Student Handbook 2026

Academy of Career Training

National Provider Number 30657

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Welcome from the CEO

Welcome,

Thanks for joining us at the Academy of Career Training.

Whether you're looking to formalise your experience, upskill for a new role, or take the next step in your career, we're here to make the process straightforward and relevant to your industry. We understand the realities of working life — long hours, shift work, and time away from home — and we've built our training around what works for people like you.

Our nationally recognised training covers a wide range of industries, from practical trades and safety to business and technical qualifications. Whether you're completing a short course, working through a skill set, or earning a full qualification, we've designed our programs to be flexible, supportive, and focused on real outcomes. We work closely with employers and industry to make sure our training reflects what's happening on the ground.

We know that most of our students are already working and juggling a lot. That's why we focus on simple processes, clear expectations, and access to trainers who understand the job. Our team brings real-world experience and is here to back you every step of the way.

This handbook has everything you need to know — from how to enrol, to what's expected during training, through to support services if things get tough. Keep it handy and reach out if you ever need anything.

We're proud to support hardworking people across Australia in getting qualified and getting ahead. Thanks again for choosing the Academy of Career Training.

Kind regards,

James Pye
Chief Executive Officer
Academy of Career Training

About the Academy

The Academy of Career Training is a nationally recognised Registered Training Organisation (RTO #30657) based in Toowoomba, Queensland. We specialise in delivering training that's built around the real work environments of our students. Whether you're based on site, on the tools, in the office or moving between roles, we focus on delivering the skills you need to do the job safely, confidently, and professionally.

Our main training facility is located at: Suite 7, 11-15 Gardner Court, Wilsonton QLD 4350
Postal Address: PO Box 307, Highfields QLD 4352

You can get in touch with us:

- Phone: 0467 616 161
- Email: admin@actnow.qld.edu.au
- Website: www.actnow.qld.edu.au

Our office hours are Monday to Friday, 8:00 AM to 3:00 PM AEST. We respond to most student enquiries the same day, so rest assure you can always ensure that someone it there to support you.

Our Mission and Values

Our mission is to deliver vocational training that prepares people for success in the workforce. We value:

- Integrity in everything we do
- Practical, industry-led learning
- Supportive and inclusive education
- Continuous improvement

Studying With Us: What to Expect

From the moment you enquire to the time you complete your course, we aim to make your experience positive and productive. Here's what you can expect:

- Clear and accurate course information
- A straightforward enrolment process
- Recognition of your prior learning and skills
- Qualified trainers and assessors with industry experience
- Access to support when you need it
- Assessments that reflect your work and real-world skills

Studying With Us: Course Information

At the Academy of Career Training, we know our students come from all walks of life — from full-time workers and FIFO crews to those re-skilling for new opportunities. That's why we aim to make our course delivery as flexible and practical as possible.

Here's what you need to know before and during your training:

Training Delivery Options

- We offer a range of delivery methods to suit your work and lifestyle — including workplace-based, online, face-to-face, and blended formats.
- Most of our training is designed to fit around your job, with assessors who understand your environment and scheduling needs.

Course Duration and Study Hours

- Course timeframes vary depending on the qualification, skill set or short course. Most programs include a combination of self-paced study and trainer support.
- Study hours are flexible, and your trainer will guide you through expectations for your specific course — whether it's completed in weeks or across several months.

Entry Requirements and Pathways

- Some courses have entry requirements or prerequisites based on industry expectations, safety requirements or previous qualifications.
- We'll check your experience and LLND (Language, Literacy, Numeracy, Digital) skills to make sure you're set up for success before you begin.
- After completion, many of our qualifications lead to higher-level training or improved work roles — including formal career pathways.

Industry Relevance and Job Outcomes

- All of our training is nationally recognised and designed with direct industry input, so it stays relevant to what's actually happening in the field.
- We consult with employers and industry advisors to make sure the skills you gain are practical and aligned with current job roles.
- Whether you're aiming for compliance, promotion, or a career change, our courses are built to open doors and move you forward.

No matter where you're starting from, we'll work with you to make sure your training is achievable, relevant, and supports your long-term goals.

- Clear and accurate course information
- A straightforward enrolment process

- Recognition of your prior learning and skills
- Qualified trainers and assessors with industry experience
- Access to support when you need it
- Assessments that reflect your work and real-world skills

Enrolment Process

Enrolment into our courses may be initiated either by your employer or independently by you, depending on the course and your individual circumstances. Regardless of how your enrolment begins, the process is designed to ensure that your training is suitable, achievable, and aligned with your current or future career goals.

How to Apply

- You'll complete an application for enrolment, which may be submitted by you or with the support of your employer. This is also where you can tell us about any training you've already completed or apply for credit transfer or Recognition of Prior Learning (RPL).
- The form collects key information about your background, career goals, previous training, and workplace context — helping us to assess that the course is a good fit for your needs and identify any opportunities to reduce duplication through credit or RPL.
- It's also your opportunity to let us know if you need any support or have any specific circumstances we should be aware of. This might include support with Language, Literacy, Numeracy or Digital (LLND) skills, medical conditions that could impact how you participate in training, or any other factors that may require reasonable adjustment to how your training or assessment is delivered. The more we know upfront, the better we can tailor your support from the beginning.

What Happens After You Apply

- Once your application is submitted, we'll review it carefully.
- If you've indicated that you may need additional support — whether that's learning support, access adjustments, or just help getting started — we'll be in touch with the next steps.
- This isn't a test — it's simply to ensure we can provide the right help so you get the most out of your training.

Enrolment Confirmation and Welcome Pack

- After your application is accepted, you'll receive a welcome email confirming your enrolment.

- This email will include key course information, links to important documents like this Student Handbook, your trainer's contact details, and how to access your training materials.
- If your training is employer-led, your employer will also receive the welcome email, so we can keep everyone on the same page.

Delivery of Course Materials

- Depending on your course and arrangement, your materials may be sent directly to you or delivered to your employer for distribution.
- Your trainer will also provide instructions on how to access digital content or online platforms where relevant.

Payment of Fees

- For employer-led training, payment is arranged directly with your employer.
- For independent enrolments, payment is required at the time your application is accepted.

We aim to keep the enrolment process straightforward and responsive. If you ever get stuck or are unsure about the next step, just reach out — we're here to help.

Course Suitability and Support

We know that no two students are the same. You might be returning to study after a long break, balancing training with shift work, or bringing years of experience to the table. That's why we take time to check that the course is suitable for you and to offer support when it's needed — right from the beginning.

Language, Literacy, Numeracy and Digital (LLND) Review

- All students complete an LLND review as part of the enrolment process. This helps us identify any areas where extra support might be needed.
- The review is matched to the AQF level of the qualification you're enrolling in and is not a test — it simply helps us tailor our support.
- If your results suggest you'd benefit from help with reading, writing, maths or digital skills, we'll reach out to offer guidance and next steps.

Pre-Enrolment Advice

- Before enrolment is confirmed, we take a look at your application to make sure the course suits your skills, job role, and goals.
- If we believe the course may not be the right fit, or that extra preparation may help, we'll discuss options with you.

- You can also request a pre-enrolment discussion with one of our team if you're unsure or would like to chat through the training pathway.

Reasonable Adjustment Options

- We're committed to making sure all students can access and participate in training on equal terms.
- If you have a disability, injury, medical condition or other personal circumstance that affects how you train, we can provide reasonable adjustments.
- These might include extra time, alternative assessment formats, adjusted resources, or flexible delivery. All adjustments are handled sensitively and confidentially.

Course Suitability Feedback

- Once your application is reviewed, we'll confirm your enrolment and, if needed, provide you and your employer (for employer-led training) with advice on the suitability of the training.
- If you've flagged support needs, we'll work with you to set up an individual support or learning plan.
- We'll also monitor your progress throughout the course and check in regularly to make sure the training continues to meet your needs.

Our goal is to help you succeed — and that means making sure the training is right for you from the start, and providing support when you need it along the way.

Fees, Refunds and Cooling-Off Period

We aim to be upfront and transparent when it comes to course fees, payment terms, and refund eligibility. Whether you're enrolling independently or through your employer, we'll make sure you understand your financial obligations before you begin.

Payment Methods

- For employer-led training, payment is arranged directly with your employer.
- For independent enrolments, fees are due once your application has been reviewed and accepted.
- We'll provide a payment schedule or invoice as required, and receipts are issued upon payment.

Refund Policy and Special Considerations

- A full refund is generally available if you withdraw from the course before it begins.

- Once training has commenced, refunds are considered on a case-by-case basis. You may be eligible for a partial refund in exceptional circumstances such as medical conditions, personal hardship, or other genuine reasons.
- Materials or resources already issued may not be refundable.
- To apply for a refund, you'll need to contact our office and provide relevant supporting documentation.

Requesting a Cooling-Off Period

- You may request a 10-day cooling-off period at the time of enrolment. During this time, we will not proceed with your enrolment until we have been advised by yourself.
- If you wish to withdraw during the cooling-off period, you must notify us in writing.
- After the cooling-off period ends, standard refund policies apply.

If you ever have questions about fees, payments, or your eligibility for a refund, don't hesitate to get in touch. We're here to make the process clear and fair for everyone.

Recognition of Prior Learning (RPL) and Credit Transfer

We understand that many students come to training with existing skills and experience. You shouldn't have to repeat what you already know — that's where RPL and credit transfer come in.

Recognition of Prior Learning (RPL)

- RPL allows you to have your current skills and knowledge recognised, even if they were gained through informal or on-the-job experience.
- You'll complete an RPL self-assessment and provide supporting evidence — such as job cards, third-party reports, photos, or previous training.
- You may also take part in a competency conversation with an assessor or complete additional tasks to confirm your experience.
- RPL decisions are based on the principles of assessment and rules of evidence — your evidence must be valid, sufficient, current, and authentic.
- You'll be assigned an assessor to guide you through the process and answer any questions along the way.
- Please note that in some cases, pursuing RPL may not be the most efficient or suitable option. If the effort required to gather evidence and complete the RPL process outweighs the benefit — or if the evidence doesn't clearly demonstrate competency — your assessor may recommend completing the unit through standard training and assessment instead. This helps ensure your pathway remains practical and achievable.

Credit Transfer

- If you've already completed a unit of competency through another RTO, you can apply for a credit transfer.
- You'll need to provide a copy of your Statement of Attainment or USI transcript showing successful completion of the unit.
- We'll verify your documents and grant credit for equivalent units, including where training package mapping confirms equivalency.
- No additional assessments are required for credit transfer.

Submitting Evidence

- The more complete and relevant your evidence, the smoother the process will be.
- If you're unsure what to include, your assessor can help you understand what's needed.
- All evidence is stored securely and kept in accordance with our retention and privacy policies.

We'll support you every step of the way to make sure your existing skills and past training are recognised where appropriate — saving you time and effort while keeping your qualification compliant and credible.

Support Services

We know that training can sometimes be challenging, especially when you're balancing work, family, and other commitments. That's why we offer a range of support services to help you stay on track and feel confident throughout your course.

Academic Support and Access to Trainers

- You'll be allocated a trainer who can support you with course content, assessment requirements, and general progress.
- Trainers are available via email, phone, or face-to-face by arrangement. If you need clarification, feedback or just someone to talk through your training with — your trainer is your first point of call.
- We also offer additional learning support if you're finding aspects of your course particularly challenging.

Internal and External Support Services

- In addition to academic help, we can connect you with external services for things like mental health, financial advice, and wellbeing support.
- If you're facing personal challenges that may affect your ability to study or complete assessments, we encourage you to reach out — early support makes a big difference.

- A full list of recommended external support organisations is included in Annex B: Support Services Directory.

Wellbeing, Mental Health and Personal Support

Our approach to training includes consideration for the overall wellbeing of our students. We understand that many of our learners work in high-risk industries or remote locations, and we aim to provide clear communication, mental health contacts, and flexible support where needed. Our wellbeing strategy includes proactive check-ins, access to support directories, and reasonable adjustments where appropriate.

Your wellbeing matters. If something is affecting your ability to concentrate, study, or continue with training, speak to your trainer or contact our office in confidence.

While we are not a counselling service, we will treat all concerns respectfully and can refer you to appropriate services that are better equipped to assist.

Emergency Contacts

- If you are experiencing an emergency, always dial 000 for immediate police, fire, or ambulance assistance.
- For urgent mental health support, you can contact Lifeline on 13 11 14 or Beyond Blue on 1300 22 4636.

We're here to help — and that includes connecting you with the right support when things don't go to plan. Don't hesitate to ask for help. You don't need to go through it alone.

Student Expectations

Being a student at the Academy of Career Training means taking responsibility for your own learning while contributing to a respectful and professional training environment. We've set clear expectations to ensure a safe, supportive, and productive experience for everyone.

Code of Conduct

- All students are expected to follow our Student Code of Conduct, which outlines the behaviours and standards required during training and assessment.
- This includes treating staff and other students with respect, behaving safely and responsibly, and using resources appropriately.
- The full Student Code of Conduct is provided in Annex C of this handbook.

Discipline and Behaviour

- Inappropriate, unsafe, or disruptive behaviour may result in disciplinary action, which can include verbal or written warnings, suspension, or removal from the course.
- This includes actions such as bullying, harassment, misuse of training resources, or failure to follow instructions that relate to safety.

- We will always seek to resolve concerns fairly and with open communication.

Communication Standards and Responsibilities

- You are expected to maintain professional and respectful communication with your trainer, peers, and Academy staff — whether in person, online, or by phone.
- Keep your contact information up to date and respond promptly to messages relating to your course.
- If you're struggling with any aspect of your training, we encourage you to reach out early — we can only help if we know there's an issue.

By working together and upholding shared expectations, we can maintain a positive learning environment that supports everyone's success.

Training and Assessment

Our training and assessment approach is designed to reflect real workplace expectations while remaining flexible enough to meet the needs of a wide range of learners. We follow the nationally recognised model of competency-based training.

Our training facilities, equipment, and digital tools are selected to meet the specific requirements of each course and unit. If you're training in a workplace, you'll use industry-relevant equipment under supervision. If you're unsure whether your workplace setup is suitable, we'll work with your employer to check and confirm.

What is Competency-Based Training?

- Competency-based training (CBT) focuses on your ability to demonstrate the required skills and knowledge to industry standards.
- Rather than being based on time or attendance, you'll be assessed on what you can do — whether through practical tasks, written responses, or supporting evidence.
- You must show that you can consistently perform tasks to the level expected in the workplace, not just once, but across a variety of situations.
- Training and assessment are structured around clearly defined units of competency drawn from national training packages.

Types of Assessment

- Knowledge Assessments: These may include short answer questions, written tasks, or case studies that assess your understanding of essential theory.
- Practical Observations: A trainer or approved workplace supervisor will observe you performing tasks relevant to your course. These may be done on the job or in a simulated environment.

- Workplace Portfolios: You may be asked to submit real work documents such as job cards, safety checklists, photos, or reports that show your skills in action.
- Competency Conversations: For some learners, particularly in RPL pathways, an assessor may ask questions and discuss your experience to verify your knowledge and decision-making.

Assessment Timeframes and Feedback

- Most assessments are self-paced, with agreed timeframes provided at the beginning of each module or task.
- Your trainer will let you know how long each task should take and when to submit your work.
- You'll receive feedback after each assessment — if you're not yet competent, your trainer will explain what's missing and help you work towards a satisfactory result.
- If needed, you'll be given opportunities to reattempt assessments with support.

Reasonable Adjustments in Assessment

- If you have a disability, medical condition, language barrier, or other factor that may affect how you complete assessments, discuss with our team at the time of enrolment and we may be able to provide reasonable adjustments.
- These adjustments might include alternative formats, additional time, use of assistive technology, or changes to how observations are conducted.
- Adjustments are made in consultation with you and always aim to maintain the integrity of the competency being assessed.

Our aim is to make sure your assessment experience is fair, relevant, and focused on helping you succeed in your field. If you're ever unsure about an assessment or need clarification, your trainer is here to help

Assessment Integrity

We take the integrity of our assessments seriously to ensure all students are assessed fairly and to national standards. Everyone deserves a level playing field, and that means upholding honest and ethical conduct throughout your training.

Cheating and Plagiarism Policy

- All work submitted must be your own. Using someone else's words, copying responses, or having another person complete assessments for you is considered plagiarism or cheating.
- You must not share your answers with other students or use work that has been previously submitted by others.

- Where group work is involved, all individual contributions must be clearly identified.

Consequences of Misconduct

- If cheating or plagiarism is suspected, we will investigate the matter fairly.
- Depending on the circumstances, actions may include reassessment, a formal warning, or in serious cases, removal from the course.
- We understand mistakes can happen, and we will always give you an opportunity to respond before any decisions are made.

Appeals Process for Assessment Outcomes

- If you feel an assessment outcome is unfair or incorrect, you have the right to appeal.
- Start by discussing the result with your trainer — many issues can be resolved quickly through clarification.
- If the matter isn't resolved, you can submit a formal appeal using our Complaints and Appeals Form. This will be reviewed by senior staff or an independent assessor.
- You may have a support person present at any stage of the appeal process.

Upholding assessment integrity protects the value of your qualification and ensures every student is treated fairly. If you're ever unsure about what's allowed — just ask. We'd rather support you early than address issues later.

Complaints and Appeals

We understand that issues may arise from time to time, and we are committed to handling all concerns promptly, fairly, and respectfully. Whether it's a concern about your course, an assessment decision, or another part of your training experience — you have the right to speak up.

Informal Resolution

- If you're unhappy with any part of your training or assessment, we encourage you to first speak directly with your trainer or the staff member involved.
- Many issues can be resolved quickly and informally through open communication.
- If you feel comfortable doing so, this is often the best first step.

Formal Complaints Process

- If your concern cannot be resolved informally, you can submit a formal complaint using our Complaints and Appeals Form, which is included in Annex A of this handbook.
- The form is also available on request or can be accessed by contacting our administration team.

- Once submitted, we will acknowledge receipt and begin an internal review within 10 business days.
- You will be informed of the outcome and any actions taken.

Independent Review Options

- If you are not satisfied with the outcome of your formal complaint or appeal, you may request an independent review.
- We may refer the matter to an independent third party to ensure impartiality and fairness.
- We will keep you informed throughout this process.

Support During Complaints and Appeals

- You may have a support person present at any stage of the process.
- All complaints and appeals are treated confidentially, and we aim to resolve them without disadvantage to you.

External Complaints Contacts

If you are not satisfied with the outcome of our internal complaints and appeals process, you have the right to escalate your concern to an external organisation. There is no cost involved in lodging a complaint with the Academy of Career Training.

You may choose to contact any of the following bodies for further support:

- National Training Complaints Hotline
  Website: https://www.education.gov.au/NTCH
  Phone: 13 38 73 (Monday–Friday, 8am to 6pm nationally)
  Submit a complaint: Email Complaints
- Australian Skills Quality Authority (ASQA)
  Website: www.asqa.gov.au/complaints/complaints.html
- Office of Fair Trading
  Website: www.fairtrading.nsw.gov.au

Raising a concern won't affect your standing with us — we value honest feedback and want to ensure your experience is a positive one. If something isn't right, let us know so we can make it better.

Issuing Qualifications

Once you have successfully completed all the required units in your course and have been deemed competent, we will issue your nationally recognised certification.

Testamurs and Statements of Attainment

- If you complete a full qualification, you'll receive a Testamur (Certificate) along with a Statement of Results listing the units you have achieved.
- If you complete only part of a qualification, you will be issued a Statement of Attainment listing the units of competency you have successfully completed.
- All qualifications and statements are issued in accordance with the Standards for RTOs and the Australian Qualifications Framework (AQF).

Issuance Timeframes

- Certification documents are generally issued within 30 calendar days of the final unit being marked competent, provided all course fees have been paid and your USI has been verified.
- If there are any delays or additional requirements, we will notify you and keep you updated.

Lost or Replacement Certificates

- If you lose your certificate or need a replacement, you can request a reissue by contacting our office.
- You may be asked to confirm your identity and pay a small administrative fee to cover the administrative costs, printing and postage costs.

Your certificate is an important record of your achievement and reflects the skills and knowledge you've gained. Be sure to keep it safe and let us know if you ever need assistance accessing a copy in the future.

Changes to Course or RTO Operations

While we aim to provide consistent, high-quality training and support throughout your enrolment, there may occasionally be changes that affect course availability or delivery. We are committed to communicating openly and supporting you through any transitions.

Course Cancellation or Transition

- If a course is no longer available, being transitioned to a new version, or ceasing to be delivered, we will notify you in writing with as much notice as possible.
- If any major changes occur that affect your course, such as updated training packages or shifts in delivery, you'll be notified in writing as early as possible. We'll clearly outline what's changing and support you in understanding your available options.
- We'll provide information about your options, which may include completing the current version within a transition period, transferring to the new course, or receiving a Statement of Attainment for units already completed.

- Your trainer and our admin team will assist you with understanding your choices and next steps.

RTO Closure or Ceasing Delivery

- In the unlikely event that the Academy of Career Training closes or ceases to operate as a Registered Training Organisation, you will be notified in writing.
- We will provide you with a copy of your records and assist you in transferring to another RTO where possible.
- Any completed units will be recognised through a Statement of Attainment.

Transfer Support

- If you are required to transfer to another provider due to course changes or RTO closure, we will help facilitate the process by liaising with your new training provider and ensuring all your records are provided.
- Our goal is to minimise disruption and ensure your training progress is protected.

We will always keep you informed about significant changes and do our best to ensure continuity in your training experience. Be sure to keep it safe and let us know if you ever need assistance accessing a copy in the future.

Your Rights and Responsibilities

As a student enrolled in nationally recognised training, you have certain rights — and also responsibilities — that help create a safe, fair, and inclusive learning environment. We take these seriously and aim to ensure you are informed and supported at all times.

Key Legislation Affecting Students Your rights as a student are protected by several important pieces of Australian legislation, including:

- Standards for RTOs 2025 – https://www.asqa.gov.au/standards
- National Vocational Education and Training Regulator Act 2011 – https://www.legislation.gov.au/Details/C2011A00012
- Work Health and Safety Act 2011 (QLD) – https://www.worksafe.qld.gov.au/laws-and-compliance/workplace-health-and-safety-laws/laws-and-legislation
- Privacy Act 1988 – https://www.oaic.gov.au/privacy/privacy-act
- Australian Consumer Law – https://www.consumerlaw.gov.au/
- Anti-Discrimination Act 1991 (QLD) – https://www.legislation.qld.gov.au/view/html/inforce/current/act-1991-085
- Student Identifiers Act 2014 – https://www.legislation.gov.au/Details/C2014A00036
- Data Provision Requirements 2012 – https://www.legislation.gov.au/Details/F2012L00894

- Fair Work Act 2009 – https://www.fairwork.gov.au/
- Copyright Act 1968 – https://www.legislation.gov.au/Series/C1968A00063
- Further Education and Training Act 2014 (QLD) – https://www.legislation.qld.gov.au/view/html/inforce/current/act-2014-004
- Working with Children (Blue Card) system – https://www.bluecard.qld.gov.au/

These laws ensure that you have access to quality training, a safe learning environment, and fair and respectful treatment at all times.

Privacy and Data Security

- We are committed to protecting your personal information in line with the Privacy Act 1988.
- Information you provide is stored securely and used only for training, compliance, and reporting purposes.
- You can request access to your student records at any time by contacting our office – fees may apply.

Access and Equity

- All students have the right to equal access to training and assessment services, regardless of background, gender, age, ability, culture, language, or religion.
- We make reasonable adjustments where needed to support individual learning needs.
- Discrimination, harassment, and victimisation will not be tolerated under any circumstances.

Anti-Discrimination and Harassment

- We are committed to providing a learning environment that is free from harassment, bullying, and discrimination.
- We also promote cultural safety by recognising and respecting the diverse backgrounds of our students, including Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse communities, and other underrepresented groups.
- Cultural safety means that everyone feels respected, valued, and able to express their identity without fear of discrimination or exclusion.
- We are committed to creating a culturally inclusive environment where all students can learn and thrive.
- If you experience or witness any form of inappropriate behaviour, we encourage you to report it. You will be supported throughout the process, and your concerns will be handled confidentially and respectfully.

You have the right to learn in an environment that is fair, inclusive, and safe — and we ask that you do your part to maintain that environment for others too. If you have any concerns or questions about your rights or responsibilities, please reach out. We're here to support you.

Work Health and Safety

Safety is everyone's responsibility — and that includes all students participating in training or assessment. Whether you're training in the workplace, on site, or at one of our facilities, your health and safety is a top priority.

Safety in Training and at Work

- We are committed to providing a training environment that complies with the Work Health and Safety Act 2011 and supports safe learning practices.
- You must follow all safety instructions, wear appropriate PPE, and report unsafe conditions or behaviours immediately.
- If you're training in a workplace, your employer's WHS policies and procedures also apply, and you are expected to follow their safety protocols.

Incident Reporting

- If you experience or witness an accident, injury, or near-miss during training or assessment, report it to your trainer or supervisor as soon as possible.
- Your trainer will document the incident and notify Academy staff to ensure appropriate follow-up and support.
- Prompt reporting helps us identify risks and prevent future incidents.

WHS Responsibilities for Students

- Comply with all health and safety instructions provided by your trainer or workplace supervisor.
- Use tools and equipment correctly and safely.
- Immediately report hazards, injuries, or unsafe practices.
- Participate in any required safety inductions or briefings.
- Take reasonable care of your own health and safety and that of others.

Safety is a shared responsibility, and your actions can make a big difference. If you're ever unsure about a safety procedure, stop and ask — your trainer is there to support you. Be sure to keep it safe and let us know if you ever need assistance accessing a copy in the future.

Appendices

At the back of this handbook, you'll find important supporting documents that may assist you throughout your training journey:

Appendix A: Complaints and Appeals Form Use this form if you wish to formally raise a complaint or appeal a decision relating to your course or assessment.

Appendix B: Support Services Directory A list of internal and external support services including mental health, financial assistance, learning support, and crisis contacts.

Appendix C: Student Code of Conduct Outlines the behaviours, responsibilities, and expectations for all students enrolled with the Academy of Career Training.

Appendix D: Glossary of Terms A helpful list of common terms and definitions used throughout this handbook and in vocational education and training. used throughout this handbook and in vocational education and training.

Appendix A: Complaints & Appeals Form

Complainant Name		COMPLAINT AGAINST ☐ Trainer ☐ Student ☐ RTO Staff Member ☐ Employer ☐ Resources ☐ Assessment Tools ☐ Academy of Career Training
Date Submitted		
Who is complaining (Please tick)	☐ Student ☐ Trainer/Assessor ☐ RTO Staff Member ☐ Employer	
Form submitted to		
Other party/s involved		
C&A Register No		

Appeal's must be lodged within 7 days of initial result being determined.

Refer to the Complaints & Appeals Policy in the Student Handbook for procedure.

DETAILS OF COMPLAINT/GREIVANCE/APPEAL
APPEALS: Have you discussed this matter with your trainer in an attempt to reach a decision? Yes/No Complainant is given the opportunity to complete a Complaints Report Form, with this form, if there is not enough room on this form for the complaint. Complaints Form attached Yes/No

Signed By:	Date:
Form submitted to RTO Manager or CEO	Date:

RECOMMENDED ACTION REQUIRED FOR IMPROVEMENT

Written Acknowledgement (within 5 business days)

- ☐ Written acknowledgement has been given to the complainant

Initial Meeting: (within 10 business days)

- ☐ Complaint raised
- ☐ Initial meeting held to discuss with all parties involved in the complaint, in order to find a solution agreeable to all parties.
- ☐ Solution found and remedied (Please continue to Appeal Outcomes section)

Further investigation required: (within 60 calendar days)

- ☐ Referral to RTO Manager or nominated person.
- ☐ Referred to a third party/panel
- ☐ Referral to other services (ie counselling services or LLND)
- ☐ Referred to National Training Complaints Hotline
- ☐ Referral to government body (ie police, hospital)
- ☐ Referral to funding body (ie DET, VTG)

The RTO is responsible for acting upon the subject of any complaint/appeal found to be substantiated.

APPEAL OUTCOMES

Action/Response Taken By:	Date:

FEEDBACK FROM COMPLAINANT	
☐ Satisfied with outcome ☐ Dissatisfied with outcome – Further action required ☐ Matter was dealt with within a reasonable timeframe Yes/No	
Other Comments:	
Complainant Signature:	Date:

Appendix B: Support Services List

This Support Services Directory is provided by the Academy of Career Training to support both students and staff. It lists reputable external organisations that offer services Australia-wide or within Queensland (QLD), including mental health support, wellbeing services, learning and digital literacy assistance, disability support, remote working support, and crisis services. The Academy maintains this directory to ensure everyone has access to appropriate, up-to-date resources.

Mental Health and Emotional Support			
Name of Organisation	**Website**	**Phone**	**Client/Staff Needs**
Beyond Blue	https://www.beyondblue.org.au	1300 224 636	Mental health support for anxiety and depression
Black Dog Institute	https://www.blackdoginstitute.org.au	(02) 9382 2991	Mood disorders support and research
Lifeline Australia	https://www.lifeline.org.au	13 11 14	24/7 crisis support
MensLine Australia	https://mensline.org.au	1300 78 99 78	Men's mental health support
Headspace	https://headspace.org.au	1800 650 890	Youth mental health services
FIFO Focus	https://www.fifofocus.com.au	1300 324 636	FIFO/DIDO worker mental health support
Suicide Call Back Service	https://www.suicidecallbackservice.org.au	1300 659 467	Crisis counselling support

Wellbeing and General Support			
Name of Organisation	**Website**	**Phone**	**Client/Staff Needs**
Wesley Mission	https://www.wesleymission.org.au	(02) 9263 5555	Community and wellbeing services
National Debt Helpline	https://ndh.org.au	1800 007 007	Financial counselling
Salvation Army	https://www.salvationarmy.org.au	13 72 58	Emergency and community support
eSafety Commissioner	https://www.esafety.gov.au	Website Only	Online safety information and support
Safe Work Australia - Mental Health	https://www.safeworkaustralia.gov.au	Website Only	Workplace mental health resources

Learning, Literacy and Digital Literacy Support			
Name of Organisation	**Website**	**Phone**	**Client/Staff Needs**
Reading Writing Hotline	https://readingwritinghotline.edu.au	1300 655 506	Support with reading, writing and numeracy
Adult Migrant English Program	https://www.education.gov.au/adult-migrant-english-program-0	1300 566 046	English language support for migrants
Precision Consultancy	http://www.precisionconsultancy.com.au/acs_framework/	03 9606 0118	Foundation skills tasks and tools
Be Connected	https://beconnected.esafety.gov.au	Website Only	Free digital literacy courses for adults
Good Things Foundation	https://www.goodthingsfoundation.org.au	(02) 9051 9292	Community digital skills programs
Tech Savvy Seniors QLD	https://www.qld.gov.au/recreation/arts/libraries/tech-savvy	Via Local Libraries	Digital literacy workshops for adults

Disability and Access Support			
Name of Organisation	**Website**	**Phone**	**Client/Staff Needs**
Job Access	https://www.jobaccess.gov.au	1800 464 800	Employment services for people with disability
Vision Australia	https://www.visionaustralia.org	1300 847 466	Support for vision impairment
Deaf Australia	https://deafaustralia.org.au	(07) 3357 8266	Support for deaf and hearing impaired individuals
National Disability Services (NDS)	https://www.nds.org.au	(02) 6283 3200	Support for disability service providers
Disability Advocacy Network Australia (DANA)	https://www.dana.org.au	(02) 6175 1300	Advocacy for people with disabilities

Substance Use and Addiction Support			
Name of Organisation	**Website**	**Phone**	**Client/Staff Needs**
Alcoholics Anonymous (AA)	https://www.aa.org.au	1300 222 222	Alcohol addiction support
Narcotics Anonymous (NA)	https://na.org.au	1300 652 820	Drug addiction support
Just Ask Us!	https://www.justaskus.org.au	03 8413 8413	Mental health and substance use support

Safety and Crisis Support			
Name of Organisation	**Website**	**Phone**	**Client/Staff Needs**
Full Stop Australia	https://www.fullstop.org.au	1800 385 578	Support for sexual violence survivors
Workplace Bullying Helpline	https://www.fairwork.gov.au/workplace-problems/solving-workplace-problems/workplace-bullying	Website Only	Workplace bullying information
Kids Helpline	https://www.kidshelpline.com.au	1800 551 800	Support for children and young people

Migration and Community Services			
Name of Organisation	**Website**	**Phone**	**Client/Staff Needs**
Community Migrant Resource Centre	https://www.cmrc.com.au	(02) 9687 9907	Migration support services
Skilled Migrant Professionals Network	https://smpn.org.au	Website Only	Skilled migrant professional support

Appendix C: Student Code of Conduct

Purpose

The purpose of this Student Code of Conduct is to outline the expectations, responsibilities, and standards of behaviour required of all students enrolled in courses at the Academy of Career Training (ACT). Our mission is to provide a respectful, supportive, and professional learning environment where students can achieve their educational and career objectives.

Scope

This Code applies to all students enrolled at the Academy of Career Training, including those participating in face-to-face, online, workplace-based, and blended training programs.

Student Rights

As a student of the Academy of Career Training, you have the right to:

- Quality Education: Receive high-quality training and assessment aligned with industry standards and nationally accredited qualifications.
- Fair Treatment: Be treated fairly, respectfully, and without discrimination or harassment.
- Safe Environment: Learn in an environment that is safe, supportive, and conducive to achieving your learning goals.
- Access to Support: Access support services, including academic, personal, and career guidance, as required.
- Transparent Communication: Be informed of all course-related policies, procedures, fees, and changes affecting your training.
- Privacy Protection: Expect that your personal and academic information will be managed in compliance with the Privacy Act 1988 (Cth).
- Appeals and Complaints: Appeal any assessment or RTO decision and lodge complaints through a clear and fair process.

Student Responsibilities

As a student of the Academy of Career Training, you are expected to:

- Respect Others: Treat staff, students, and industry partners with respect, courtesy, and professionalism.
- Academic Honesty: Submit original work for assessments and refrain from any form of plagiarism, cheating, or academic misconduct.
- Engagement: Actively participate in all training activities and complete assessments within specified deadlines.
- Communication: Keep the Academy informed of changes to your contact details or circumstances that may affect your studies.
- Adherence to Policies: Follow all Academy policies, procedures, and regulations, including those related to health and safety.
- Appropriate Use: Use Academy resources, facilities, and online platforms responsibly and for their intended purposes.
- Fee Obligations: Ensure all fees are paid on time as per your enrolment agreement.

Expected Behaviour

Students are required to:

- Contribute to a positive and inclusive learning environment.
- Use respectful and professional language in all communications, including email and online forums.
- Refrain from disruptive or inappropriate behaviour during training sessions.
- Respect the diversity of all staff, students, and stakeholders.
- Report unsafe or inappropriate behaviour to Academy staff promptly.

Prohibited Behaviour

The following behaviours are strictly prohibited and may result in disciplinary action:

- Harassment, discrimination, bullying, or intimidation in any form.
- Academic dishonesty, including plagiarism, cheating, or misrepresentation.
- Vandalism, theft, or misuse of Academy property or resources.
- Threatening, abusive, or violent behaviour toward others.
- Breaches of privacy or confidentiality agreements.

Breaches of the Code of Conduct

- Reporting: Any suspected breach of this Code of Conduct should be reported to the Academy's administration team.
- Investigation: All reports will be investigated promptly and fairly, ensuring confidentiality and impartiality.
- Consequences: Depending on the severity of the breach, consequences may include:
    - Verbal or written warnings.
    - Suspension or cancellation of enrolment.
    - Referral to external authorities (e.g., police) in cases of illegal activity.

Appeals and Complaints

If you believe a decision regarding a breach of this Code is unfair, you may lodge an appeal following the Academy's Complaints and Appeals Policy.

Agreement to Comply

By enrolling in a course at the Academy of Career Training, you acknowledge and agree to adhere to this Student Code of Conduct. Failure to comply may result in disciplinary action as outlined above.

Contact Information

For any questions or to report concerns, please contact:

- Phone: 0467 616 161
- Email: admin@actnow.qld.edu.au
- Website: www.actnow.qld.edu.au

Appendix D: Glossary of Terms

AQF (Australian Qualifications Framework): A national policy that defines the levels of educational qualifications in Australia.

Assessment: The process of evaluating a student's skills and knowledge to determine whether they meet the requirements of a unit of competency.

ASQA (Australian Skills Quality Authority): The national regulator for Australia's vocational education and training sector.

CBT (Competency-Based Training): A method of training that focuses on a student's ability to perform workplace tasks to the required standard.

Credit Transfer: The recognition of learning achieved through previous studies by granting credit towards a current qualification.

LLND: Language, Literacy, Numeracy, and Digital skills reviewed to ensure students can successfully engage with the course.

Plagiarism: Presenting someone else's work, ideas, or words as your own without proper acknowledgment.

Practical Observation: An assessment method where a trainer or supervisor watches a student perform a task to evaluate competency.

RPL (Recognition of Prior Learning): A process that allows students to receive credit for skills and knowledge they already possess.

RTO (Registered Training Organisation): An organisation authorised to deliver and assess nationally recognised training.

Statement of Attainment: A document issued when one or more units of competency from a qualification are completed.

Testamur: A certificate issued when a full qualification is successfully completed.

Training Package: A set of nationally endorsed standards and qualifications used to recognise and assess people's skills in specific industries.

USI (Unique Student Identifier): A unique reference number issued to students undertaking nationally recognised training in Australia. It allows access to a student's training records.

WHS (Work Health and Safety): Laws and practices designed to ensure the health, safety, and welfare of people in the workplace.

Workplace-Based Training: Training and assessment delivered in a real work environment, often tailored to job-specific tasks.

If you come across any unfamiliar terms in this handbook or your course materials, please reach out to your trainer or contact our office for clarification.