booking email. Or they can do them on the morning of the course, before it starts.

3.2 A trainer and assessor looks at the LLND results and any support needs. They write down what they decide on the LLND Outcome Record (the last page of SS-SUP-002) before the enrolment is confirmed. Then they tell the person.

3.3 If the course is not right for the person, they do not start. Specialised Skills tells them why in writing. It offers them another date or their money back, as set out in the Fee Administration and Refund Policy.

4. Disability and reasonable adjustment

4.1 People can tell Specialised Skills about a disability or other need at any time, such as when they book. Specialised Skills keeps this private and only uses it to plan support.

4.2 Specialised Skills makes reasonable adjustments where it can. This means it changes how it trains or assesses, so the student can take part fairly. If it cannot make a change, it tells the student why, as soon as it can.

5. High risk work, White Card and age rules

5.1 For forklift (TLILIC0003) and boom lift (TLILIC0005):

a. the person must be 18 or older, and this is checked when they book

b. before the course, they must get a high risk work licence assessment enrolment number from Service NSW. They give this number to Specialised Skills when they enrol

c. the trainer checks their photo ID when they enrol and again before the licence assessment

d. an assessor who is accredited by SafeWork NSW does the licence assessment

e. training only happens at Specialised Skills' sites, and only while SafeWork NSW approves it.

5.2 SafeWork NSW lets Specialised Skills deliver the White Card (CPCWHS1001). For the White Card:

a. training is face to face and goes for at least 6 hours

b. SafeWork NSW allows students from age 14, but Specialised Skills only enrols people who are 16 or older

c. each person must pass a 100-point ID check before the course starts

d. SafeWork NSW allows up to 20 students in a class, but Specialised Skills keeps it to 15.

5.3 People who are 16 or 17 can enrol in working at heights, confined space, gas test atmospheres and the White Card. They and a parent or guardian must sign a Parent/Guardian Consent Form. Specialised Skills does not enrol anyone under 16.

5.4 Everyone who works with students under 18 has a Working With Children Check (WWCC) that has been checked. See the Child Safe Policy.

6. Unique Student Identifier (USI)

6.1 Every student needs a USI. This is a number that keeps a record of all the nationally recognised training a person has done. Students make or find their own USI. Specialised Skills must check it before the course starts. Without one, it cannot give the student a certificate.

6.2 If a student cannot make a USI, Specialised Skills can make it for them if they say yes in writing. It then destroys any ID documents it used to do this.

7. Fees

7.1 Specialised Skills only charges the fees on its Fee Schedule. See the Fee Administration and Refund Policy. Fees are due at least 7 days before the course. Employers with an account

get an invoice and have 30 days to pay. Specialised Skills never takes more than $1,500 from a student before the course.

8. Confirming the enrolment

8.1 Specialised Skills confirms the enrolment, and puts it in the student management system, before the course starts. It does this once:

a. the enrolment form is filled in, with the privacy notice and declaration signed

b. the LLND outcome says the person can enrol

c. Specialised Skills has seen photo ID and checked the USI

d. the fees are paid, or an account holder has been sent an invoice.

9. Employer bookings

9.1 When an employer books, each student still does their own LLND check and enrolment. Specialised Skills only shares a student's details with the employer if the student says yes, unless the law says it must.

10. On-site training

10.1 Specialised Skills can run working at heights, confined space and gas test atmospheres at a client's workplace. No other courses are run on site. Before the course is confirmed, the client fills in the On-site Training Checklist to show the site is suitable.

11. Refusing or cancelling an enrolment

11.1 Specialised Skills may say no to an enrolment, or cancel it, if the person:

a. does not meet the entry rules

b. cannot do the training safely, or the course is not right for them

c. gives false information.

11.2 Specialised Skills tells them why in writing. They can appeal (see the Complaints and Appeals Policy). The owner who did not make the decision, or an independent person, looks at the appeal.

12. Privacy and records

12.1 Specialised Skills keeps the personal details it collects safe. It follows the Australian Privacy Principles and its Privacy Policy. It sends enrolment data to NCVER (the National Centre for Vocational Education Research) when the law says it must. It keeps records as set out in the Records Management Policy.

13. Review

13.1 Each year, as part of the internal audit, the owners look at how well enrolment works. They use feedback, complaints and appeals to make it better.

Policy information

Responsibilities: The owners approve and review this policy. Both owners manage bookings, enrolments, USIs, payments and records. As trainers and assessors, they review LLND results and check photo ID.

Related documents: Enrolment Procedure; Student Handbook; LLND Pre-Training Assessment and Outcome Record (SS-SUP-002); LLND Marking Guide (SS-SUP-003); Parent/Guardian Consent Form; On-site Training Checklist; Fee Administration and Refund Policy; Student Support

and Wellbeing Policy; RPL and Credit Transfer Policy; Completion and Certification Policy; Privacy Policy; Records Management Policy; Complaints and Appeals Policy.

Legislative and regulatory requirements: Standards for RTOs 2025 (Outcome Standards 1.6, 1.7, 1.8, 2.1, 2.2, 2.4, 2.8 and 4.3; Compliance Standards); National Vocational Education and Training Regulator Act 2011; Student Identifiers Act 2014; Privacy Act 1988; Work Health and Safety Act 2011 (NSW) and Regulation; Disability Discrimination Act 1992 and Disability Standards for Education 2005; Anti-Discrimination Act 1977 (NSW); National Principles for Child Safe Organisations.

Document control: Version 3.0, approved by Greg Cusack on 26 October 2026. Replaces version 1.0 (18/02/2025). Next review: 4 October 2027.

Enrolment Procedure

Document details	
Purpose	To set out the steps for booking and enrolling a student, from when they first ask about a course until training starts.
Applies to	Everyone who enrols in a Specialised Skills course, including students booked by an employer. It does not cover Yellow Card training. Specialised Safety delivers Yellow Card training.

Roles: both owners do all **Owner** (booking, admin and records) and **Trainer** (checking the LLND and ID) steps.

STUDENT Yellow rows are the steps students complete.
Students choose to complete the LLND and enrolment **before the course** (Option 1) or **on the morning of training** (Option 2).

Step	Who	What to do	Record
A. Booking and payment			
1	**STUDENT**	Book a place through Bookeo, or ask your employer to book for you. Give your name, date of birth, email and mobile, and say if you need any support.	Bookeo booking
2	Owner	Check in Bookeo that the class is not full. The limit is 8 for high risk work and 15 for the White Card. For working at heights, confined space and gas test atmospheres, it is 12. Check the person's date of birth: • For high risk work units, they must be 18 or older. Remind them to get a licence assessment enrolment number from Service NSW before the course. • For working at heights, confined space, gas test atmospheres and the White Card, they must be 16 or older. Do not book anyone who is under 16. • If they are under 18, send the Parent/Guardian Consent Form, the Student Handbook and the Child Safe Policy. Then follow the Child Safe Procedure. Send the booking confirmation. It has the course details, the fees and the Fee Administration and Refund Policy. It also has a link to the Student Handbook, what to bring, and the link to do the LLND and enrolment early. For licence units, it also explains how to get the licence assessment enrolment number.	Booking confirmation

Step	Who	What to do	Record
3	Owner	Take payment at least 7 days before the course. If the person has an account, send an invoice that gives them 30 days to pay. Never take more than $1,500 before the course. If the fees are not paid 7 days before the course, send a reminder. If they are still not paid 3 days before, cancel the booking (see the Fee Administration and Refund Procedure).	Invoice or receipt
B. LLND and enrolment (Option 1 before the course, or Option 2 on the morning)			
4	**STUDENT**	Check your USI, or get one, at portal.usi.gov.au/student. It is free. • If you have forgotten it, select Find my USI. • If you do not have one, select Create USI. You need photo ID, an email address and a mobile number. Your name must be the same as on your ID. • If you cannot make one, ask Specialised Skills to help you. **Licence units (forklift and boom lift):** before the course, apply for a high risk work licence assessment enrolment number through your MyServiceNSW account at service.nsw.gov.au.	USI; licence enrolment number
5	**STUDENT**	Do the LLND assessment (SS-SUP-002). For Option 1, use the link in your booking email. For Option 2, do it when you get there on the morning of the course.	LLND assessment
6	Trainer	Mark the LLND with the Marking Guide (SS-SUP-003), and think about any support the student needs. Write the result on the Outcome Record (the last page of SS-SUP-002): Meets, Support (they can enrol with a support plan) or Follow up. Tell the student the result. If the course is not right for them, they do not start (see below).	LLND Outcome Record
7	**STUDENT**	Enrol in Vettrak using the link or the QR code. Fill in the form, put in your USI, upload your photo ID, and agree to the privacy notice and declaration. If you are under 18, bring the signed consent form.	Vettrak enrolment
8	Trainer	Check each enrolment in Vettrak. There should be no errors, the USI should be checked, and the photo ID should be uploaded. For licence units, check that the licence assessment enrolment number is there. Only make a USI for a student if they cannot do it and they say yes in writing. Then destroy the ID you used.	Vettrak record
C. On the day			

Step	Who	What to do	Record
9	**STUDENT**	Get there early with your photo ID and the PPE you need, and sign the attendance sheet. If you do not have photo ID or PPE, you cannot start and you do not get your money back.	Attendance sheet
10	Trainer	Before training starts, check that each student has an LLND that has been looked at and an enrolment that is complete. Check that each student's photo ID matches their enrolment, that they are fit to train and that they have the right PPE. Then run the safety induction. For licence units, check the ID and the licence assessment enrolment number again before the assessment. For the White Card, do the 100-point ID check before training starts.	ID check recorded
11	Owner	Put the LLND assessment, the Outcome Record and any consent form in the student's assessment file in Google Drive (04 Students).	Student file

When things change

Situation	Action
The course is not right for the person (before the course or on the morning)	They do not start. Tell them why in writing, and offer another date or their money back (see the Fee Administration and Refund Policy). They can appeal.
An enrolment is refused or cancelled	Tell the person why in writing and how they can appeal. The other owner, or an independent person, looks at any appeal.
The student cancels or does not come	Follow the Fee Administration and Refund Policy. Offer another date if it suits.
The course is cancelled or changed	Tell students as soon as you can. Offer them another date or their money back.
An employer books a group	Each student does steps 4 to 7 for themselves. Only share their details with the employer if they say yes.
The ID does not match	Do not start training or assessment. Write down what happened.
The student comes without photo ID or PPE, or more than 30 minutes late	They cannot start, and there is no refund (see the Fee Administration and Refund Policy).
There is no licence assessment enrolment number	Do not start licence training or assessment. Help the student apply through Service NSW, or offer them another date.

Situation	Action
The training is on site	This is only for working at heights, confined space and gas test atmospheres. The client fills in the On-site Training Checklist before the course is confirmed.

Procedure information

Responsibility: The owners approve this procedure and make sure it is followed.

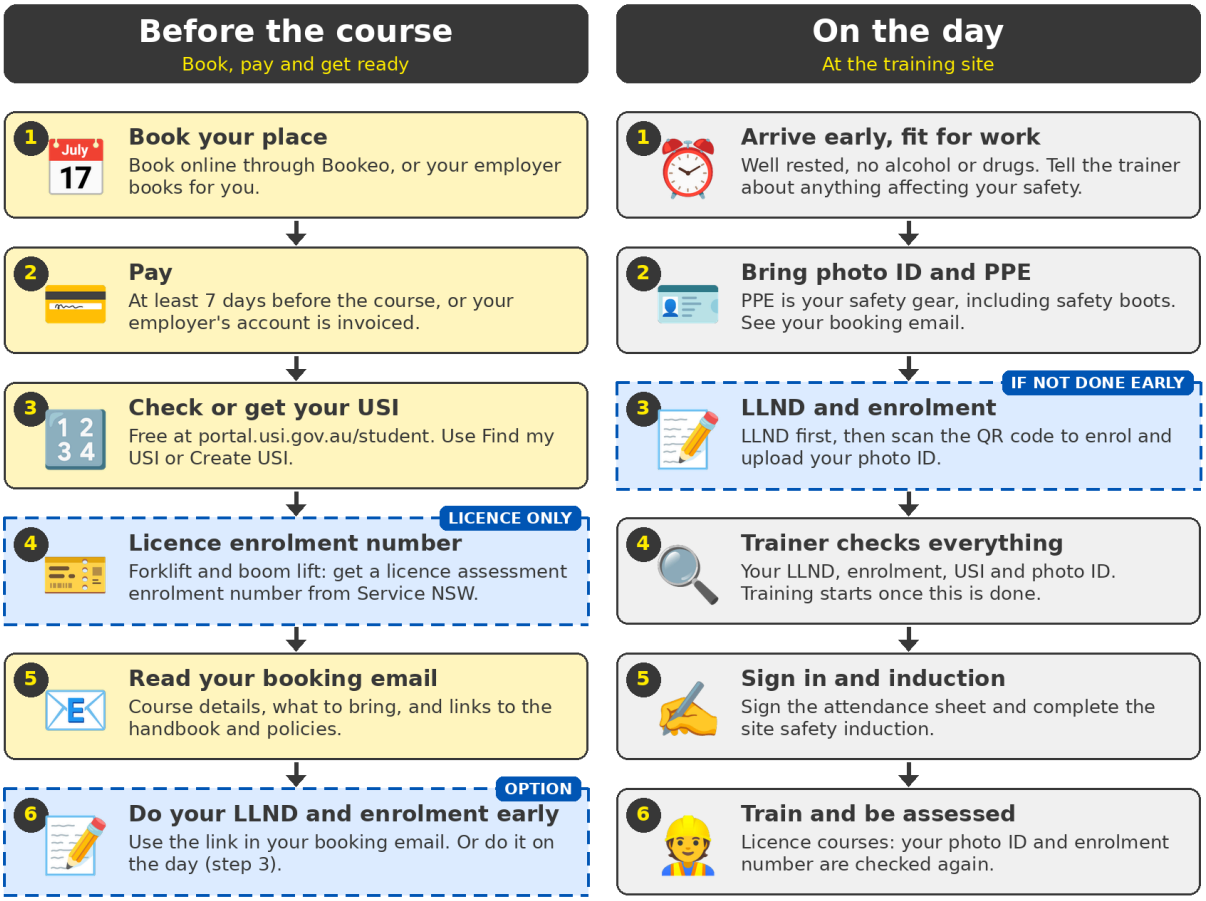
Related documents: Enrolment Policy; Student Handbook; LLND Pre-Training Assessment and Outcome Record (SS-SUP-002); LLND Marking Guide (SS-SUP-003); Parent/Guardian Consent Form; On-site Training Checklist; RPL and Credit Transfer Procedure; Fee Administration and Refund Policy; Completion and Certification Procedure; Privacy Policy; Complaints and Appeals Policy; Filing guide.

Requirements: Standards for RTOs 2025 (Outcome Standards 1.8, 2.1, 2.2, 2.4 and 4.3; Compliance Standards for USI and data reporting); Student Identifiers Act 2014; Privacy Act 1988; Work Health and Safety Regulation (NSW).

Document control: Version 3.0, approved by Greg Cusack on 26 October 2026. Replaces version 1.0 (18/02/2025). Next review: 4 October 2027.

Student summary

What students need to do before the course and on the day.



Fee Administration and Refund Policy

Specialised Skills | RTO 46344 | Version 2.0

Purpose and scope

This policy explains how Specialised Skills sets its fees and collects them. It also explains what happens when someone cancels or moves to another date. And it explains when they can get their money back. It follows the Standards for RTOs 2025 and the Australian Consumer Law. It applies to everyone who pays fees to Specialised Skills, such as students and employers.

Policy

1. Fee information

1.1 All fees are on the Fee Schedule on the Specialised Skills website. The owners approve the Fee Schedule, and it shows the date that it starts.

1.2 Before anyone pays, Specialised Skills tells them in writing:

a. how much the course costs

b. when and how to pay

c. where to find this policy.

1.3 Specialised Skills only charges the fees on the Fee Schedule. If a fee goes up, students who have already booked still pay the old price.

1.4 Some fees are paid to someone else, not to Specialised Skills. For example, students pay the high risk work licence fee to Service NSW.

2. Paying fees

2.1 Fees are due at least 7 days before the course. If an employer has an account, they get an invoice and have 30 days to pay.

2.2 The student, their employer or another person can pay. Each time someone pays, they get a receipt or a tax invoice.

2.3 Specialised Skills never takes more than $1,500 from a student before the course.

2.4 If the fees are not paid on time:

a. Specialised Skills sends a reminder 7 days before the course

b. if they are still not paid 3 days before the course, Specialised Skills cancels the booking.

2.5 The student gets their statement of attainment (the certificate for the units they finish) once all the fees are paid. See the Completion and Certification Policy.

3. When a student cancels or moves to another date

3.1 To cancel, or to move to another date, the student or their employer sends an email. The notice counts from the day the email arrives.

3.2 How much money comes back depends on how much notice is given. The amount kept pays for admin, bank fees and a place that usually cannot be filled at short notice.

What happens	Refund
Cancels more than 7 business days before the course	Refund less 10%
Cancels 5 to 7 business days before the course	Refund less 20%
Cancels less than 5 business days before the course	Refund less 50%
Does not come and gives no notice	No refund, unless exceptional circumstances apply (3.6)
Arrives more than 30 minutes late and cannot start	No refund
Arrives without photo ID, the required PPE or (licence courses) a licence assessment enrolment number	No refund (3.5)

3.3 Before it pays a refund, Specialised Skills offers to move the student to another date. This is free if they give more than 7 business days' notice. If they give less notice, the amounts in the table apply.

3.4 Sometimes a person cannot start because the course is not right for them. The LLND check (language, literacy, numeracy and digital skills) may show this. Or they may not meet the entry rules. They get all their money back, or move to another course.

3.5 Students must bring photo ID and the PPE they need. For licence courses, they also need a licence assessment enrolment number from Service NSW. If they do not have these, they cannot start and they do not get their money back.

3.6 In exceptional circumstances, the owners may agree to a transfer or refund outside these rules. These are serious events that the student could not control or see coming. They stopped the student from coming, or from telling Specialised Skills. They include:

a. the student is seriously ill or injured

b. someone in their immediate family dies, or has a serious illness, injury or health issue

c. a flood, bushfire, severe weather or a closed road stops them getting to the course

d. they have a car accident on the way to the course

e. they are called out with an emergency service, such as the NSW Rural Fire Service or NSW SES

f. they get a jury or court summons after they book.

3.7 Exceptional circumstances do not include:

a. work or a change of roster

b. forgetting the date of the course

c. travel problems that they could have planned for.

3.8 To ask for this, the student or the person who paid must:

a. contact Specialised Skills within 7 business days of the day the course starts

b. send proof, such as a medical certificate, death notice, police event number or a letter from the emergency service.

3.9 Specialised Skills keeps the proof private (see the Privacy Policy). Usually, it moves the student to another date for free. If that does not suit, the owners may give a refund less 10%. They give their decision in writing, and the student can appeal it.

3.10 There is no refund if a student is removed from training, or their enrolment is cancelled, because of serious misconduct. This includes unsafe behaviour, being affected by alcohol or drugs, harassment, violence and cheating. See the Respect and Behaviour Policy. The student gets to tell their side before the decision. They get the decision in writing and can appeal it. They still get a statement of attainment for any units they have already finished.

3.11 RPL (recognition of prior learning) costs the same as the course. There is no refund once the RPL assessment has started. If the student needs gap training after RPL, Specialised Skills gives them a written quote once the RPL assessment is finished:

a. up to 2 hours of gap training costs half the course fee

b. more than 2 hours costs the full course fee

c. gap training never costs more than the course fee.

3.12 Credit transfer is free. This means Specialised Skills recognises a unit the student has already finished somewhere else.

4. When Specialised Skills cancels a course

4.1 Specialised Skills may need to cancel or change a course, or it may not be able to finish it. If this happens, the student or the person who paid can choose:

a. all their money back for the training that did not happen, or

b. a place in another course at no extra cost.

4.2 They do not need to ask for this.

5. Paying refunds, and consumer rights

5.1 Specialised Skills pays a refund to the person or organisation that paid the fees. It pays within 7 business days of the decision. It also sends a written statement of what was paid and what was refunded.

5.2 Anyone can appeal a refund decision (see the Complaints and Appeals Policy). The owner who did not make the decision, or an independent person, looks at the appeal. Students can also contact NSW Fair Trading.

5.3 This policy does not take away anyone's rights under the Australian Consumer Law.

6. Records and review

6.1 Specialised Skills keeps a record of all payments and refunds for at least 5 years. See the Records Management Policy.

6.2 Each year, the owners look at the Fee Schedule and at how fees and refunds are handled. They use what they learn from refund requests, feedback, complaints and appeals to make things better.

Policy information

Responsibilities: The owners approve and review this policy and the Fee Schedule. Both owners take payments, send invoices and receipts, and decide and pay refunds.

Related documents: Fee Schedule (website); Fee Administration and Refund Procedure; Enrolment Policy and Procedure; Student Handbook; RPL and Credit Transfer Policy; Completion

and Certification Policy; Respect and Behaviour Policy; Complaints and Appeals Policy; Records Management Policy.

Legislative and regulatory requirements: Standards for RTOs 2025 (Outcome Standards 2.1, 2.7 and 2.8; Compliance Standards, including protection of fees paid in advance and issuing certification once fees are paid); Australian Consumer Law (Competition and Consumer Act 2010, Schedule 2); tax record-keeping requirements.

Document control: Version 2.0, approved by Greg Cusack on 26 October 2026. Replaces version 1.0 (18/02/2025). Next review: 11 October 2027.

Fee Administration and Refund Procedure

Specialised Skills | RTO 46344 | Version 2.0

Document details	
Purpose	To set out the steps for showing fees, taking payments, and handling cancellations, moves to another date and refunds.
Applies to	All students, applicants and employers who book or pay for training with Specialised Skills.

Roles: both owners do all **Owner** steps (fees, payments and refunds).

STUDENT Yellow rows are the steps students (or their employer) complete.

Step	Who	What to do	Record
A. Fees and payment			
1	Owner	Keep the Fee Schedule on the website up to date. If it changes, approve and date it, and change the prices in Bookeo to match. Students who have already booked keep their price.	Fee Schedule (dated)
2	**STUDENT**	Book through Bookeo, or ask your employer to book. Before you pay, read the fees, when to pay and the refund rules in your booking email.	Bookeo booking
3	**STUDENT**	Pay at least 7 days before the course. If your employer has an account, they get an invoice.	Payment
4	Owner	Check the payment and send a receipt. If the person has an account, send a tax invoice that gives them 30 days to pay. Never take more than $1,500 from a student before the course.	Receipt or invoice
5	Owner	If the fees are not paid 7 days before the course, email a reminder. If they are still not paid 3 days before the course, cancel the booking and tell the student or employer. If an account invoice is late, send a reminder. Do not send the certificate until the fees are paid.	Reminder email; Bookeo
B. Cancellations, transfers and refunds			
6	**STUDENT**	Email Specialised Skills as soon as you can if you want to cancel or move to another date. Say which course, why, and send any proof.	Email
7	Owner	Reply within 2 business days, and offer another date. If the student wants their money back, use the table in the policy to work out how much.	Refund record

Step	Who	What to do	Record
8	Owner	Within 7 business days, tell them what you have decided in writing. Say how much they get back. If the answer is no, say why, and tell them how to appeal.	Decision email
9	Owner	Pay the refund to whoever paid the fees. Send them a statement of what was paid and what was refunded. Update Bookeo and Vettrak.	Refund record; statement
C. When Specialised Skills cancels a course			
10	Owner	Tell students and employers as soon as you can. Offer them another date or all their money back. Pay refunds without waiting for them to ask.	Email; refund record

When things change

Situation	Action
The LLND check shows the course is not right for the person	They do not start. Tell them why in writing. Offer another course or all their money back.
The person does not meet the entry rules, so their enrolment is refused	Tell them why in writing. Offer another course or all their money back. They can appeal.
The student comes without photo ID or PPE	They cannot start. There is no refund.
A licence student has no licence assessment enrolment number	They cannot start licence training. There is no refund.
The student is more than 30 minutes late	They cannot start. There is no refund.
The student does not come and gives no notice	There is no refund, unless exceptional circumstances apply (policy 3.6 to 3.9).
The fees are not paid 3 days before the course	Cancel the booking. Tell the student or employer in writing.
Serious misconduct	Follow the Respect and Behaviour Procedure. Let the student tell their side first, unless they must be stopped for safety. If their enrolment is cancelled or they are removed, tell them in writing. Give the reasons, say there is no refund, and explain how to appeal.
The student is unwell or not fit to go on (not misconduct)	If it is not safe, stop the training. Offer another date.

Situation	Action
The student asks for exceptional circumstances	Check that the event is on the list in policy 3.6. Check that the proof came within 7 business days of the start of the course. Both owners agree on the outcome. This is usually a free move to another date, or a refund less 10% if that does not suit. Tell the student in writing, with the reasons and how to appeal. Keep the proof private.
Someone disagrees with a refund decision	Follow the Complaints and Appeals Policy. The owner who did not make the decision, or an independent person, looks at it.
The same problem leads to several refunds	Write it in the Continuous Improvement Register and look at how to fix it.

Procedure information

Responsibility: The owners approve this procedure and make sure it is followed.

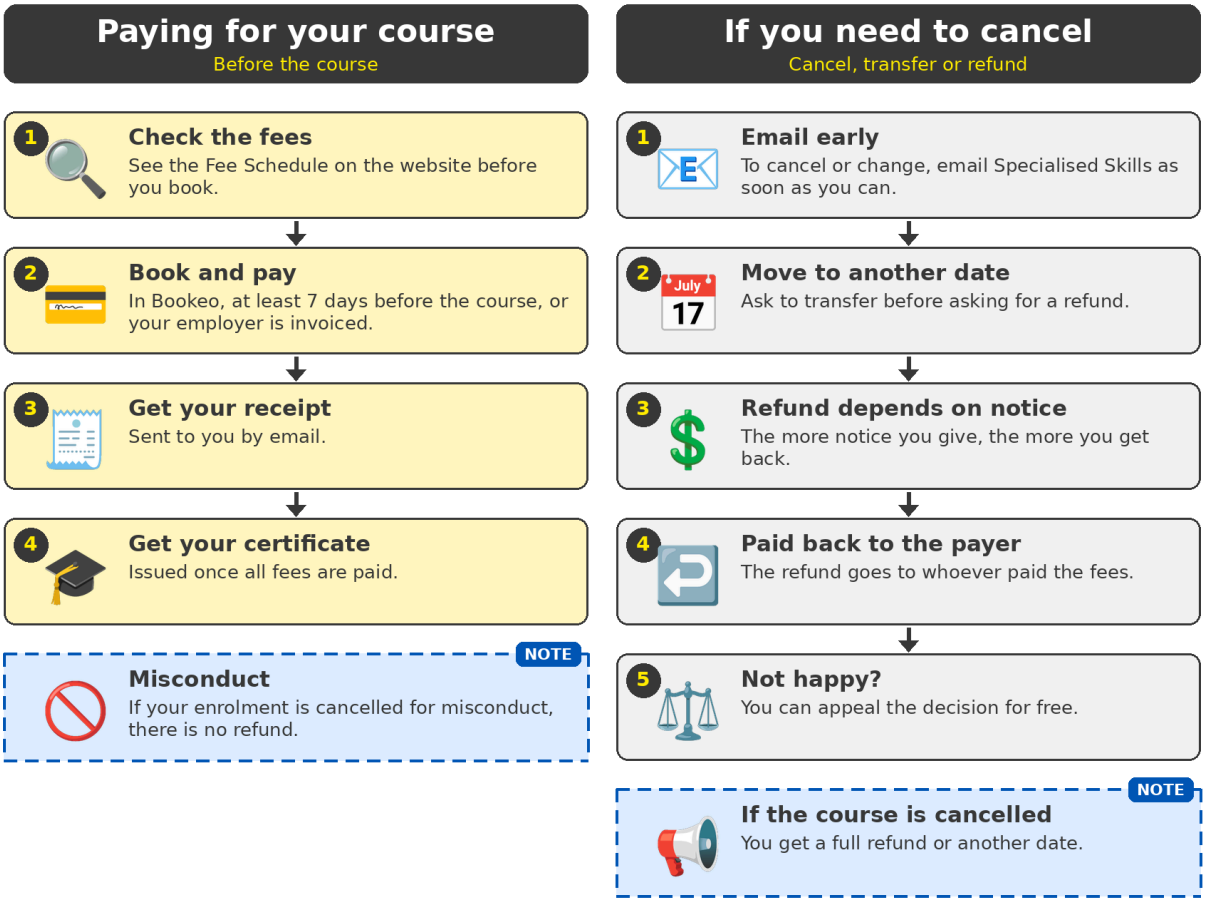
Related documents: Fee Administration and Refund Policy; Fee Schedule (website); Enrolment Procedure; Student Handbook; Complaints and Appeals Policy; Completion and Certification Policy; Filing guide.

Requirements: Standards for RTOs 2025 (Outcome Standards 2.1 and 2.8; Compliance Standards); Australian Consumer Law.

Document control: Version 2.0, approved by Greg Cusack on 26 October 2026. Replaces version 1.0 (18/02/2025). Next review: 11 October 2027.

Student summary

How students pay, and what to do if they need to cancel.



RPL and Credit Transfer Policy

Specialised Skills | RTO 46344 | Version 3.0

Purpose and scope

This policy explains how Specialised Skills recognises the skills and results that people already have. It can do this in two ways: recognition of prior learning (RPL) and credit transfer. The policy meets the Standards for RTOs 2025. It applies to everyone who applies for, or is enrolled in, a unit that Specialised Skills is registered to deliver.

Policy

1. Offering RPL and credit transfer

1.1 Specialised Skills offers RPL and credit transfer to everyone who applies, for the units where they are available. People are told about this in writing before they pay. It is also in the Student Handbook.

1.2 Each decision is fair and consistent, and it is written down.

2. Units where RPL is not offered

2.1 Licence rules limit RPL. So RPL is not offered for:

a. TLILIC0003 Licence to operate a forklift truck

b. TLILIC0005 Licence to operate a boom-type elevating work platform (boom length 11 metres or more)

c. CPCWHS1001 Prepare to work safely in the construction industry (White Card).

2.2 Students must do the full course for these units. For a licence unit, a SafeWork NSW accredited assessor does the assessment with the national assessment instrument. For the White Card, students must have at least six hours of training face to face.

2.3 For a licence unit, one owner trains the student and the other owner assesses them. This is because an assessor must not assess a student they trained (SafeWork NSW Conditions of Accreditation, condition 37).

3. Recognition of prior learning

3.1 RPL is available for RIIWHS202E, RIIWHS204E and MSMWHS217. In RPL, the assessor looks at the skills and knowledge a person already has from work, life or other training. Then they check these against what the unit asks for.

3.2 RPL is an assessment, so the usual assessment rules apply. The assessor decides based on evidence of what the person knows and can do.

3.3 Before they apply, each person has an RPL interview. They are also told in writing:

a. what evidence they need

b. what the steps are

c. what it costs, including any gap training

d. how long it takes

e. what support they can get

f. how to appeal.

3.4 The assessor must meet the Credential Policy and hold the unit. They use an RPL assessment tool that was checked before it was used. In every RPL, the assessor watches the person do the practical tasks.

3.5 Specialised Skills tells the person the outcome in writing within 7 business days after their application is complete. If a unit is not recognised, the letter says why. It also says what training or assessment they still need.

3.6 People who apply for RPL do the LLND check when they enrol, the same as everyone else. LLND means language, literacy, numeracy and digital skills.

4. Credit transfer

4.1 Specialised Skills recognises statements of attainment and qualifications from any other RTO. A statement of attainment is the official record of the units a person has completed.

4.2 Most courses have only one unit. If a person already holds that unit, they do not need to enrol, because their result already counts. Credit transfer is used when a course has more than one unit and the person already holds one of them.

4.3 Credit is given if the person has done the same unit, or a unit that training.gov.au lists as equivalent. Before it gives credit, Specialised Skills checks the result is real. It does this through the person's USI (Unique Student Identifier) transcript, or with the RTO that issued it.

4.4 Credit transfer is free. For a licence unit, credit transfer only recognises the unit. It does not give the person a high risk work licence.

5. Fees

5.1 RPL costs the same as the course in the Fee Schedule, and it is paid in the same way. People are told the fee in writing before they apply.

5.2 Once the RPL assessment has started, the fee is not refunded. See the Fee Administration and Refund Policy.

5.3 Gap training is extra training for skills that the RPL did not show. If it is needed, Specialised Skills sends a written quote when the RPL assessment is finished. Up to 2 hours costs half the course fee. More than 2 hours costs the full course fee. It never costs more than the fee for that unit.

6. Appeals

6.1 A person can appeal an RPL or credit transfer decision. The owner who did not make the decision looks at the appeal, or an independent person does. See the Complaints and Appeals Policy.

7. Records and certificates

7.1 The owners keep the RPL evidence, the checked credit transfer documents and each decision in the student's assessment file. They record each outcome in the student management system, and it is reported to NCVER (the national VET data agency). Records are kept for as long as the Records Management Policy says.

7.2 When the person has met all the requirements and paid, Specialised Skills gives them a statement of attainment. See the Completion and Certification Policy.

8. Review

8.1 The RPL assessment tools are part of validation. Each year, the owners review how RPL and credit transfer are working, as part of the internal audit. They use feedback, complaints and appeals to make the process better.

Policy information

Responsibilities: The owners approve and review this policy. Both owners manage applications, checks and records. As trainers and assessors, they also carry out RPL assessments.

Related documents: RPL and Credit Transfer Procedure; Enrolment Policy and Procedure; Student Handbook; RPL Application and Candidate Kit; RPL Assessor Kit and other RPL assessment tools; Credit Transfer Application Form; Training and Assessment Policy; Fee Administration and Refund Policy; Fee Schedule; Complaints and Appeals Policy; Completion and Certification Policy; Records Management Policy.

Legislative and regulatory requirements: Standards for RTOs 2025 (Outcome Standards 1.3, 1.4, 1.5, 1.6, 1.7, 2.1 and 2.8; Compliance Standards, including recognition of AQF certification issued by other RTOs); Credential Policy; Student Identifiers Act 2014; Work Health and Safety Act 2011 (NSW) and Regulation; SafeWork NSW conditions for high risk work licence assessment and general construction induction training.

Document control: Version 3.0, approved by Greg Cusack on 26 October 2026. Replaces version 1.0 (18/02/2025). Next review: 4 October 2027.

RPL and Credit Transfer Procedure

Document details	
Purpose	To set out the steps to apply for recognition of prior learning (RPL) or credit transfer, and to decide.
Applies to	Everyone who applies for, or is enrolled in, a unit that Specialised Skills is registered to deliver.

Roles: both owners do all **Owner** steps (giving information, checking and keeping records) and **Trainer** steps (doing the RPL assessment). The trainer and assessor must hold the unit they assess.

STUDENT Yellow rows are the steps students complete.

Step	Who	What to do	Record
A. Recognition of prior learning			
1	**STUDENT**	Ask about RPL when you book, or contact Specialised Skills before the course.	Booking or email
2	Owner	Check if RPL is available for the unit: • TLILIC0003, TLILIC0005 (licence units) and CPCWHS1001 (White Card): there is no RPL, so the student does the full course. • RIIWHS202E, RIIWHS204E and MSMWHS217: RPL is available. The student must also show the practical tasks. Send the RPL Application and Candidate Kit for the unit. The applicant uses it to apply, and it tells them what evidence to give. It also sets out the fee (the same as the course fee), how long it takes and how to appeal.	Email; RPL information sent
3	Owner	Before they enrol, have an RPL interview with the applicant. Explain: • what evidence they need • what it costs • how gap training works, and what it can cost.	Interview notes
4	**STUDENT**	Fill in the RPL Application and Candidate Kit. Send it back with your evidence, for example: • licences, tickets and certificates • a résumé and references • a supervisor or third-party report • photos or records of work you have done.	RPL application and evidence
5	Owner	Enrol the applicant, following the Enrolment Procedure (USI, photo ID, enrolment form and LLND check). Record the units as RPL in Vettrak. Take the RPL fee in the same way as a course fee.	Vettrak enrolment; receipt

Step	Who	What to do	Record
6	Trainer	Use the RPL assessment tool to check the evidence against the unit. Write down any gaps.	RPL assessment tool
7	Trainer	Ask the applicant about their work (this is called a competency conversation). Watch them do the practical tasks for the unit.	RPL assessment tool
8	Trainer	Decide the outcome for each unit. Either RPL is granted, or it is not granted and you say what training or assessment is still needed. Follow the principles of assessment and the rules of evidence. If gap training is needed, the owner sends a written quote. Up to 2 hours costs half the course fee. More than 2 hours costs the course fee. Send an invoice when the quote is accepted.	Signed RPL decision
9	Owner	Tell the student the outcome in writing within 7 business days after the application is complete. Give the reasons and tell them how to appeal. Record the outcome in Vettrak (RPL granted or RPL not granted). Save the evidence in the student's assessment file in Google Drive (04 Students).	Outcome letter; Vettrak; student file
B. Credit transfer			
10	**STUDENT**	Ask for credit transfer (it is free) for a unit in a course. Fill in the Credit Transfer Application Form. Attach a certified copy of your statement of attainment or qualification from another RTO, or your USI transcript.	Credit Transfer Application Form
11	Owner	Check that the result is real: • look at the USI transcript (with the student's permission), or contact the RTO that issued it • check on training.gov.au that the unit is the same, or is listed as equivalent. On the copy, write who checked it, when and how. Save it in the student's assessment file.	Verified copy
12	Owner	If it is real, record the credit transfer in Vettrak and confirm it in writing. If it is not, explain why and offer training or RPL.	Vettrak; confirmation email

When things change

Situation	Action
RPL not granted, or only in part	Offer gap training or the full course. Give the reasons in writing. The student can appeal.
Evidence may not be genuine	Do not grant RPL or credit. Check with whoever issued it, and write down what happened.
Unit has been superseded	Only give credit if training.gov.au lists the units as equivalent.

Situation	Action
Applicant asks for RPL for a licence unit or the White Card	Explain that there is no RPL for these units, so they need to do the full course. Offer them a place.
Applicant already holds the only unit in the course	They do not need to enrol. Confirm in writing that their result already counts.
Appeal received	The owner who did not make the decision looks at it, or an independent person does. See the Complaints and Appeals Policy.

Procedure information

Responsibility: The owners approve this procedure and make sure it is followed.

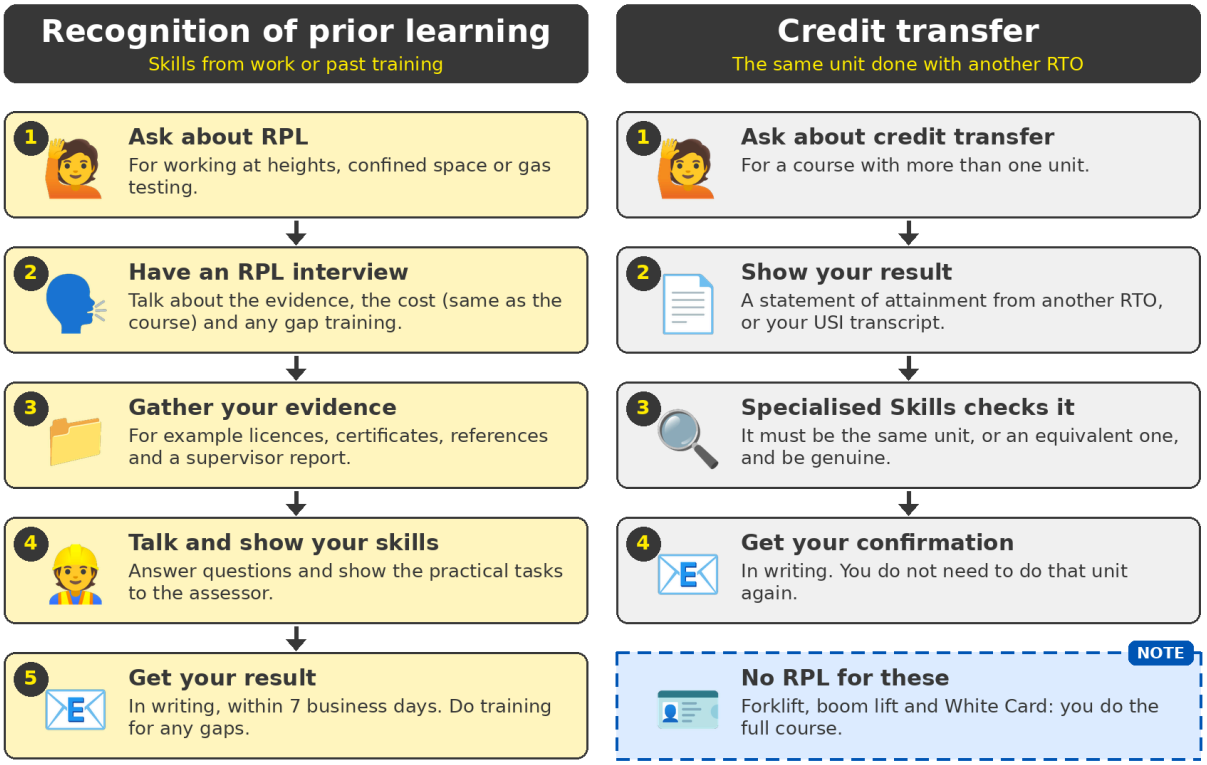
Related documents: RPL and Credit Transfer Policy; Enrolment Procedure; RPL Application and Candidate Kit; RPL Assessor Kit and other RPL assessment tools; Credit Transfer Application Form; Fee Administration and Refund Policy; Fee Schedule; Complaints and Appeals Policy; Completion and Certification Policy; Filing guide.

Requirements: Standards for RTOs 2025 (Outcome Standards 1.4, 1.6, 1.7 and 2.8; Compliance Standards); Credential Policy; Student Identifiers Act 2014; SafeWork NSW conditions for high risk work licence assessment and general construction induction training.

Document control: Version 3.0, approved by Greg Cusack on 26 October 2026. Replaces version 1.0 (18/02/2025). Next review: 4 October 2027.

Student summary

How students apply for RPL or credit transfer.



Training and Assessment Policy

Specialised Skills | RTO 46344 | Version 2.0

Purpose and scope

This policy explains how Specialised Skills plans its training, delivers it and assesses students. It also covers what happens when a unit changes. It follows the Standards for RTOs 2025 and SafeWork NSW rules. It applies to every unit that Specialised Skills can deliver, and this includes RPL (recognition of prior learning). It applies to the owners, trainers and assessors.

Policy

1. Planning training

1.1 Specialised Skills only delivers the units that are on its scope of registration. You can see the scope on training.gov.au.

1.2 Each course has a training and assessment strategy (TAS). The TAS is the plan for the course, and the owners approve it before the course runs. It sets out:

a. who the course is for

b. how much training students get, and why that is enough

c. how and where the course is run

d. the resources and equipment

e. how students are assessed

f. who trains and assesses them.

1.3 The amount of training suits the students and the unit. Most students are new to the work. So courses are run face-to-face, and students practise before they are assessed. The training and assessment strategy (TAS) for each course sets out the amount of training and why it is enough.

1.4 Industry helps to shape the training and assessment. At least once a year, Specialised Skills asks employers, clients and industry contacts about the TAS. It also asks them about the resources and the assessment tools. The owners write down what they say.

2. Delivering training

2.1 Training follows the TAS. The learning resources are up to date and match the unit. They also suit the students' reading, writing and maths skills.

2.2 Only trainers and assessors who meet the Credential Policy can train and assess. They must hold the unit, or a unit that is the same. They must also have any industry experience the unit asks for. They keep their industry skills up to date.

2.3 Training sites, equipment and PPE must be safe and fit for the job. They must also meet the assessment conditions of each unit. Equipment is checked and serviced as the maker says, and gas detectors are calibrated.

2.4 The Enrolment Policy sets out class sizes and sites. It also says when training can be held at a client's workplace.

3. Assessment tools

3.1 Each unit has assessment tools. Each tool is mapped to the current unit. This means it covers every performance criterion, every item of performance evidence and knowledge evidence, and every assessment condition.

3.2 Any tool that Specialised Skills buys is changed to suit its students, sites, equipment and scenarios. Other organisations' names and details are taken out.

3.3 Every tool, including each RPL kit, has initial validation before it is first used. This is a check that the tool is fit for purpose. It is done again if the unit or the tool changes. The Validation Policy sets out how this is done.

3.4 Each tool has a version number, and it is listed in the Master Document Register. Old versions are archived.

3.5 Assessment judgements are also validated after students have been assessed. This checks that assessors made the right decisions. See the Validation Policy.

4. Doing the assessment

4.1 Assessment follows the principles of assessment. This means it is fair, flexible, valid and reliable. The evidence follows the rules of evidence. This means it is valid, sufficient, authentic and current.

4.2 Before the assessment, the trainer tells students:

a. what they will be assessed on

b. how, when and where it will happen

c. the conditions

d. what happens if they are not yet competent

e. how to appeal.

4.3 If a student has a disability or other support needs, they can get a reasonable adjustment. This is a change to how the assessment is done, such as reading the questions out or answering out loud. It does not change what the student must show.

4.4 Students must do their own work. See the Your Own Work Policy.

4.5 The assessor records a result of Competent or Not Yet Competent. They write down the evidence and their reasons, and they give the student feedback.

4.6 If a student is Not Yet Competent, the assessor tells them what to improve. Then the assessor offers them another try (reassessment). One reassessment is free if it is done within 30 days of the first one. This does not apply to licence assessments. The fees for any more tries are in the Fee Schedule.

4.7 A student can appeal an assessment decision, and this is free. See the Complaints and Appeals Policy.

5. Licence courses and the White Card

5.1 For high risk work licence units, the assessor must be accredited by SafeWork NSW. The assessor uses the national assessment instrument and follows the SafeWork NSW conditions of accreditation.

5.2 An assessor does not assess someone they trained for a licence (condition 37). So one owner trains the student, and the other owner assesses them.

5.3 Licence students must give their licence assessment enrolment number before training. The trainer checks their photo ID again before the assessment.

5.4 The White Card course is run face-to-face, for at least 6 hours. Students have a 100-point ID check before training starts. This follows SafeWork NSW rules.

6. When a unit changes

6.1 Each month, the owners check training.gov.au for changes to the units on scope. If a unit is replaced (superseded) or deleted, they write a transition plan within one month.

6.2 If the new unit is equivalent, ASQA adds it to the scope by itself. If it is not equivalent, Specialised Skills must apply to add it before it advertises or delivers it.

6.3 After the date in the transition plan, no new students are enrolled in a superseded unit. This date is never more than one year after the new unit is released. Students who have started finish in good time, or they move to the new unit at no extra cost. No one is enrolled in a deleted unit.

6.4 Before the new unit is delivered, the owners update the TAS, resources and assessment tools. The new tools have initial validation before they are used. They tell students and clients about any changes that affect them.

7. Records and review

7.1 The owners keep finished assessments, including RPL evidence, safe for at least 2 years after the result. They keep them for longer if SafeWork NSW says so. Digital copies are fine. Results go into Vettrak. Certificates are issued as set out in the Completion and Certification Policy.

7.2 Each year, the owners review each TAS and its tools. They use feedback from students, employers and trainers, and the results of validation, complaints and appeals. They write any improvements in the Continuous Improvement Register.

Policy information

Responsibilities: The owners approve each TAS and assessment tool. They check scope and unit changes, and review this policy. Trainers and assessors deliver training and assessment as set out in the TAS and tools. They keep their credentials and industry skills up to date.

Related documents: Training and Assessment Procedure; training and assessment strategies; assessment tools and mapping; Validation Policy and Procedure; Validation Plan; Your Own Work Policy; RPL and Credit Transfer Policy; Enrolment Policy; Completion and Certification Policy; Complaints and Appeals Policy; Fee Schedule; transition plans; Student Handbook.

Legislative and regulatory requirements: Standards for RTOs 2025 (Outcome Standards 1.1, 1.2, 1.3, 1.4 and 1.8; Compliance Standards on training product transition and records; Credential Policy); ASQA transition guidance; Work Health and Safety Act 2011 (NSW) and Work Health and Safety Regulation 2025 (NSW); SafeWork NSW conditions for high risk work licence assessment and general construction induction training.

Document control: Version 2.0, approved by Greg Cusack on 2 November 2026. Replaces version 1.0 (approved 26 October 2026). Next review: 11 October 2027.

Training and Assessment Procedure

Specialised Skills | RTO 46344 | Version 2.0

Document details	
Purpose	This procedure sets out the steps to plan a course, check the tools, run the training and assess students. It also covers what to do when a unit changes.
Applies to	Every unit on scope. The owners, trainers and assessors.

Roles: both owners carry out all **Owner** steps. **Trainer** steps are done by the trainer/assessor running the course.

STUDENT Yellow rows are the steps students complete.

Step	Who	What to do	Record
A. Planning a course			
1	Owner	On training.gov.au, check that the unit is on scope. Save a copy of the current unit, its assessment requirements and the companion volume.	Scope screenshot; unit file
2	Owner	Write or update the TAS. Include: • who the course is for and what they may need • how much training there is, and why it is enough • how and where it is run, the class size and the session plan • the resources, equipment and PPE • how students are assessed, and the tools • who trains and assesses, and what industry said.	TAS (version controlled)
3	Owner	Ask at least one employer or industry contact what they think of the TAS, resources and tools. Write down what they said and what you changed.	Industry Engagement Record
B. Assessment tools			
4	Owner	Write the tools or buy them. Map every part of the unit to the tools. Change bought tools so they suit Specialised Skills sites, equipment and scenarios, and take out any other organisation's details.	Tools; mapping
5	Owner	Arrange initial validation of each new or changed tool, as set out in the Validation Procedure. Do not use a tool until it is approved. Then approve the TAS.	Initial Validation Checklist; Validation Plan
6	Owner	Write the TAS and tool versions in the Master Document Register. Archive the old versions. Tell the trainers about any changes.	Master Document Register
C. Delivering training			

Step	Who	What to do	Record
7	Trainer	Before the course, check the class list for: • enrolments that are complete • LLND checks that have been reviewed • support needs and adjustments that have been agreed • students under 18 • licence assessment enrolment numbers.	Class list
8	Trainer	Check that the training area, equipment and PPE are safe and work well. Check that the gas detectors are calibrated. If anything is faulty, tag it out and report it.	Equipment checklist
9	Trainer	Run the training as set out in the TAS and the session plan. Give students time to practise before they are assessed. Record who attends.	Attendance sheet
D. Assessment			
10	Trainer	Explain the assessment: what is assessed, how it works and the conditions. Also explain adjustments, the Your Own Work rules, reassessment and appeals.	Attendance sheet
11	**STUDENT**	Sign the Your Own Work Declaration. Answer the knowledge questions and do the practical tasks.	Declaration; assessment
12	Trainer	Assess the student using the tool and its benchmark answers. Follow the principles of assessment and the rules of evidence. Record Competent or Not Yet Competent, with the evidence. Give the student feedback.	Signed assessment record
13	Trainer	If the student is Not Yet Competent, tell them what to improve and offer them a reassessment. One is free within 30 days, but not for licence assessments. Book it and record it.	Reassessment record
14	Owner	Put the results into Vettrak. Scan the finished assessment to the student's file, and keep it for at least 2 years. Issue the certificate, as set out in the Completion and Certification Procedure.	Vettrak; student file
E. Licence courses and White Card			
15	Trainer	Licence units: before the assessment, check the licence assessment enrolment number and photo ID again. Use the national assessment instrument, and follow the SafeWork NSW conditions of accreditation. The owner who trained the student does not assess them. The other owner does (condition 37).	SafeWork NSW records
16	Trainer	White Card: do the 100-point ID check before training starts. Run at least 6 hours of training face-to-face.	ID check; attendance
F. When a unit changes			
17	Owner	At the monthly owners' meeting, check training.gov.au for any changes to the units on scope.	Meeting notes

Step	Who	What to do	Record
18	Owner	If a unit is superseded or deleted, write a transition plan within one month. Include: • the last date for new enrolments, and the date teach-out ends • what needs updating: the TAS, tools, resources, Vettrak, Bookeo and published information • who to tell.	Transition plan
19	Owner	Follow the plan. Make sure the new tools have initial validation before they are first used (steps 4 to 6). On the cut-off date, stop new enrolments in the old unit. Review the plan, then close it.	Transition plan; review
G. Review			
20	Owner	Each year, review every TAS and its tools. Use feedback, validation results, complaints, appeals and what industry has said. Write any improvements in the Continuous Improvement Register.	Review record; CI Register

When things change

Situation	Action
A student needs a reasonable adjustment	Agree on it before the assessment and record it. What the unit requires stays the same.
Training at a client's workplace	Before the course, check that the site, the equipment and the conditions meet the TAS and the unit's assessment conditions.
A tool has a mistake, or does not match the unit	Stop using it. Fix it, and arrange initial validation again before it is used (step 5). Find out if any results are affected.
Equipment fails a check before use	Tag it out. Use a spare that works, or move the practical assessment to another time.
A new trainer joins	Before they train anyone, check their credentials, units, industry experience and WWCC. Take them through the TAS and the tools.
A unit is replaced by one that is not equivalent	Apply to add it to the scope before you advertise or deliver it.

Procedure information

Responsibility: The owners approve this procedure and make sure it is followed.

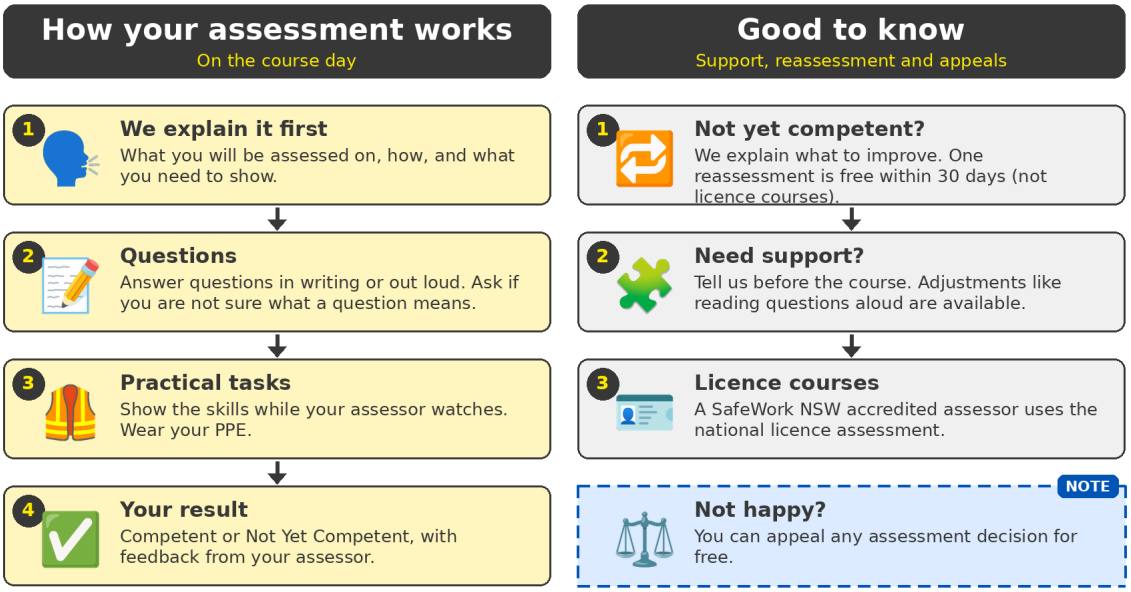
Related documents: Training and Assessment Policy; TAS for each course; assessment tools and mapping; Validation Procedure; Initial Validation Checklist; Validation Plan; Your Own Work Procedure; RPL and Credit Transfer Procedure; Completion and Certification Procedure; transition plans; Master Document Register.

Requirements: Standards for RTOs 2025 (Outcome Standards 1.1 to 1.4 and 1.8; Compliance Standards); SafeWork NSW requirements.

Document control: Version 2.0, approved by Greg Cusack on 2 November 2026. Replaces version 1.0 (approved 26 October 2026). Next review: 11 October 2027.

Student summary

How assessment works. Also shown in the Student Handbook.



Your Own Work Policy

Specialised Skills | RTO 46344 | Version 1.0

Purpose and scope

Every result that Specialised Skills gives must show what the student can do and knows. This policy explains how Specialised Skills makes sure of this. It follows the rules of evidence in the Standards for RTOs 2025. These say that evidence must be authentic, which means it is the student's own.

It applies to all assessments. This includes knowledge questions, practical tasks, RPL evidence and licence assessments. It also applies to the LLND check and to what students put on their enrolment. It covers students, and the owners, trainers and assessors, and contractors.

Policy

1. What your own work means

1.1 A student's answers, practical tasks and evidence must be their own. Students can:

a. ask the trainer or assessor what a question means (they will not give the answer)

b. work with others in a practical task, if the task needs it

c. use a reasonable adjustment that was agreed before the assessment, such as having someone read or write for them, or answering out loud.

1.2 It is a breach of this policy to:

a. copy another person's answers, or let someone copy yours

b. use a phone, notes, the internet or AI tools to answer questions, unless the assessor says you can

c. have someone else do or sit an assessment for you

d. give documents, ID or evidence that are false, changed or borrowed, including for RPL

e. take photos of, copy or share the assessment questions or answers.

2. Keeping assessment fair

2.1 Students learn about this policy in the Student Handbook and at the start of every course. They sign a form to say that their work is their own.

2.2 Students do the knowledge questions while the trainer watches, with phones and notes put away. The trainer checks photo ID before training starts, and again before any licence assessment. The assessment papers stay with Specialised Skills.

2.3 Assessors check that the work is the student's own. They watch the student and ask them about their answers. For RPL, they check the evidence with supervisors or with the people who issued it.

3. Breaches

3.1 If there may have been a breach, the owners follow the Your Own Work Procedure. The student is told what they are thought to have done. They can give their side before anyone decides.

3.2 What happens depends on how serious the breach is:

a. minor or not on purpose: the student gets a reminder or a warning. They do the question or task again while the trainer watches.

b. on purpose: the assessment is not accepted and the result is Not Yet Competent. The student may be assessed again under the usual rules.

c. serious (someone else sits the assessment, false ID or documents, a breach that keeps happening, or any breach in a licence assessment): the enrolment may be cancelled with no refund. If a statement of attainment was already issued, it is cancelled. Breaches in licence assessments are reported to SafeWork NSW.

3.3 A serious breach is also serious misconduct under the Respect and Behaviour Policy. If someone uses a false identity, it may be reported to the police.

4. Staff

4.1 Trainers and assessors must not give answers or do work for a student. They must not record a result for something they did not assess. Every result must be right and backed by evidence.

4.2 A breach by a staff member is serious. The owner who is not involved deals with it. If needed, an independent reviewer from another RTO helps, chosen as the Complaints and Appeals Policy sets out. Any results that are affected are corrected. Any statement of attainment that is affected is cancelled and issued again, as the Completion and Certification Policy sets out.

5. Appeals and records

5.1 A student can appeal any decision under this policy within 7 business days. An appeal is free. See the Complaints and Appeals Policy.

5.2 Signed declarations are kept with the assessment. Breach records are kept private in the student file. See the Records Management Policy and the Privacy Policy.

5.3 Each year, the owners look at any breaches as part of the internal audit and validation. They use what they learn to improve the assessment tools and how assessments are watched.

Policy information

Responsibilities: The owners approve and review this policy. They decide on breaches that are on purpose or serious. Trainers and assessors explain the rules, supervise assessments and check work is the student's own. They report suspected breaches the same day.

Related documents: Your Own Work Procedure; Your Own Work Declaration; Your Own Work Breach Record; Respect and Behaviour Policy; Training and Assessment Policy; RPL and Credit Transfer Policy; Completion and Certification Policy; Fee Administration and Refund Policy; Complaints and Appeals Policy; Student Handbook.

Legislative and regulatory requirements: Standards for RTOs 2025 (Outcome Standards 1.3, 1.4 and 2.8; Compliance Standards on certification); SafeWork NSW requirements for high risk work licence assessment; Privacy Act 1988.

Document control: Version 1.0 (new policy), approved by Greg Cusack on 26 October 2026. Next review: 25 October 2027.

Your Own Work Procedure

Specialised Skills | RTO 46344 | Version 1.0

Document details	
Purpose	This procedure sets out the steps to keep assessment fair, and what to do if someone may have broken the Your Own Work Policy.
Applies to	All assessments, including RPL and licence assessments, and everyone who does them or runs them.

Roles: both owners carry out all **Owner** steps. **Trainer** steps are done by the trainer and assessor running the assessment.

STUDENT Yellow rows are the steps students complete.

Step	Who	What to do	Record
A. Before the assessment			
1	Trainer	At the start of the course, use the summary diagram to explain what your own work means. Check any reasonable adjustments that were agreed at enrolment.	Attendance sheet
2	Trainer	Check that each student's photo ID matches their enrolment. For licence units, check the ID and the licence assessment enrolment number again before the assessment.	ID check recorded
3	**STUDENT**	Read and sign the Your Own Work Declaration before you start the knowledge questions.	Signed declaration
B. During the assessment			
4	Trainer	Watch the students the whole time they do the knowledge questions. Students put away their phones, notes and bags, and sit apart if they can. Collect all the papers at the end.	Question papers
5	Trainer	In practical tasks, watch each student yourself. Ask them questions to check they understand what they are doing.	Observation checklist
C. If a breach is suspected			
6	Trainer	Act calmly and in private: • Minor or not on purpose (for example, a phone is out but not used): remind the student and write it down. Have them do the question or task again while you watch. That is the end of it. • On purpose or serious: stop that assessment for the student and keep the evidence (for example, the paper or notes). Tell the student that it will be looked into. Do not accuse them or argue. For a licence assessment, follow what SafeWork NSW requires.	Breach Record (part 1)

Step	Who	What to do	Record
7	Trainer	Fill in part 1 of the Your Own Work Breach Record and give it to an owner on the same day.	Breach Record
8	Owner	Within 2 business days, email the student. Tell them what they are thought to have done, and send the evidence. Ask them to give their side within 3 business days. They can do this by phone, in a meeting or in writing. They can bring a support person.	Allegation email
9	**STUDENT**	Give your side of what happened.	Response
10	Owner	The owner who did not see it decides. If both owners are involved, an independent reviewer from another RTO decides (see the Complaints and Appeals Policy). Look at the evidence, what the student said and any support needs. Decide if there was a breach, and how serious it was (Policy 3.2).	Breach Record (part 2)
11	Owner	Within 7 business days after the student gives their side, send the decision in writing. Say what was decided and why. Include any reassessment or effect on fees, and how to appeal within 7 business days.	Decision letter
D. After the decision			
12	Owner	Do what was decided: • record the result in Vettrak • book any reassessment under the usual rules • serious breach: if the enrolment is cancelled, follow the Respect and Behaviour Procedure, and cancel any statement already issued • licence assessment: report to SafeWork NSW	Vettrak; reports
13	Owner	Keep the Breach Record and evidence private in the student file. If needed, look again at the assessment tool or how the assessment is watched. Add this to the Continuous Improvement Register.	Student file; CI register
E. RPL evidence			
14	Trainer	Check RPL evidence as the RPL Assessor Kit sets out (call the supervisor, check with the issuer, and talk with the student about their skills). If the evidence may not be real, do not grant RPL. Follow part C.	RPL Assessor Kit

Breach levels at a glance

Level	Examples	Outcome
Minor or not on purpose	Phone out but not used; talking during the questions; misunderstanding what was allowed	Reminder or warning; redo the affected question or task under supervision; managed by the trainer on the day

Level	Examples	Outcome
On purpose	Copying or letting someone copy; using notes, a phone or AI for answers; photographing the questions	Assessment not accepted; Not Yet Competent; reassessment under the usual rules; written warning
Serious	Someone else sitting the assessment; false ID, tickets or RPL evidence; a repeated deliberate breach; any breach in a licence assessment	Enrolment may be cancelled with no refund; statement cancelled if issued; licence breaches reported to SafeWork NSW; identity fraud may be reported to police

When things change

Situation	Action
The breach may be linked to a disability, language or literacy need	Think about support and reasonable adjustments before you decide. The skills the unit needs do not change.
Breach found after a statement of attainment is issued	Follow part C. If confirmed, cancel the statement under the Completion and Certification Policy and update Vettrak.
A staff member is suspected of giving answers or recording false results	Tell the other owner. Follow Policy section 4, with an independent reviewer from another RTO if needed. Check all the results that may be affected.
Student under 18	Involve the parent or guardian, as set out in the Child Safe Policy.
Student disagrees with the decision	They can appeal within 7 business days. It is free. See the Complaints and Appeals Policy.

Procedure information

Responsibility: The owners approve this procedure and make sure it is followed.

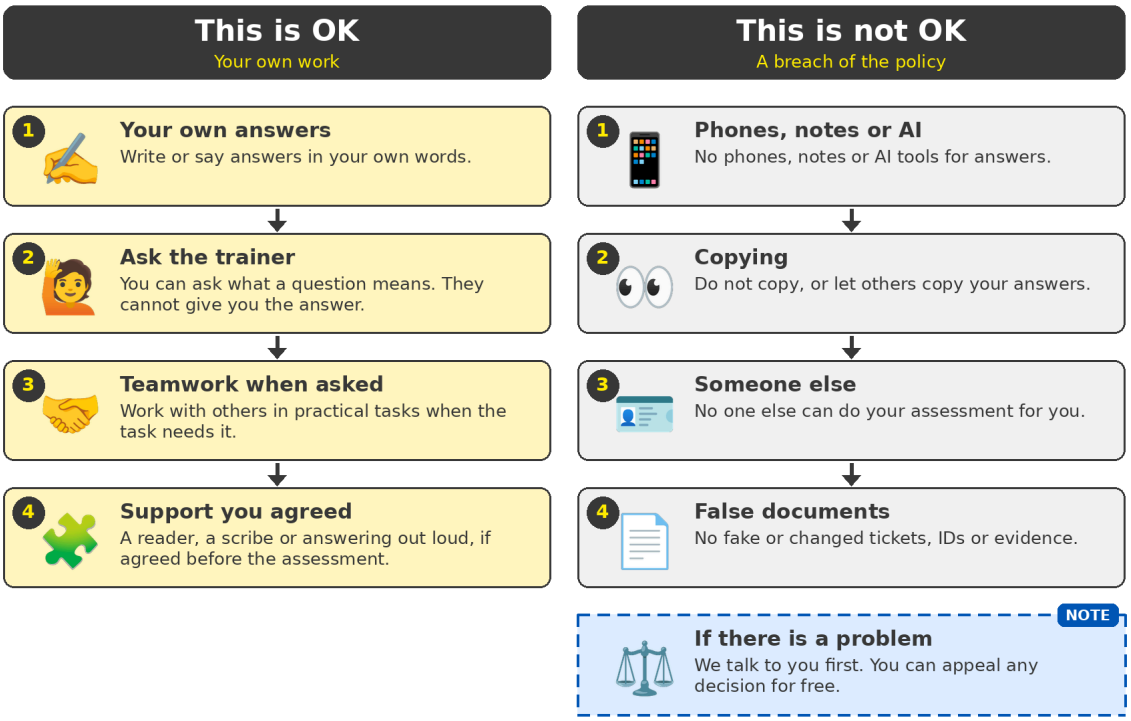
Related documents: Your Own Work Policy; Your Own Work Declaration; Your Own Work Breach Record; Respect and Behaviour Procedure; RPL Assessor Kits; Completion and Certification Procedure; Complaints and Appeals Policy.

Requirements: Standards for RTOs 2025 (Outcome Standards 1.3, 1.4 and 2.8); SafeWork NSW requirements for high risk work licence assessment.

Document control: Version 1.0 (new procedure), approved by Greg Cusack on 26 October 2026. Next review: 25 October 2027.

Student summary

Shown at the start of each course and in the Student Handbook.



Completion and Certification Policy

Specialised Skills | RTO 46344 | Version 3.0

Purpose and scope

This policy explains how Specialised Skills checks that a student has finished their training. It also explains how Specialised Skills gives out, records and replaces statements of attainment. A statement of attainment is the official record of the units a student has done. This policy covers every unit that Specialised Skills delivers.

Policy

1. Giving out statements of attainment

1.1 Specialised Skills only gives statements of attainment for units it is registered to deliver. The student must have been assessed as competent, or have been given RPL or credit transfer.

1.2 Specialised Skills aims to send it within 7 days after the student finishes. It always sends it within 30 calendar days, because the Standards require this. Before it is sent:

a. the student must have finished all the units they enrolled in, or have withdrawn from the rest

b. all the fees they agreed to must be paid

c. the student's USI (Unique Student Identifier) must be checked, unless the Student Identifiers Registrar says they do not need one.

1.3 If it will take more than 7 days, Specialised Skills tells the student why and when it will arrive.

1.4 If a student finishes only some of their units, they get a statement for those units.

1.5 Specialised Skills emails the statement to the student, not to an employer or anyone else. It only sends a copy to an employer if the student said yes in writing when they enrolled.

2. What it shows, and keeping it safe

2.1 Each statement follows the AQF Qualifications Issuance Policy and the Compliance Standards. It shows:

a. the Specialised Skills name, logo and RTO code

b. the student's full name

c. the code and title of each unit

d. the nationally recognised training (NRT) logo

e. the date it was given and its own certificate number

f. the signature of the person who is allowed to sign it.

2.2 A statement never shows the student's USI.

2.3 Statements of attainment are made from a Vettrak template that the owners have approved. The Specialised Skills CEO is the person who signs them. The owners keep the templates and signatures safe.

2.4 The NRT logo is never put on documents for training that is not nationally recognised.

3. High risk work licences and the White Card

3.1 For a licence unit, each person who is competent gets a Notice of Satisfactory Assessment. A SafeWork NSW accredited assessor gives it to them. The person must then apply to Service NSW for the licence within 60 days of getting the notice.

3.2 A statement of attainment only shows that the person has done the unit. SafeWork NSW gives the licence.

3.3 SafeWork NSW has said Specialised Skills can deliver CPCWHS1001 (White Card). For each student who is competent, Specialised Skills sends their details to SafeWork NSW. The student gets a statement of training, which they can use for 60 days until the White Card arrives.

4. Records and reporting

4.1 Vettrak keeps a record of every statement that Specialised Skills gives out. Copies are kept for 30 years. Current and past students can ask for a copy.

4.2 Vettrak reports completed units to NCVER (the national VET data agency). If ASQA asks, Specialised Skills gives it a report of the certificates it has given out.

5. Replacements, corrections and cancelling

5.1 A person can ask in writing for a replacement. Specialised Skills checks who they are, then emails the replacement. A digital copy is free.

5.2 If Specialised Skills made a mistake, it fixes it for free.

5.3 Specialised Skills may cancel a statement if it was given by mistake or got by fraud. It tells the student why, and the student can respond first. The student can also appeal. See the Complaints and Appeals Policy.

6. Review

6.1 At each monthly compliance check, the owners look at some of the statements they have given out. They check them again in the yearly internal audit.

Policy information

Responsibilities: The owners approve and review this policy. As trainers and assessors, both owners record results. Both owners do the checks, issue statements of attainment and keep the register.

Related documents: Completion and Certification Procedure; Training and Assessment Policy; RPL and Credit Transfer Policy; Enrolment Policy; Fee Administration and Refund Policy; Fee Schedule; Complaints and Appeals Policy; Privacy Policy; Records Management Policy.

Legislative and regulatory requirements: Standards for RTOs 2025 (Compliance Standards, including certification, records and the NRT logo conditions of use); AQF Qualifications Issuance Policy; Student Identifiers Act 2014; National VET Data Policy; Work Health and Safety Act 2011 (NSW) and Regulation; SafeWork NSW licensing requirements.

Document control: Version 3.0, approved by Greg Cusack on 27 October 2026. Replaces the Certificate Issuance Policy version 1.0 (18/02/2025). Next review: 11 October 2027.

Completion and Certification Procedure

Document details	
Purpose	To set out the steps to check that a student has finished, paid and has a USI. It also covers sending the statement of attainment.
Applies to	All students who finish, or withdraw from, units that Specialised Skills delivers.

Roles: both owners do all **Owner** steps (checking, sending and keeping records) and **Trainer** steps (giving results).

STUDENT Yellow rows are the steps students complete.

Step	Who	What to do	Record
A. At the end of the course			
1	Trainer	Fill in and sign the assessment record for each unit: Competent or Not Yet Competent. Enter the results in Vettrak. Save the evidence in the student's assessment file.	Assessment record; Vettrak
2	Trainer	Licence units: give each person who is competent their Notice of Satisfactory Assessment. Tell them they must apply to Service NSW within 60 days.	NSA copy
3	**STUDENT**	Licence units: apply online through your MyServiceNSW account within 60 days, and pay the licence fee.	
B. Checks before issue			
4	Owner	Finished: check that every unit has a result (Competent, RPL granted, credit transfer or withdrawn). Check that the assessment records are filled in and signed.	Vettrak
5	Owner	Fees: check that they are paid in full, or that the employer has paid the invoice. If not, send a reminder. Do not send the statement until the fees are paid.	Receipt or invoice
6	Owner	USI: check that Vettrak shows it as verified, and that the name and date of birth match. If not, contact the student.	Vettrak (USI verified)
7	**STUDENT**	If Specialised Skills asks, give your correct USI. Or update your details on usi.gov.au so they match your ID.	Email
8	Owner	Details: check that the name matches the student's ID. Check on training.gov.au that each unit code and title is right, and that Specialised Skills is registered to deliver it.	Vettrak
C. Issue and record			
9	Owner	Make the statement of attainment from the Vettrak template. Check it against the list below. The CEO signs it.	Statement of attainment

Step	Who	What to do	Record
10	Owner	Email it to the student. Aim to send it within 7 days after they finish, and never later than 30 calendar days. If it will take more than 7 days, tell the student why and when it will arrive. Only send a copy to an employer if the student said yes in writing when they enrolled.	Sent email
11	Owner	Record the date and certificate number in Vettrak. Save a copy in the student's file. Vettrak reports the completed units to NCVER.	Vettrak; student file
12	Owner	White Card: send the details of each student who is competent to SafeWork NSW. Give the student a statement of training. They can use it for 60 days, until the card arrives.	SafeWork NSW lodgement
D. Replacements			
13	**STUDENT**	Email Specialised Skills to ask for a replacement, and include your ID. A digital copy is free.	Email
14	Owner	Check who the person is. Send a new copy from Vettrak with the original details, and record that you did.	Vettrak

Statement of attainment checklist

Must include	Must not include
• Specialised Skills name, logo and RTO code 46344 • student's full name • code and title of each unit • NRT logo • the words "A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units" • date of issue, unique certificate number • authorised signature and security feature (seal or watermark)	• the student's USI • the NRT logo on non-accredited certificates • units the student has not completed • units outside the scope of registration

When things change

Situation	Action
Fees not paid	Do not send the statement yet. When the fees are paid, send it within 7 days, and no later than 30 days.
Statement will take longer than 7 days	Tell the student why and when it will arrive. It must still go out within 30 calendar days.

Situation	Action
No USI, or USI not verified	Do not send it yet. Ask the student to make or fix their USI. If the Registrar says they do not need one, record this.
Not Yet Competent	Offer a reassessment (see the Training and Assessment Policy). Only give a statement for units they have finished.
Student withdraws after completing some units	Give a statement of attainment for the units they have finished.
Error found on a statement	Fix it and send a new one for free. Record the change in Vettrak.
Issued in error or obtained by fraud	Tell the student why and let them respond. If the problem is confirmed, cancel it and update Vettrak. The student can appeal.
Name change	Send a new one by email once you see proof of the change (for example, a marriage certificate). It is free.

Procedure information

Responsibility: The owners approve this procedure and make sure it is followed.

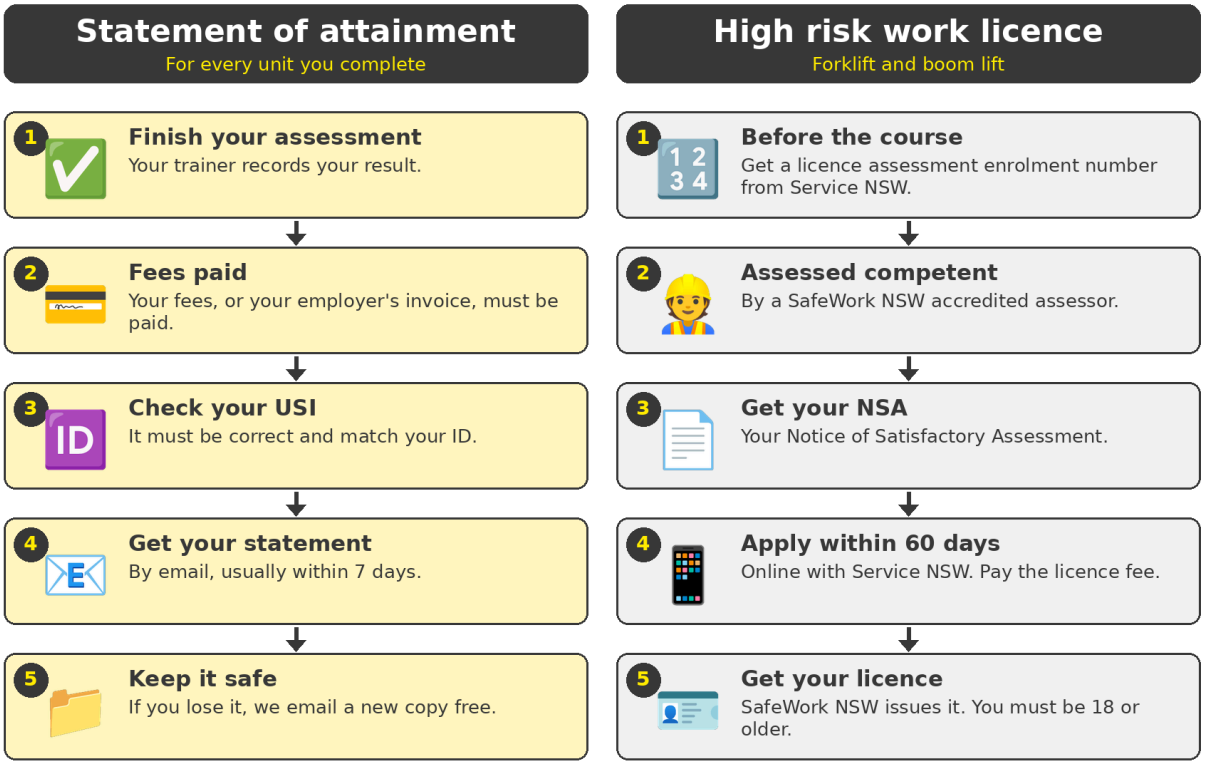
Related documents: Completion and Certification Policy; Training and Assessment Policy; Enrolment Procedure; Fee Administration and Refund Policy; Fee Schedule; Vettrak statement of attainment template; Filing guide.

Requirements: Standards for RTOs 2025 (Compliance Standards); AQF Qualifications Issuance Policy; Student Identifiers Act 2014; SafeWork NSW licensing requirements.

Document control: Version 1.0, approved by Greg Cusack on 27 October 2026. New procedure. Next review: 11 October 2027.

Student summary

How students get their statement of attainment and, for licence units, their licence.



Respect and Behaviour Policy

Specialised Skills | RTO 46344 | Version 1.0

Purpose and scope

This policy says how Specialised Skills expects everyone to behave, so that training is safe and respectful. It also explains how Specialised Skills deals with student misconduct in a fair and safe way. It follows the Standards for RTOs 2025, work health and safety law and anti-discrimination law.

It applies to students and people who apply, from the time they book until the end of their course. It also applies to the owners, trainers and assessors, and contractors. It covers Specialised Skills sites and any workplace where training is held. It also covers emails, phone calls and online forms.

Policy

1. Expected behaviour

1.1 Specialised Skills wants training to be safe, respectful and welcoming for everyone. It should be culturally safe for Aboriginal and Torres Strait Islander students. Students must:

a. treat trainers, other students and site staff with respect

b. follow the safety rules, the site rules and what the trainer tells them, and wear the right PPE (personal protective equipment)

c. arrive fit for work, and not be affected by alcohol or drugs

d. arrive on time and take part in the whole course

e. do their own work in assessments, and give information and documents that are true

f. look after equipment, plant and the training site

g. not take photos or recordings of other people unless they agree.

1.2 Discrimination, harassment, sexual harassment, bullying, threats and violence are against the law. They are not accepted.

1.3 The Student Handbook says how students are expected to behave. Every booking confirmation has a link to it, and the trainer explains it at the start of every course.

1.4 The owners, trainers and assessors, and contractors follow the same rules for respect and safety. They set the example for students. If someone is worried about how a staff member behaves, they can use the Complaints and Appeals Policy. If it involves a student under 18, the Child Safe Policy applies.

2. Misconduct

2.1 Misconduct is when a student does not behave as section 1 says. What happens depends on how serious it is.

2.2 Minor misconduct is things like arriving late, using a phone during training, or getting in the way of the class. The trainer gives a reminder or a warning.

2.3 Serious misconduct is things like:

a. behaving in a way that is unsafe for the student or others, such as ignoring safety instructions

b. being affected by alcohol or drugs

c. harassment, bullying, discrimination, threats or violence

d. cheating or giving false documents (see the Your Own Work Policy)

e. damaging equipment or property on purpose, or stealing

f. minor misconduct that keeps happening after a warning.

3. Safety comes first

3.1 A trainer can stop a student from training straight away, or ask them to leave the site, if:

a. their behaviour is unsafe, or

b. they seem to be affected by alcohol or drugs. A student who seems affected is not allowed to drive.

3.2 If anyone is hurt or at risk, the trainer follows the emergency and incident procedures. They call 000 if they need to. Specialised Skills tells SafeWork NSW about any incident that the law says it must report.

3.3 If a student under 18 is involved, Specialised Skills tells their parent or guardian. If a child or young person may be at risk of significant harm, Specialised Skills reports it to the NSW Child Protection Helpline (132 111).

4. A fair process

4.1 Before anyone decides about serious misconduct, the student is told what they are said to have done. They can give their side, and they can bring a support person.

4.2 If possible, the owner who did not see or report it makes the decision. If both owners are involved, an independent reviewer from another RTO makes or checks the decision. They are chosen in the way the Complaints and Appeals Policy sets out.

4.3 Sometimes the behaviour may be linked to a disability, a health condition or a learning need. If so, Specialised Skills thinks about support and reasonable adjustments (changes that help the student take part) before it decides. Safety rules still apply.

4.4 The student gets the decision in writing within 7 business days after they give their side. It says what was decided, why, and how to appeal.

4.5 If it is decided that there was no misconduct, any warning is removed. If the student missed training, they are offered a place in another course for free.

5. Outcomes

5.1 What happens depends on how serious the misconduct is. It can be one or more of these:

a. a verbal or written warning

b. being removed from the session, with a place in a later course if the owners agree

c. for cheating or false documents, the outcomes in the Your Own Work Policy

d. the enrolment is cancelled

e. the student cannot enrol again, after violence or a serious safety breach

f. the matter is passed to the police or SafeWork NSW.

5.2 There is no refund if an enrolment is cancelled, or a student is removed from training, because of serious misconduct. The Fee Administration and Refund Policy says this, and students are told before they enrol.

5.3 Students still get a statement of attainment for any units they have already finished. See the Completion and Certification Policy.

5.4 The Your Own Work Policy and Procedure deal with cheating, false identity and false documents, including in licence assessments.

6. Appeals

6.1 A student can appeal any misconduct decision within 7 business days. An appeal is free, and so is an independent review. See the Complaints and Appeals Policy.

6.2 A student who complains or appeals is not treated unfairly because they did so.

7. Records and review

7.1 Misconduct records are kept private in the student file. Only the owners can see them. See the Records Management Policy and the Privacy Policy.

7.2 Each year, the owners look at misconduct records as part of the internal audit. They use what they learn to improve inductions, site rules and training.

Policy information

Responsibilities: The owners approve and review this policy, decide on serious misconduct and keep the records. Trainers explain the expected behaviour and manage minor misconduct. They stop unsafe behaviour and tell the owners about serious misconduct on the same day.

Related documents: Respect and Behaviour Procedure; Student Handbook; Child Safe Policy; Your Own Work Policy; Enrolment Policy; Fee Administration and Refund Policy; Training and Assessment Policy; Completion and Certification Policy; Complaints and Appeals Policy; Work Health and Safety Policy; Privacy Policy; Records Management Policy.

Legislative and regulatory requirements: Standards for RTOs 2025 (Outcome Standards 1.4, 2.1, 2.5, 2.7 and 2.8); Work Health and Safety Act 2011 (NSW); Anti-Discrimination Act 1977 (NSW); Sex Discrimination Act 1984 (Cth); Children and Young Persons (Care and Protection) Act 1998 (NSW); Privacy Act 1988 (Cth); SafeWork NSW Conditions of Accreditation for high risk work licence assessment.

Document control: Version 1.0 (new policy), approved by Greg Cusack on 29 October 2026. Next review: 25 October 2027.

Respect and Behaviour Procedure

Specialised Skills | RTO 46344 | Version 1.0

Document details	
Purpose	This procedure sets out the steps to explain how students are expected to behave, and to deal with misconduct in a safe and fair way.
Applies to	All students and people who apply, at Specialised Skills sites and at any workplace where training is held.

Roles: both owners carry out all **Owner** steps. **Trainer** steps are done by the trainer and assessor running the course.

STUDENT Yellow rows are the steps students complete.

Step	Who	What to do	Record
A. Before and at the start of the course			
1	Owner	Check that the booking confirmation has a link to the Student Handbook. The handbook says how students must behave, and that there is no refund for misconduct.	Booking email
2	Trainer	At the start of every course, explain how students must behave, the site rules and phone use, and what happens if someone breaks the rules. Check that each student is fit for work.	Attendance sheet; site induction
3	**STUDENT**	Behave as the handbook says. Tell the trainer or an owner if you feel unsafe or someone treats you badly.	
B. When misconduct happens			
4	Trainer	Minor misconduct: remind the student in private. If it keeps happening, give a warning and tell them what will happen next.	Note in the training record
5	Trainer	Serious or unsafe behaviour: stop the student training straight away if needed. Keep everyone safe. • Call 000 if anyone is hurt or in danger. • If the student seems affected by alcohol or drugs, do not let them drive. Call their emergency contact or arrange safe transport.	Incident report
6	Trainer	Within 24 hours, write down what happened, when it happened, who was there and any evidence (for example, copied answers). Tell an owner on the same day.	Misconduct record
7	Owner	If a student under 18 is involved, tell their parent or guardian. • Child at risk of significant harm: call the Child Protection Helpline on 132 111. • Notifiable incident: notify SafeWork NSW on 13 10 50.	Misconduct record

Step	Who	What to do	Record
C. Deciding			
8	Owner	Within 2 business days, email the student. Tell them what they are said to have done, and send them the evidence. Ask them to give their side within 3 business days. They can do this by phone, in a meeting or in writing. Tell them they can bring a support person.	Allegation email
9	**STUDENT**	Give your side of what happened.	Response
10	Owner	The owner who did not see or report it decides. If both owners are involved, an independent reviewer from another RTO decides (see the Complaints and Appeals Policy). Look at the evidence, what the student said and any support needs. Decide if there was misconduct, and what happens next (policy 5.1).	Misconduct record
11	Owner	Within 7 business days after the student gives their side, send the decision in writing. Include: • the reasons and the outcome • any effect on fees (no refund if the enrolment is cancelled) • any statement of attainment for units completed • how to appeal within 7 business days.	Decision letter
12	Owner	Update Vettrak and Bookeo. • Cheating or false documents: follow the Your Own Work Procedure.	Vettrak; Bookeo
D. After the decision			
13	**STUDENT**	If you do not agree, you can appeal within 7 business days. It is free. See the Complaints and Appeals Policy.	Appeal
14	Owner	Keep all records private in the student file. Add anything you learned to the Continuous Improvement Register.	Student file; CI register

When things change

Situation	Action
Student refuses to leave, or becomes aggressive	Do not argue. Move the other students away, and call 000 if anyone is at risk.
Behaviour may be linked to a disability, health condition or learning need	Before you decide, talk with the student about support and reasonable adjustments. Safety rules still apply.
Misconduct at an on-site course	Tell the site supervisor about any safety issue. Only tell the employer other details if the student agrees, or if the law says you must.

Situation	Action
Both owners witnessed or were involved	Ask an independent reviewer from another RTO to make or check the decision. Choose them as the Complaints and Appeals Policy sets out.
Misconduct not found	Remove any warning. If the student missed training, offer them a place in another course for free.
Complaint about a trainer's behaviour	Use the Complaints and Appeals Policy, not this procedure.
Same type of misconduct happens again	Write it in the Continuous Improvement Register. Look again at the induction or the site rules.

Procedure information

Responsibility: The owners approve this procedure and make sure it is followed.

Related documents: Respect and Behaviour Policy; Student Handbook; Fee Administration and Refund Policy; Training and Assessment Policy; Complaints and Appeals Policy; Work Health and Safety Policy; Privacy Policy.

Requirements: Standards for RTOs 2025 (Outcome Standards 1.4, 2.5, 2.7 and 2.8); Work Health and Safety Act 2011 (NSW); Anti-Discrimination Act 1977 (NSW); Children and Young Persons (Care and Protection) Act 1998 (NSW).

Document control: Version 1.0 (new procedure), approved by Greg Cusack on 29 October 2026. Next review: 25 October 2027.

Student summary

What Specialised Skills expects, and what happens if the rules are broken.

Respect and behaviour

What we expect from everyone

1. **Be respectful**
   Treat everyone with respect. No bullying, harassment or discrimination.
2. **Be safe**
   Follow the safety rules and your trainer, and wear your PPE.
3. **Be fit for work**
   No alcohol or drugs before or during training.
4. **Be on time**
   Arrive on time and stay for the whole course.
5. **Do your own work**
   No copying or cheating in assessments.
6. **Look after the gear**
   Take care of equipment and the training site.

If the rules are broken

A fair process

1. **We talk to you**
   Small things: your trainer reminds you or gives a warning.
2. **Unsafe? You stop**
   Your trainer may stop you straight away to keep everyone safe.
3. **Tell your side**
   We tell you what happened and you can respond, with a support person.
4. **Decision in writing**
   Within 7 business days, with the reasons.
5. **Not happy?**
   You can appeal the decision for free.

NOTE

No refund
If your enrolment is cancelled for misconduct, fees are not refunded.

Student Support and Wellbeing Policy

Specialised Skills | RTO 46344 | Version 1.0

Purpose and scope

This policy explains how Specialised Skills finds out what help each student needs, and how it gives that help. It covers changes to training and assessment (reasonable adjustments) and how students are looked after. It applies to everyone who applies for or does a course. It meets Outcome Standards 2.3, 2.4 and 2.6 of the Standards for RTOs 2025 and the law on disability.

Policy

1. Finding out what support is needed

1.1 Before the course, Specialised Skills asks each student what help they need. It uses the LLND check (language, literacy, numeracy and digital skills), the enrolment form and a talk with the student.

1.2 Students are asked to tell Specialised Skills about any disability, health condition, injury, or language or learning need. It is up to them whether they tell. What they share is kept private.

2. Support available

2.1 Support can include:

a. explaining things in a different way, and giving extra practice

b. reading questions aloud, or letting the student answer out loud

c. someone to write their answers down (a scribe), more time, or a quieter place to do the assessment

d. a free interpreter through TIS National, or a referral to the Reading Writing Hotline

e. help to get a USI (Unique Student Identifier), enrol or fill in forms.

2.2 If the course is not right for the student yet, Specialised Skills explains why. It then talks with them about what else they could do.

3. Reasonable adjustments

3.1 A reasonable adjustment is a change to how training or assessment is done. It means a student can take part on the same terms as others.

3.2 Specialised Skills talks with the student about what they need. It makes the change if it is reasonable to do so.

3.3 An adjustment changes how a student learns, or how they show what they can do. It does not change what the unit asks for, or the safety rules.

3.4 Where it can, Specialised Skills decides this before the course starts. If it cannot make a change, it tells the student why in writing and offers other options. The student can appeal.

4. Wellbeing

4.1 Trainers look out for signs that a student is having a hard time. If they see this, they talk with the student in private.

4.2 Students get contact details for support services. If a student needs more help, the trainer or owner puts them in touch with a service.

4.3 Students under 18 are also looked after under the Child Safe Policy.

5. Privacy and review

5.1 Information about a student's health and support is kept private. The owners tell only the trainer who needs to know, and only what they need to know. See the Privacy Policy.

5.2 Specialised Skills uses what students say to check how well the help worked. It looks at the support it gives each year.

Policy information

Responsibilities: The owners look at what each student needs, agree any changes and keep records. Trainers and assessors give the help that was agreed and check in with students. They put students in touch with other help when needed.

Related documents: Student Support and Wellbeing Procedure; Support and Adjustment Record; Enrolment Policy; LLND tools; Training and Assessment Policy; Child Safe Policy; Diversity and Inclusion Policy; Privacy Policy; Complaints and Appeals Policy; Student Handbook.

Legislative and regulatory requirements: Standards for RTOs 2025 (Outcome Standards 2.2, 2.3, 2.4 and 2.6); Disability Discrimination Act 1992 and Disability Standards for Education 2005; Anti-Discrimination Act 1977 (NSW); Privacy Act 1988.

Document control: Version 1.0 (new), approved by Greg Cusack on 2 November 2026. Next review: 25 October 2027.

Student Support and Wellbeing Procedure

Specialised Skills | RTO 46344 | Version 1.0

Document details	
Purpose	This procedure sets out the steps to find out what help a student needs and agree any changes. It also says what to do if a trainer is worried about a student.
Applies to	Everyone who applies for or does a course; the owners and trainers.

Roles: both owners carry out all **Owner** steps. **Trainer** steps are done by the trainer/assessor running the course.

STUDENT Yellow rows are the steps students complete.

Step	Who	What to do	Record
A. Before the course			
1	**STUDENT**	Tell Specialised Skills about any support need when you book, on the enrolment form or by phone.	Booking or enrolment
2	Owner	Look at the LLND result and the enrolment form. If the student may need help, talk with them about what works for them.	LLND Outcome Record
3	Owner	Agree any change (reasonable adjustment) and write it on the Support and Adjustment Record. If you cannot make it, tell the student why in writing and offer other options.	Support and Adjustment Record
4	Owner	Tell the trainer what help was agreed. Tell them only what they need to know.	Class list note
B. During the course			
5	Trainer	Give the help that was agreed. Check how the student is going during the day.	Training record
6	Trainer	If the student needs something new, make reasonable changes on the day. Tell the owner.	Support and Adjustment Record
C. Wellbeing concerns			
7	Trainer	If a student seems unwell, upset or at risk: • call 000 if anyone is in immediate danger • talk with them privately and listen • offer the support services listed below • stop training if it is not safe for them to go on, and offer another date.	Incident report if needed
8	Owner	Follow up with the student. If the student is under 18, follow the Child Safe Procedure.	Student file note

Support services

Service	Contact	For
Emergency	000	Anyone in immediate danger
Lifeline	13 11 14	24/7 crisis support
Beyond Blue	1300 22 4636	Anxiety and depression
13YARN	13 92 76	Aboriginal and Torres Strait Islander crisis support
MensLine Australia	1300 78 99 78	Men's support and counselling
Kids Helpline	1800 55 1800	Young people aged 5 to 25
Reading Writing Hotline	1300 655 506	Adult reading, writing and maths help
TIS National	131 450	Free interpreting

When things change

Situation	Action
The change would alter what the unit asks for	Explain this to the student. Look for another way they can show the same skills.
A health condition may make a task unsafe (for example, at heights or in confined spaces)	Talk with the student about the physical tasks. Ask for medical advice if you need it. Make a fair decision and tell them why.
The student does not agree with a decision	They can appeal, and it is free. See the Complaints and Appeals Policy.

Procedure information

Responsibility: The owners approve this procedure and make sure it is followed.

Related documents: Student Support and Wellbeing Policy; Support and Adjustment Record; Enrolment Procedure; Child Safe Procedure; Privacy Procedure.

Requirements: Standards for RTOs 2025 (Outcome Standards 2.3, 2.4 and 2.6); Disability Standards for Education 2005.

Document control: Version 1.0 (new), approved by Greg Cusack on 2 November 2026. Next review: 25 October 2027.

Diversity and Inclusion Policy

Specialised Skills | RTO 46344 | Version 2.0

Purpose and scope

This policy sets out how Specialised Skills makes sure that training is safe, fair and welcoming for everyone. It applies to students, the owners, trainers and assessors, contractors and visitors. It meets Outcome Standard 2.5 of the Standards for RTOs 2025. It also meets the laws that protect people from unfair treatment.

Policy

1. Commitment

1.1 Everyone is treated fairly and with respect, whoever they are. It does not matter:

a. where they come from, or what language they speak

b. how old they are

c. their sex or gender, or who they love

d. whether they have a disability

e. what they believe

f. who they care for.

1.2 Specialised Skills respects Aboriginal and Torres Strait Islander peoples, their cultures and their knowledge. It works to make training a place where people of every culture feel safe and respected.

2. Access and inclusion

2.1 Specialised Skills makes its courses, sites and information as easy for everyone to use as it can.

2.2 Students can get help, and changes to how they learn or how they are assessed. See the Student Support and Wellbeing Policy.

2.3 Information is written so it is easy to read. Students can get a free interpreter through TIS National.

3. Discrimination, harassment and bullying

3.1 These things are against the law, and Specialised Skills does not accept them:

a. treating someone unfairly because of who they are (discrimination)

b. doing or saying things that someone does not want, and that upset, scare or put them down (harassment). This includes sexual harassment

c. bullying

d. trying to make people hate a group (vilification).

3.2 The law says Specialised Skills must take reasonable steps to stop these things before they happen. It does this.

3.3 Anyone can raise a concern. See the Complaints and Appeals Policy for how. People can also contact Anti-Discrimination NSW or the Australian Human Rights Commission.

3.4 The Respect and Behaviour Policy says what happens when someone behaves badly. If a student is under 18, the Child Safe Policy applies as well.

4. Staff

4.1 The owners, trainers and assessors do training on how to include everyone and how to respect each person's culture. They show respect in all that they do.

5. Review

5.1 Specialised Skills uses what people tell it, and any complaints, to make training more welcoming. The owners review this policy each year.

Policy information

Responsibilities: The owners make sure Specialised Skills is a welcoming place. They make courses easy to get to and use, make changes for students who need them, and act on concerns. Everyone treats others with respect.

Related documents: Respect and Behaviour Policy; Student Support and Wellbeing Policy; Child Safe Policy; Complaints and Appeals Policy; Staff Policy; Student Handbook.

Legislative and regulatory requirements: Standards for RTOs 2025 (Outcome Standard 2.5); Anti-Discrimination Act 1977 (NSW); Disability Discrimination Act 1992 and Disability Standards for Education 2005; Sex Discrimination Act 1984 (including the positive duty to prevent sexual harassment); Racial Discrimination Act 1975; Age Discrimination Act 2004.

Document control: Version 2.0, approved by Greg Cusack on 2 November 2026. Replaces version 1.0. Next review: 25 October 2027.

Child Safe Policy

Specialised Skills | RTO 46344 | Version 1.0

Purpose and scope

This policy says how Specialised Skills keeps students under 18 safe. It follows the National Principles for Child Safe Organisations and the NSW Child Safe Standards. It also follows NSW law on Working With Children Checks and on child protection.

It applies to the owners, trainers and assessors, contractors and anyone else who works with Specialised Skills students. It covers Specialised Skills sites, the workplaces of clients, and contact online.

Policy

1. Commitment

1.1 Specialised Skills will not accept any abuse, neglect or harm of children and young people. Their safety and wellbeing come first. Every concern is taken seriously.

1.2 Specialised Skills wants training to be safe and welcoming for all young people. This includes Aboriginal and Torres Strait Islander young people, young people from different cultures and backgrounds, and young people with disability. Young people are told about their rights and how to raise a concern. Specialised Skills listens to what they say.

2. Students under 18

2.1 A child or young person is anyone under 18. Specialised Skills enrols students aged 16 or 17 in these courses, which do not lead to a high risk work licence:

a. working at heights

b. confined space

c. gas test atmospheres

d. the White Card.

2.2 Students must be 18 or older for forklift and boom lift licence courses.

2.3 Before a student under 18 starts training, a parent or guardian fills in the Parent/Guardian Consent Form. On the form they give emergency contacts and any health or support needs. They also say if they agree to the student taking part, and to photos and videos.

2.4 Parents and guardians get the Student Handbook and this policy when the student enrols. They are told how to raise a concern.

3. Working With Children Checks

3.1 Everyone who trains, assesses or works with students under 18 must have a current NSW Working With Children Check (WWCC) clearance for paid work. This includes the owners, trainers and assessors, and contractors. Specialised Skills asks for this even if the law may not.

3.2 Before the person works with a student under 18, Specialised Skills checks their clearance online with the Office of the Children's Guardian. It also checks who they are. It writes the number, the expiry date and the date it was checked in the WWCC Register.

3.3 A clearance lasts 5 years. It is checked again when it is renewed. If a person's clearance is barred, cancelled or has run out, they must not work with students under 18.

4. Safe behaviour

4.1 Everyone covered by this policy must:

a. treat young people with respect, and behave in a way that others would see as right

b. not be alone with a young person where others cannot see, if it can be avoided

c. explain and ask first if they need to touch a young person for safety, such as to fit or check a harness or PPE

d. only contact young people through Specialised Skills (work phone, work email or Bookeo), not through their own social media

e. not drive a young person alone, unless a parent or guardian has agreed in writing

f. not give alcohol, drugs or anything unsuitable, and never be affected by them while working.

4.2 Students follow the Respect and Behaviour Policy. If another student bullies, harasses or harms a young person, Specialised Skills uses that policy and this one to deal with it.

5. Photos and videos

5.1 Specialised Skills only takes photos or videos of a student under 18 if:

a. the student agrees, and

b. a parent or guardian has agreed in writing on the Parent/Guardian Consent Form.

5.2 Agreeing to photos for assessment and agreeing to photos for marketing are two separate choices.

5.3 Photos and videos are taken on Specialised Skills devices and kept safe, as the Privacy Policy sets out. A student's full name is never shown with their photo. The student or parent can change their mind at any time.

6. Child Safety Officer

6.1 The Child Safety Officer is Jenna Cusack (owner). Contact her on (02) 6884 2790 or admin@specialisedskills.com.au. If she is not available, or the concern is about her, Greg Cusack (owner) takes on the role.

6.2 People go to the Child Safety Officer first if they are worried about a child's safety. The Child Safety Officer makes sure reports go to the right authorities, and keeps records. They also keep the WWCC Register and this policy up to date.

7. Reporting concerns

7.1 If anyone sees, hears or thinks that a young person is being harmed, or may be harmed, they must act. They follow the Child Safety Incident Reporting Procedure. If anyone is in danger right now, call 000.

7.2 Under NSW law, people who teach children must report concerns about children under 16. Specialised Skills asks for the same for every student under 18. If there is good reason to think a young person is at risk of significant harm, a report is made to the Child Protection Helpline (132 111).

7.3 Anyone can report straight to the Child Protection Helpline or the police. Telling the Child Safety Officer does not stop them from doing this.

7.4 If a concern is about an owner, trainer or contractor, that person has no contact with students under 18 while it is dealt with. The other owner deals with it. If needed, an independent

reviewer from another RTO helps, chosen as the Complaints and Appeals Policy sets out. If it may be a crime, it is reported to the police.

7.5 People who raise a concern honestly are supported, and no one treats them unfairly for it.

8. Training and awareness

8.1 Everyone this policy covers reads it before they work with students under 18. They also do the free online child safe training from the Office of the Children's Guardian. They refresh their learning each year.

9. Complaints and outside help

9.1 People can complain about child safety using the Complaints and Appeals Policy, or go straight to the Office of the Children's Guardian. If they are not happy with how the Office of the Children's Guardian dealt with it, they can contact the NSW Ombudsman.

10. Records and review

10.1 Consent forms are kept in the student file. Records of child safety incidents are kept safe and private for at least 45 years. This follows the advice of the Royal Commission into Institutional Responses to Child Sexual Abuse. Information is only shared as the law allows.

10.2 The owners review this policy each year as part of the internal audit, and after any serious incident. They ask young people and parents what they think.

Policy information

Responsibilities: The owners approve this policy, appoint the Child Safety Officer and keep the WWCC Register. Everyone covered by this policy follows it and reports concerns.

Related documents: Child Safe Procedure; Child Safety Incident Reporting Procedure; Parent/Guardian Consent Form; Child Safety Incident Report Form; WWCC Register; Enrolment Policy and Procedure; Respect and Behaviour Policy; Complaints and Appeals Policy; Privacy Policy; Student Handbook.

Legislative and regulatory requirements: Children's Guardian Act 2019 (NSW) and the NSW Child Safe Standards; Child Protection (Working with Children) Act 2012 (NSW); Children and Young Persons (Care and Protection) Act 1998 (NSW); National Principles for Child Safe Organisations; Privacy Act 1988; Standards for RTOs 2025 (Outcome Standards 2.5 and 2.6; Compliance Standards).

Document control: Version 1.0 (new policy), approved by Greg Cusack on 29 October 2026. Next review: 25 October 2027.

Child Safety Incident Reporting Procedure

Specialised Skills | RTO 46344 | Version 1.0

Document details	
Purpose	This procedure sets out what to do if someone is worried about the safety of a student under 18, if a young person tells someone they are being harmed, or if there is an incident.
Applies to	Everyone who works with Specialised Skills students: owners, trainers and assessors, and contractors.
Child Safety Officer	Jenna Cusack, (02) 6884 2790, admin@specialisedskills.com.au. If she is not available, or the concern is about her: Greg Cusack.

What counts as a concern
Any of these must be acted on: • a young person tells you they have been harmed, or are at risk (a disclosure) • you see or hear something that makes you worried about a young person's safety, at training or at home • behaviour by an adult towards a young person that breaks the Child Safe Policy, including online contact • images of a young person taken or shared without consent.

Step	Who	What to do	Record
A. Respond			
1	Anyone	If anyone is in danger right now, call 000. Make the young person safe. Stay with them if it is safe to do so.	
2	Anyone	If a young person tells you something: • listen calmly and take it seriously • let them talk. Do not question them for details or ask leading questions • do not promise to keep it secret. Explain you need to tell people who can help • thank them, and tell them what will happen next.	
B. Report			
3	Anyone	Tell the Child Safety Officer on the same day. If the concern is about the Child Safety Officer, tell the other owner.	Phone or in person

Step	Who	What to do	Record
4	Child Safety Officer	Use the NSW Mandatory Reporter Guide (online) to decide which reports are needed: • risk of significant harm: report to the Child Protection Helpline (132 111), or online through ChildStory Reporter if not urgent • possible crime: report to police (000 or 131 444) • any other concern: record it and plan support. If the Child Safety Officer is not available, the person with the concern makes the report.	Helpline reference number; police event number
5	Child Safety Officer	Tell the parent or guardian, unless: • this could put the young person at greater risk • the concern is about the parent or guardian, or • the Helpline or police say not to.	Incident report
C. Record			
6	Anyone	Fill in the Child Safety Incident Report Form within 24 hours. Write what you saw or heard, using the young person's own words. Write down facts, not opinions.	Incident report
7	Child Safety Officer	Add the reports that were made and what was done. Keep the form safe and private, away from the student file, for at least 45 years.	Incident register
D. Concerns about a worker			
8	Owner	If the concern is about an owner, trainer or contractor: • remove them from contact with students under 18 straight away • report to the Helpline or police, as above • the other owner deals with it, with an independent reviewer from another RTO if needed (see the Complaints and Appeals Policy) • if the law requires, tell the Office of the Children's Guardian.	Incident report
E. Support and follow up			
9	Owner	Support the young person. Check that it is safe for them to keep going, and offer reasonable adjustments. Give them support contacts, such as Kids Helpline (1800 55 1800).	Incident report
10	Owner	Talk with the staff involved and offer them support. Look back at what happened. Update the Child Safe Policy, procedures or training if needed. Write it in the Continuous Improvement Register.	CI register

Who to contact

Who	Phone	When
Emergency (police, ambulance)	000	Anyone is in immediate danger
Child Protection Helpline	132 111 (24/7)	Risk of significant harm to a child or young person. Non-urgent reports can be made online through ChildStory Reporter.
NSW Police Assistance Line	131 444	A possible crime that is not an emergency
Office of the Children's Guardian	(02) 8219 3600; ocg@ocg.nsw.gov.au	Concerns about Working With Children Checks or how an organisation keeps children safe
NSW Ombudsman	1800 451 524	If not satisfied with how the Office of the Children's Guardian handled a complaint
eSafety Commissioner	esafety.gov.au	Images or videos of a young person shared online without consent, or online abuse
Kids Helpline	1800 55 1800 (24/7)	Free, private counselling for young people aged 5 to 25

When things change

Situation	Action
Concern is about a student's behaviour towards another young person	Keep both safe. Follow this procedure and the Respect and Behaviour Policy.
The young person asks you not to tell anyone	Explain kindly that you must tell people who can help keep them safe.
The concern happened outside training (for example, at home)	Follow this procedure. Risk of significant harm is reported wherever it happens.
The young person is 18 by the time it is raised	Help them report to the police if they want to. Report to the Helpline if other children may be at risk.
Images shared online	Do not copy or forward them. Report to the eSafety Commissioner and police.

Procedure information

Responsibility: The owners approve this procedure. The Child Safety Officer makes sure it is followed.

Related documents: Child Safe Policy; Child Safe Procedure; Child Safety Incident Report Form; Respect and Behaviour Policy; Complaints and Appeals Policy; Privacy Policy.

Requirements: Children and Young Persons (Care and Protection) Act 1998 (NSW); Children's Guardian Act 2019 (NSW); Child Protection (Working with Children) Act 2012 (NSW); National Principles for Child Safe Organisations.

Document control: Version 1.0 (new procedure), approved by Greg Cusack on 29 October 2026. Next review: 25 October 2027.

Summary for students and staff

Also shown in the Student Handbook and at the start of each course.



Work Health and Safety Policy

Specialised Skills | RTO 46344 | Version 1.0

Purpose and scope

This policy explains how Specialised Skills keeps people safe when they train with it. It covers students, staff and visitors, and the sites, equipment and PPE that they use. It follows the Work Health and Safety Act 2011 (NSW) and the Work Health and Safety Regulation 2025 (NSW). It also follows Outcome Standard 1.8 of the Standards for RTOs 2025. It applies at the Dubbo and Bathurst sites, and at any client workplace where training is held.

Policy

1. Who must do what

1.1 Under WHS law, Specialised Skills is a person conducting a business or undertaking (PCBU). This means it must keep students, staff and visitors as safe as it reasonably can.

1.2 Students and staff must also take reasonable care of themselves and of others. They must follow the safety instructions they are given.

1.3 Much of the training is high risk work. It takes place at heights, in confined spaces and with gas detectors, forklifts and elevating work platforms (EWPs). So each activity is planned and controlled, and students can practise and be assessed safely.

2. Managing risks

2.1 Specialised Skills looks for hazards and then controls the risks. It uses the hierarchy of control to do this (it removes the hazard first if it can).

2.2 Each practical activity has a risk assessment. If the law requires it, the activity also has a safe work method statement (SWMS). For example, a SWMS is needed when a person could fall more than 2 metres.

2.3 Each course starts with a safety induction. The trainer talks about what to do in an emergency, first aid, PPE, site rules and being fit for work. If a student is not fit or not safe, they do not take part.

2.4 Each site has an emergency plan, a first aid kit and a trained first aider. The owners practise the emergency plan each year.

3. Sites, equipment and PPE

3.1 Training sites have safe access, toilets and enough space for each activity. Where it is reasonable, they also suit students with disability.

3.2 All equipment is listed in the Equipment Register. To keep it safe, Specialised Skills:

a. checks it before each use (pre-start or pre-use checks)

b. has it inspected, serviced and calibrated as the maker and Australian Standards say

c. has a competent person inspect the height safety gear at least once every 6 months

d. has gas detectors calibrated as the maker says

e. tags out anything that is faulty, so that no one uses it.

3.3 The booking information tells students what PPE Specialised Skills gives them and what they need to bring. The trainer checks all PPE before training starts.

4. Training at a client workplace

4.1 Before it trains at a client workplace, Specialised Skills checks the site, the equipment and the conditions. They must match what the training and assessment strategy (TAS) needs. The client tells Specialised Skills about its own site rules and inductions.

5. When something goes wrong

5.1 If there is an incident, an injury, a near miss or a hazard, staff report it on the Incident and Hazard Report.

5.2 Some incidents are notifiable. These are a death, a serious injury or illness, or a dangerous incident. The owners report them to SafeWork NSW straight away on 13 10 50. No one moves anything at the site, unless they need to help someone or make it safe. The owners keep records of notifiable incidents for at least 5 years.

5.3 The owners look into each incident. Then they improve the controls so that it does not happen again.

6. Talking about safety and reviewing it

6.1 The owners ask staff about safety and read what students say about it in their feedback. Each year, and after any serious incident, they review this policy, the risk assessments and the Equipment Register.

Policy information

Responsibilities: The owners give people safe sites, equipment and ways of working. They keep the Equipment Register and the records, report notifiable incidents and review safety. Trainers run the safety induction, check equipment, watch over students, stop unsafe work and report incidents. Students follow instructions and tell the trainer about hazards.

Related documents: Work Health and Safety Procedure; Incident and Hazard Report; Equipment Register; risk assessments and SWMS; emergency plans; Respect and Behaviour Policy; Training and Assessment Policy; Child Safe Policy; Risk Management Policy.

Legislative and regulatory requirements: Work Health and Safety Act 2011 (NSW) and Work Health and Safety Regulation 2025 (NSW); SafeWork NSW codes of practice (for example, managing the risk of falls, confined spaces, first aid); Standards for RTOs 2025 (Outcome Standard 1.8).

Document control: Version 1.0 (new), approved by Greg Cusack on 2 November 2026. Next review: 11 October 2027.

Privacy Policy

Specialised Skills | RTO 46344 | Version 3.0

Purpose and scope

This policy explains how Specialised Skills collects, uses, shares and protects personal information. Personal information is any detail that can tell who a person is. The policy follows the Privacy Act 1988, the Australian Privacy Principles and the National VET Data Policy.

It covers students, people who apply, parents and guardians, employers and anyone else Specialised Skills deals with. It does not cover Yellow Card training, which Specialised Safety delivers.

Policy

1. What information is collected

1.1 Specialised Skills only collects the details it needs. It needs them to enrol, train, assess and certify students, and to meet the law. These are:

a. name, contact details, date of birth and an emergency contact

b. a copy of the photo ID and any other identity documents that are checked

c. the student's Unique Student Identifier (USI). This is a number that links all of their training records

d. the national VET data on the enrolment form. This covers things like gender, country of birth, language, Aboriginal and Torres Strait Islander origin, disability, school and work

e. LLND results (language, literacy, numeracy and digital skills), assessment evidence (including photos or video) and results

f. booking and payment details, and the licence assessment enrolment number for high risk work licence units

g. for students under 18, the consent and contact details of a parent or guardian.

1.2 Some details are sensitive, such as details about health, disability or cultural background. Specialised Skills only collects them if the person agrees and if they are needed. For example, they may be needed to give support or to keep a student safe.

1.3 Most details come from the person. Some come from an employer who makes a booking. They are collected through the booking system, the enrolment form and the online LLND check. Specialised Skills tells the person why it needs the details and how it will use them. If it is practical, a person can ask a question or make a complaint without giving their name.

2. How information is used

2.1 Specialised Skills only uses personal information for the reason it was collected. It may also use it for a related reason that the person would expect. For example, it uses it to:

a. manage bookings and enrolments

b. train and assess students, and give them support

c. keep people safe

d. issue statements of attainment (the certificate for the units a student completes)

e. deal with complaints and appeals

f.report what the law requires.

2.2 It does not use the information for anything else unless the person agrees or the law allows it.

2.3 Specialised Skills only sends marketing if the person agrees. Every message has a way to unsubscribe. It never sells personal details, and it never gives them to others for their own marketing.

3. National VET data

3.1 By law, Specialised Skills must report each student's enrolment and results. It sends this report to the National Centre for Vocational Education Research (NCVER).

3.2NCVER may share these details with government. This includes the Department of Employment and Workplace Relations (DEWR), other federal departments and state training bodies. They use the details for statistics, research, regulation, funding and planning. They may publish the details, but only in a way that does not show who anyone is.

3.3NCVER or a government department may ask students to do a survey, such as the Student Outcomes Survey. Students do not have to take part.

3.4 The enrolment form includes the VET Privacy Notice. There is more information in the DEWR VET Privacy Notice (dewr.gov.au/national-vet-data/vet-privacy-notice) and the NCVER Privacy Policy (ncver.edu.au).

4. Unique Student Identifier

4.1 Students create their own USI. Specialised Skills checks it with the Student Identifiers Registrar and keeps it safe. The USI is never shown on a statement of attainment. Sometimes Specialised Skills collects details only to help a student get a USI. It destroys them once they are no longer needed.

5. Sharing information

5.1 Specialised Skills only shares personal details:

a.with NCVER and government agencies, as set out in section 3

b.with the Student Identifiers Registrar, ASQA, SafeWork NSW and Service NSW, when they need them for USIs, regulation or licences

c.with an employer, but only if the student agrees in writing

d.when the law says it must or allows it.

5.2 Some of the services that Specialised Skills uses store details outside Australia:

a.Bookeo (bookings): data centres in North America and Europe

b.Google Workspace (Gmail and Google Drive): data centres around the world

c.Stripe (online payments): the United States

d.Xero (accounting): the United States, on Amazon Web Services.

5.3 Vettrak (the student management system that holds enrolments, USIs and results) stores its data in Australia.

5.4 Specialised Skills chooses well-known services with strong security, and it checks their privacy terms. It does not send details overseas for any other reason.

6. Decisions made by computer

6.1 Specialised Skills does not let a computer program make a decision that seriously affects a person's rights or interests. A trainer and assessor, or an owner, makes every decision about enrolment, support, assessment, RPL, refunds, complaints and appeals.

6.2 The online LLND check marks multiple-choice answers by itself. A trainer and assessor checks every result before they make any decision about enrolment or support.

7. Students under 18

7.1 A student under 18 needs a parent or guardian to agree in writing before they can enrol. Specialised Skills only collects the information it needs. When the Children's Online Privacy Code starts, Specialised Skills will follow it for online booking and enrolment.

8. Keeping information safe

8.1 Specialised Skills takes reasonable steps to keep personal details safe, so that they are not misused, lost or seen by the wrong people:

a. only the owners can get into the records

b. accounts use multi-factor authentication (a second check, such as a code sent to a phone)

c. paper records are scanned and then securely destroyed.

8.2 The Records Management Policy says how long records are kept. Assessment evidence is kept for 2 years after the student finishes. Records of statements of attainment are kept for 30 years, and financial records for 5 years. After that, records are securely destroyed. If Specialised Skills stops operating, it gives records to ASQA as required.

9. Seeing and correcting information

9.1 A person can ask to see the details that Specialised Skills holds about them. This is free. Specialised Skills first checks who they are, and then replies within 30 days. Students can also see their results on their USI transcript. Specialised Skills only refuses if the Privacy Act allows it, and it gives the reasons in writing.

9.2 A person can ask for their details to be corrected. This is free, and the details are corrected within 10 business days. If Specialised Skills refuses, it gives the reasons in writing. The person can ask for their own statement to be kept with the record.

10. Data breaches

10.1 A data breach is when personal details are lost, or when someone sees or shares them without permission. If Specialised Skills thinks there has been a breach, it acts quickly to stop it. It looks into it within 30 days.

10.2 Specialised Skills follows the Notifiable Data Breaches scheme. If the breach is likely to cause serious harm, it tells the people affected. It also tells the Office of the Australian Information Commissioner (OAIC).

10.3 Every breach, and every suspected breach, goes into the Privacy Register. The owners look at them so that they do not happen again.

11. Questions and complaints

11.1 Send privacy questions and complaints to the Privacy Officer at admin@specialisedskills.com.au or on (02) 6884 2790.

11.2 Complaints are dealt with as set out in the Complaints and Appeals Policy. Specialised Skills gives a decision within 7 business days after it confirms it has the complaint. If the person is not happy with the decision, they can contact the OAIC (oaic.gov.au, 1300 363 992).

12. Review

12.1 The owners review this policy each year as part of the internal audit. They also review it if privacy laws or Specialised Skills' systems change.

Policy information

Responsibilities: The owners approve and review this policy and act as Privacy Officers. Both owners handle personal information, respond to access and correction requests, and manage data breaches.

Related documents: Privacy Procedure; Privacy Register; Enrolment Policy and Procedure; Completion and Certification Policy; Complaints and Appeals Policy; Records Management Policy; Student Handbook.

Legislative and regulatory requirements: Privacy Act 1988 and the Australian Privacy Principles, as amended by the Privacy and Other Legislation Amendment Act 2024 (including automated decision-making transparency from 10 December 2026 and the Children's Online Privacy Code); Notifiable Data Breaches scheme; Student Identifiers Act 2014; National VET Data Policy; National Centre for Vocational Education Research Act 1991; Standards for RTOs 2025 (Compliance Standards); Spam Act 2003; Work Health and Safety Act 2011 (NSW) and SafeWork NSW licensing requirements.

Document control: Version 3.0, approved by Greg Cusack on 26 October 2026. Replaces version 1.0 (18/02/2025). Next review: 18 October 2027.

Privacy Procedure

Specialised Skills | RTO 46344 | Version 2.0

Document details	
Purpose	This procedure sets out how Specialised Skills keeps personal information safe. It also says how people can see and correct their information, and what to do if there is a data breach.
Applies to	All the personal information that Specialised Skills holds, in any system or on paper.

Roles: both owners carry out all **Owner** steps. They are also the Privacy Officers.

STUDENT Yellow rows are the steps students (or other people) complete.

1. Where information is kept

System	What it holds	Who has access	Data location
Bookeo	Bookings, contact details, payments	Owners	North America and Europe
Vettrak	Enrolment, USI, AVETMISS data, results, certificates	Owners	Australia
Google Workspace (Drive, Gmail)	Assessment material files, LLND, forms, emails, registers (04 Students)	Owners	Around the world (Google data centres)
Payment provider (Stripe)	Card details (not seen or stored by Specialised Skills)	Provider only	United States
Accounting software (Xero)	Invoices, payments	Owners	United States (Amazon Web Services)
Paper	Assessments, sign-in sheets, consent forms	Owners, trainer	Scanned, then securely destroyed

2. Everyday protection

Do	Do not
• Use your own login, with multi-factor authentication (a code sent to your phone), for every system • Save copies of ID documents only in the student's file, where only the owners can see them • Lock phones and laptops with a passcode, and keep them updated • Share Drive folders with named owners only • Check the address before you send an email with personal information • Keep paper records in a locked box at training until they are scanned • Scan paper records to the student's file in Google Drive, then shred the paper copy • Look at ID documents and record only the type and number	• Share passwords or accounts • Use "anyone with the link" sharing • Keep student information in personal email, on USB drives or in personal cloud accounts • Leave paperwork in a vehicle or at a client site • Discuss a student's information with an employer without consent

3. Steps

Step	Who	What to do	Record
A. Seeing your information			
1	**STUDENT**	Email admin@specialisedskills.com.au to ask for a copy of your information. You can also see your results any time on your USI transcript at usi.gov.au.	Email
2	Owner	Check who is asking. The request must come from the email on file. The person also confirms their date of birth and address. If you are not sure, check their photo ID.	Access and Correction Log
3	Owner	Send the information within 30 days. It is free. Send it in a secure way. If you refuse any part, give the reasons and explain how to complain.	Access and Correction Log
B. Correcting your information			
4	**STUDENT**	Email admin@specialisedskills.com.au and say what needs to change. Send proof if it is needed, for example for a name change. Update your own details in the USI portal.	Email
5	Owner	Check who is asking. Correct the record in all systems within 10 business days. If the information went to another organisation, tell them if the person asks. If you refuse, give the reasons in writing. Add the person's own statement to the record.	Systems updated; log
C. Requests from other people			

Step	Who	What to do	Record
6	Owner	Employer or parent: only give information if the student agrees in writing, or agreed when they enrolled. ASQA, NCVER, the USI Registrar or SafeWork NSW: give what the law requires. Police or a court: only give information if they send a written legal request, such as a warrant or subpoena. Write down what you gave.	Access and Correction Log

4. Managing a data breach

A data breach is when personal information is lost, or when someone sees or shares it without permission. For example, an email goes to the wrong person, a phone or folder is lost, an account is hacked, or a Drive link is made public.

Step	Who	What to do	Record
7	Anyone	Tell an owner straight away. Do not delete evidence.	Phone or email
8	Owner	Stop it from spreading on the same day: • ask the person who got the email to delete it and confirm in writing • change passwords and sign out other sessions • wipe a lost device remotely, and remove public links.	Data Breach Register (Privacy Register)
9	Owner	Within 30 days at most, work out what information was involved and how many people it affects. Decide if serious harm is likely. For example, if ID numbers or USIs got out, someone could steal a person's identity.	Data Breach Register (Privacy Register)
10	Owner	If serious harm is likely, tell the people affected and the OAIC as soon as you can. Use the OAIC online form. Tell people what happened and what they should do. This is because Specialised Skills follows the Notifiable Data Breaches scheme.	OAIC form; letters
11	Owner	Tell others if you need to. Tell the police if there was a crime, the bank or provider if an account was hacked, and the USI Registrar if USIs were involved.	Data Breach Register (Privacy Register)
12	Owner	Find out why it happened and fix it. Write down what you did in the Continuous Improvement Register.	CI register

5. Keeping and destroying records

These times come from the Records Management Policy.

Record	Keep for	Then
Assessment evidence	2 years after the assessment decision	Securely delete or shred
Results and statements of attainment	30 years (Vettrak)	Transfer to ASQA if the RTO closes

Record	Keep for	Then
Enrolment forms, consent forms, LLND results and support records	7 years after the course	Securely delete or shred
Financial records	5 years	Securely delete or shred
Complaints, appeals, misconduct and data breach records	7 years	Securely delete or shred
Child safety incident records	45 years	Securely destroy
Information collected only for a USI application	Until the application is made	Destroy

Procedure information

Responsibility: The owners approve this procedure, are the Privacy Officers and make sure it is followed.

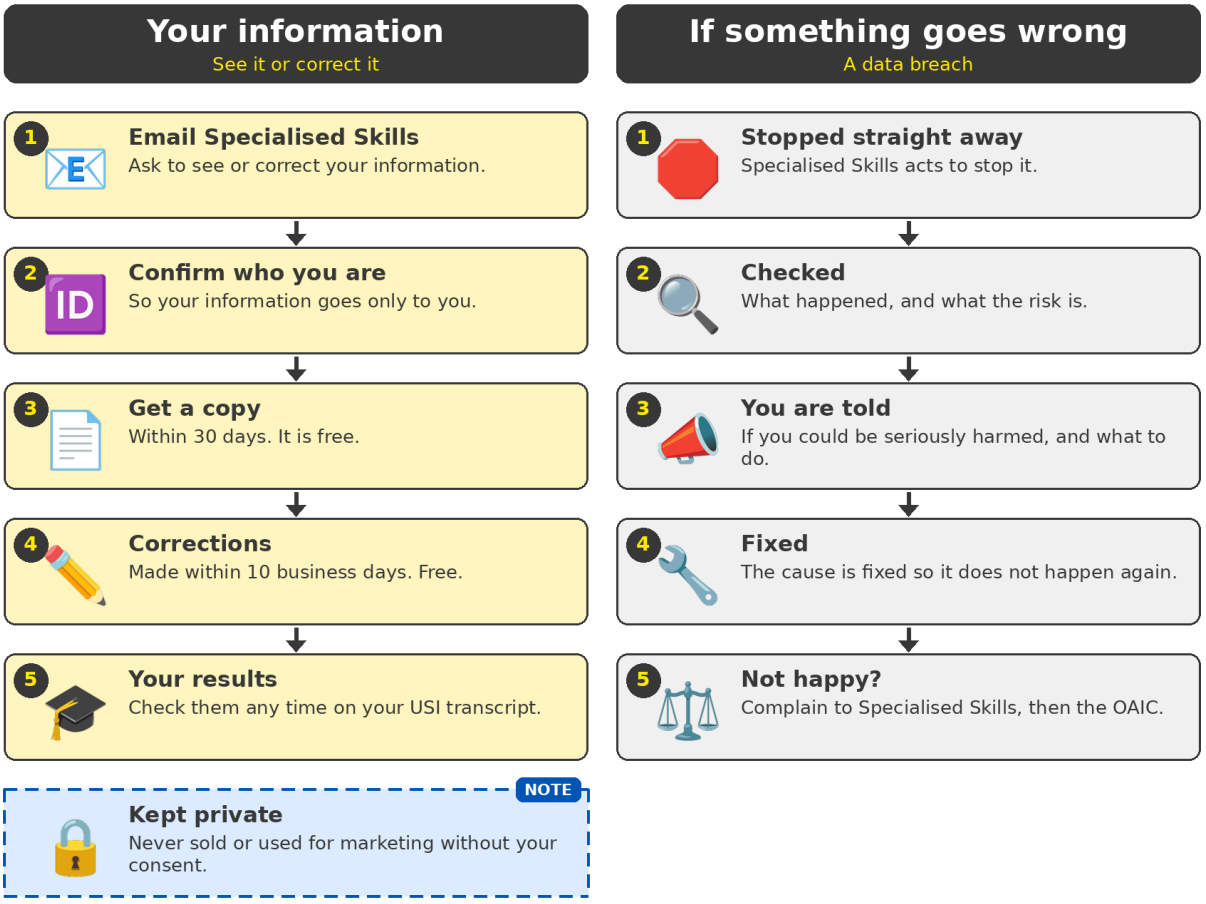
Related documents: Privacy Policy; Records Management Policy; Complaints and Appeals Procedure; Enrolment Procedure; Filing guide; Privacy Register (Data Breach Register and Access and Correction Log).

Requirements: Privacy Act 1988 (Australian Privacy Principles 1, 11, 12 and 13; Notifiable Data Breaches scheme); Student Identifiers Act 2014; Standards for RTOs 2025 (Compliance Standards).

Document control: Version 2.0, approved by Greg Cusack on 26 October 2026. New procedure. Next review: 18 October 2027.

Student summary

How students see or correct their information, and what happens if something goes wrong.



Complaints and Appeals Policy

Specialised Skills | RTO 46344 | Version 4.0

Purpose and scope

This policy explains how Specialised Skills takes in and deals with feedback, complaints and appeals. A complaint is when someone is unhappy with a service or with how they were treated. An appeal is when someone asks for a decision to be looked at again. This policy is for students, applicants, employers and anyone else who is affected by what Specialised Skills does. It also covers anyone who works for Specialised Skills as a third party.

Policy

1. Principles

1.1 Specialised Skills deals with complaints and appeals fairly, quickly and in confidence. It does not charge for them.

1.2 Everyone involved is treated fairly. Each person is told what the issue is, and they can have their say. The decision is made by someone who was not part of the matter, and who has no bias.

1.3 No one is treated badly because they made a complaint or an appeal. A student keeps going with their training and assessment while it is sorted out, unless this would not be safe.

1.4 The website and the Student Handbook tell people how to give feedback, complain or appeal. People can get help, for example to write a complaint, from an interpreter, or from a support person.

2. Feedback and complaints

2.1 A person can give feedback or complain about Specialised Skills, its owners or trainers, a third party or another student.

2.2 They can complain in person, by phone, by email or on the Complaints and Appeals Form. It helps to try to sort it out informally first, but they do not have to.

2.3 Within 48 hours, Specialised Skills tells the person in writing that it has their complaint. Within 7 business days after that, it gives them a decision in writing, with the reasons. If it needs more time, it tells them why and keeps them up to date.

2.4 The owner who is not involved deals with the complaint. If both owners are involved, or it cannot be dealt with fairly, the independent reviewer in section 4 deals with it.

2.5 If a third party working for Specialised Skills gets a complaint, it must pass it on.

3. Appeals

3.1 A student can appeal any decision that affects them badly. This includes decisions made by Specialised Skills, or by someone acting for it, such as:

a. assessment results

b. RPL and credit transfer outcomes

c. enrolment and refund decisions

d. misconduct decisions.

3.2 The student must appeal in writing within 7 business days after they are told about the decision. If they are late but have a good reason, the appeal may still be accepted.

3.3 Someone who was not part of the first decision looks at the appeal. For an assessment, this person must hold the unit. They may ask the student to be assessed again.

3.4 For high risk work licence units, an independent SafeWork NSW accredited assessor does any new assessment. Specialised Skills arranges this when it is needed, and follows the SafeWork NSW conditions.

3.5 Within 48 hours, Specialised Skills tells the student in writing that it has their appeal. The student gets the outcome and the reasons in writing within 7 business days after that.

4. Independent review and other options

4.1 If a person is not happy with the outcome of an appeal, they can ask for an independent review.

4.2 Specialised Skills chooses the independent reviewer when a review is needed. The reviewer comes from another RTO that is not a competitor. Both that RTO and the reviewer must:

a. be independent of Specialised Skills. They share no owners or managers with it. They have no close personal relationships or big business deals that could stop them being fair

b. have had no part in the matter. This includes giving advice on the first complaint, the decision or the work that is being challenged.

4.3 The reviewer must have experience in looking into complaints, weighing up evidence and giving everyone a fair hearing (procedural fairness). Being an RTO manager is not enough on its own. If the appeal is about an assessment, the reviewer must also hold the training and assessment credential and the unit. If it is about a licence assessment, an independent SafeWork NSW accredited assessor is arranged when needed.

4.4 Each review is set up in writing. This sets out:

a. what is being reviewed

b. the records and evidence the reviewer can see

c. how the person and Specialised Skills can each have their say

d. how long it will take

e. that the reviewer will give their findings in writing

f. how Specialised Skills will act on the findings.

4.5 The review is free for the student. Specialised Skills pays any cost.

4.6 Specialised Skills acts on what the independent reviewer finds.

4.7 If a complaint is not sorted out, people can also use free mediation through Community Justice Centres NSW. Or they can contact an outside organisation, such as the National Training Complaints Hotline, ASQA, NSW Fair Trading or SafeWork NSW. These are listed in the Student Handbook.

5. Records and improvement

5.1 The owners record each complaint and appeal in the Complaints and Appeals Register, with what was done and the outcome. They keep the records safe. They only share information with people who need it to sort out the matter, or when the law says they must.

5.2 The owners look at complaints, appeals and feedback at each monthly compliance check and yearly internal audit. They fix the causes and record this in the Continuous Improvement Register.

Policy information

Responsibilities: The owners approve and review this policy. Both owners receive and record complaints and appeals. The owner not involved, or an independent person, decides each matter.

Related documents: Complaints and Appeals Procedure; Complaints and Appeals Form; Complaints and Appeals Register; Student Handbook; Training and Assessment Policy; RPL and Credit Transfer Policy; Fee Administration and Refund Policy; Respect and Behaviour Policy; Privacy Policy; Continuous Improvement Policy.

Legislative and regulatory requirements: Standards for RTOs 2025 (Outcome Standards 2.7, 2.8 and 4.4); Privacy Act 1988; Anti-Discrimination Act 1977 (NSW); Australian Consumer Law; SafeWork NSW conditions for high risk work licence assessment.

Document control: Version 4.0, approved by Greg Cusack on 2 November 2026. Replaces version 3.0 (approved 26 October 2026). Changes: appeal time limit runs from when the student is told about the decision (3.2); appeals are acknowledged within 48 hours and the outcome follows within 7 business days, the same as complaints (3.5). Next review: 18 October 2027.

Complaints and Appeals Procedure

Document details	
Purpose	To set out the steps to make a complaint or appeal, and how Specialised Skills deals with it.
Applies to	Students, applicants, employers and anyone else who makes a complaint or appeal to Specialised Skills.

Roles: both owners do all **Owner** steps (taking in, recording and closing). The **Reviewer** is the owner who is not involved in the matter, or an independent person.

STUDENT Yellow rows are the steps the student (or other complainant) completes.

Step	Who	What to do	Record
A. Complaints			
1	**STUDENT**	Talk to the trainer, or contact Specialised Skills by phone, email or in person. Ask for help if you need it.	Notes or email
2	Owner	If it is simple, try to sort it out straight away, and record it.	Register
3	**STUDENT**	If it is not sorted out, send your complaint in writing, by email or on the form. Say what happened, who was involved and what you would like to happen.	Email or form
4	Owner	Within 48 hours, tell the person in writing that you have it. Record it in the register. Pass it to the Reviewer: the owner who is not involved. If both owners are involved, use an independent reviewer from another RTO (see step 12).	Acknowledgement; register
5	Reviewer	Look into it. Hear from the person who complained and anyone they complained about. Tell them the details and let them have their say. Check records and talk to witnesses. Keep it private.	Notes
6	Reviewer	Decide. Give the outcome in writing within 7 business days after the complaint was acknowledged. Include the reasons, what will be done, and that they can appeal the decision (part B). If it will take longer, say why and keep them up to date.	Outcome letter
B. Appeals			
7	**STUDENT**	Appeal in writing within 7 business days after you are told about the decision. Say which decision it is and why it should change. Send any evidence you have. If you are late, tell us why. The appeal may still be accepted.	Email or form
8	Owner	Within 48 hours, tell the student in writing that you have it. Record it in the register. Pass it to a Reviewer who was not part of the decision.	Acknowledgement; register

Step	Who	What to do	Record
9	Reviewer	Look at the decision and the evidence. • Assessment: a reviewer who holds the unit checks the evidence. They may ask for the student to be assessed again. • Licence units: an independent SafeWork NSW accredited assessor does any new assessment. Arrange this when it is needed.	Review notes
10	Reviewer	Give the outcome in writing within 7 business days after the appeal was acknowledged. If the student is right, change the decision and update the records, including Vettrak. If not, give the reasons and what they can do next. Say they can ask for an independent review.	Outcome letter; Vettrak
C. Independent review and closing			
11	**STUDENT**	If you are not happy, ask for an independent review. It is free. You can also contact one of the organisations listed below.	Email
12	Owner	Set up the independent review. The student does not pay. • Choose a reviewer from another RTO that is not a competitor. Check that the RTO and the reviewer are independent. This means no shared owners or managers, no close personal relationships and no big business deals with Specialised Skills. Check they had no part in the matter. • Check the reviewer has experience in looking into complaints, weighing up evidence and giving everyone a fair hearing. If it is about an assessment, check they hold the training and assessment credential and the unit. • Agree in writing what they will review, what evidence they can see and how both sides have their say. Also agree how long it will take, that findings will be in writing, and how Specialised Skills will act on them. • Give the reviewer the records. Act on what they find, and tell the person in writing.	Written arrangement; review report
13	Owner	Close the matter in the register. Save the records in the student's file. Record any change you make in the Continuous Improvement Register.	Register; CI Register

Other organisations students can contact

Give these details with every outcome letter. Most of them ask the person to try the Specialised Skills process first.

Organisation	Phone	Email or online
Community Justice Centres NSW (free mediation)	1800 990 777	Online form: dcj.nsw.gov.au/community-justice-centres
National Training Complaints Hotline (any training complaint)	13 38 73	Online form: dewr.gov.au/national-training-complaints-hotline
Australian Skills Quality Authority (ASQA)	1300 701 801	Online report form: asqa.gov.au
NSW Fair Trading (fees, refunds, consumer rights)	13 32 20	Online form: nsw.gov.au/fair-trading
Office of the Australian Information Commissioner (privacy)	1300 363 992	enquiries@oaic.gov.au
Anti-Discrimination NSW	1800 670 812	adbcontact@justice.nsw.gov.au
SafeWork NSW (safety, licences, White Card)	13 10 50	Online enquiry form: safework.nsw.gov.au

Interpreter: TIS National, 131 450.

When things change

Situation	Action
Complaint about both owners	An independent reviewer from another RTO, chosen at the time, handles it.
Complaint about another student	Hear both sides. Manage behaviour using the Respect and Behaviour Policy.
Safety risk, or concern for a person under 18	Act straight away. Call 000 if anyone is in danger. Report child safety concerns to the Child Protection Helpline (132 111). Tell SafeWork NSW about any notifiable incident.
Privacy or discrimination issue	Follow the Privacy Policy, including for a data breach. Give the person the details for the OAIC or Anti-Discrimination NSW.
Complainant wishes to stay anonymous	Accept this. Explain that it may limit what can be looked into.
Appeal about a licence assessment	When it is needed, arrange an independent SafeWork NSW accredited assessor who did not train or assess the student. The student can also contact SafeWork NSW.

Procedure information

Responsibility: The owners approve this procedure and make sure it is followed.

Related documents: Complaints and Appeals Policy; Complaints and Appeals Form; Complaints and Appeals Register; Student Handbook; Training and Assessment Policy; Respect and Behaviour Policy; Privacy Policy; Continuous Improvement Register; Filing guide.

Requirements: Standards for RTOs 2025 (Outcome Standards 2.7, 2.8 and 4.4); Privacy Act 1988; SafeWork NSW conditions for high risk work licence assessment.

Document control: Version 4.0, approved by Greg Cusack on 2 November 2026. Replaces version 3.0 (approved 26 October 2026). Changes: complaint and appeal outcomes are due 7 business days after the acknowledgement (steps 6 and 10); a complaint outcome letter explains how to appeal (step 6); the appeal time limit runs from when the student is told about the decision (step 7). These match Policy v4.0 and the Student Handbook. Next review: 18 October 2027.

Student summary

How to make a complaint or appeal a decision.

