



ACADEMY
of Career Training

Student Handbook

Academy of Career Training

National Provider Number 30657

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Welcome!

Welcome to the Academy of Career Training! We are delighted that you have chosen to embark on your educational journey with us. This handbook is designed to provide you with essential information about our policies, procedures, and the support services available to you throughout your studies.

About the Academy

The Academy of Career Training was established in May 2001 with a vision to provide high-quality, industry-relevant training that opens doors to new careers and opportunities. As a nationally registered training organisation (RTO), we specialise in accredited courses that help you turn your skills into a rewarding career.

Our Mission

To deliver exceptional vocational education and training that meets industry needs and prepares our students for successful careers.

Our Values

Quality: We are committed to excellence in all aspects of our training and assessment.

Innovation: We embrace new ideas and technologies to enhance the learning experience.

Integrity: We operate ethically and transparently in all our dealings.

Student-Centric: Your success is our priority.

What to Expect

At the Academy of Career Training, you can expect:

Industry-experienced trainers and assessors

Hands-on, practical training

Flexible learning options

Comprehensive support services

A focus on your career goals

We encourage you to read this handbook carefully and keep it as a reference throughout your studies. If you have any questions, our friendly staff are always here to help.

We look forward to supporting you on your learning journey!

James Pye

CEO, Academy of Career Training

About the Academy

RTO Details: Registered Training Organisation (RTO)

Name: Academy of Career Training

RTO Number: 30657

Address: Suite 10, 58 – 62 Water Street, Toowoomba

Postal Address: PO Box 307, Highfields, QLD 4352

Contact Information: Phone: 0467 616 161

Email: admin@actnow.qld.edu.au Website: www.actnow.qld.edu.au

Operating Hours: Our office is open Monday to Friday, 9:00 AM to 5:00 PM.

Marketing and Advertising

At the Academy of Career Training, we understand that selecting the right educational pathway is a significant decision. Our commitment to transparent and ethical marketing practices ensures that prospective students receive accurate, comprehensive information to inform their choices.

All our promotional materials, both print and digital, are meticulously crafted to provide clear, factual details about our course offerings, durations, and expected outcomes. We prioritise transparency in our fee structures. Our marketing approach avoids unrealistic promises, instead focusing on delivering precise, relevant information tailored to diverse student needs. We encourage prospective students to engage with us for any clarifications, as we believe in fostering informed decision-making. By maintaining these high standards in our marketing and advertising, we aim to build trust and set realistic expectations, ensuring that students can confidently align their educational choices with their career aspirations.

Quality Management Focus

At the Academy of Career Training, quality is at the heart of everything we do. We are committed to providing high-quality vocational education and training that meets industry needs and prepares our students for successful careers.

Our robust quality management system includes regular engagement with industry to ensure our training remains relevant, systematic monitoring and evaluation of our training and assessment practices, and ongoing professional development for our trainers and assessors to maintain their industry currency and training expertise.

We value student feedback and use it to continuously improve our services. Our goal is to deliver training that not only meets regulatory standards but exceeds student expectations and leads to strong employment outcomes. When you choose the Academy of Career Training, you can be confident you're receiving industry-relevant, high-quality training from passionate professionals dedicated to your success.

Enrolment Procedure

Enrolling with the Academy of Career Training is a straightforward process:

Step 1: Course Selection

Browse our available courses on our website or contact our office for guidance on choosing the right course for your career goals.

Step 2: Complete the Enrolment Form

Fill out the Enrolment Agreement Form, which includes:

- Personal details
- Course of interest
- Educational background
- Employment status
- Unique Student Identifier (USI)

Step 3: Provide Required Documents

Submit copies of:

- Photo ID (e.g., driver's licence, passport)
- Any relevant qualifications or statements of attainment
- Proof of Australian citizenship or residency status (if applicable)

Step 4: Unique Student Identifier (USI)

Provide your USI or apply for one at www.usi.gov.au. We can assist you with this process if needed.

Step 6: Recognition of Prior Learning (RPL) and Credit Transfer

If you have relevant prior learning or qualifications, discuss RPL and credit transfer options with our staff.

Step 7: Payment of Fees

Pay the required deposit or full fees as per the payment schedule outlined in your chosen course.

Step 8: Confirmation of Enrolment

Once all steps are completed, we will send you a Confirmation of Enrolment letter and any additional course-specific information.

Change of personal Details

Academy of Career Training is required by law to maintain and report certain personal information. Further to this, in order for us to be able to provide you with your qualification or Statement of Attainment when you complete your course, you will need to ensure that you keep your personal and contact details up to date with us at all times. Should you change your address or contact details, please call Academy administration to have them updated.

Fees

Course fees are typically funded by your employer and Academy co-ordinates these payments internally. However, if you are enrolling independently, payment is required at the time of enrolment. Full details of the course fees are provided before enrolment, the cost of our courses can also be found on our website.

Refunds

Typically, full refunds are available if a student withdraws from the course prior to commencement, or if the RTO cancels the course. No refunds are usually provided for materials or resources already issued. In cases of exceptional circumstances, such as illness or hardship, the RTO may consider refund requests on a case-by-case basis. It's important to review the specific refund policy provided by the RTO upon enrolment.

Cooling off period

On enrolment you may request a 10-day cooling-off period. Please note that you must specifically request this cooling-off period to avoid any delays in the commencement of your course. During the cooling-off period, the Academy will not provide any services. Once the cooling off period lapses and you commence course withdrawal from course follows normal withdrawal processes.

After the cooling-off period, refunds are generally not available unless you provide a medical certificate or demonstrate extreme personal hardship. In such cases, a pro-rata refund may be granted at the discretion of the Director.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process used by Registered Training Organisations (RTOs) to assess a learner's existing skills, knowledge, and experience against the requirements of a qualification or unit of competency. It allows individuals to receive formal recognition for what they have already achieved through work experience, previous study, or other learning. The RTO assesses RPL by reviewing evidence provided by the learner, such as work portfolios, third-party reports, and practical demonstrations. This evidence is mapped against the relevant competencies to determine whether the individual meets the required standards for certification.

Credit Transfer

The Academy acknowledges AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). Learners are not required to repeat any unit of competency in which they have already been deemed competent, unless required by a licensing authority. You may need to provide evidence to verify that your skills are up to date. For Credit Transfer enquiries, please consult your course coordinator upon enrolment.

Support Services

At the Academy, we ensure that learners have access to the support they need through referrals to specialised external services. While we provide a nurturing learning environment, we recognise that some learners may require additional assistance, such as academic support, counselling, or help with language, literacy, and numeracy skills. In these cases, we refer learners to trusted external providers who are experts in these areas. These external services offer tailored support to meet individual needs, ensuring that learners receive the necessary resources to succeed in their studies and personal development. Our staff are always available to discuss your requirements and connect you with the appropriate external services to support your journey.

Where Academy is unable to assist you internally and where there may exist personal circumstances or issues that affect your participation, we offer

the following contact numbers. Should you feel that you are unable to contact these agencies yourself, the staff at Academy of Career Training will be happy to assist with any enquiries on your behalf where possible.

Please see the full list of support services at the end of this document.

International Students

International Students at the Academy will be treated with respect and assisted in obtaining their academic goals in Australia. The Academy will be bound to the Education Services for Overseas Students Act 2000.

Access and Equity

The Academy of Career Training is committed to providing equitable access to quality vocational education for all students. We recognise and value the diversity of our student body and strive to create an inclusive learning environment where everyone can succeed.

The diversity of our student body is recognised and valued, fostering an inclusive learning environment where everyone can succeed. Academy ensures fair treatment for all students, regardless of background, circumstances, or individual needs. Students can be assisted in accessing a range of external support services, including referrals for language and literacy assistance. Flexible learning options are available, and reasonable adjustments can be arranged for students with disabilities.

Our staff are trained to identify individual learning needs and can provide guidance on accessing appropriate support. We believe every student deserves the opportunity to develop their skills and advance their career. By connecting students with necessary resources, the Academy works hard to remove barriers to education and create pathways to success for all.

Assessment in Competency-Based Training

In competency-based learning, assessments are designed to ensure that learners have acquired the necessary skills, knowledge, and abilities to meet the requirements of their chosen course or qualification. Assessments are typically divided into three key components: knowledge assessments, practical observations, and work portfolios.

Knowledge Assessment: Knowledge assessments are used to evaluate a learner's understanding of the theoretical components of their training. This is usually conducted through written exams, short-answer questions, or case studies. These assessments are designed to ensure that learners have a solid grasp of the concepts, principles, and procedures relevant to their field. In competency-based learning, knowledge assessments are not just about recalling facts but demonstrating an understanding of how to apply theoretical knowledge in real-world contexts.

Practical Observation: Practical observation is a key part of competency-based learning, as it allows assessors to directly observe learners demonstrating the skills and tasks they have been trained to perform. This typically occurs in a simulated or real workplace environment. During a practical observation, the learner performs specific tasks or duties while being observed against a set of predetermined competency criteria. Practical observation ensures that learners are not just theoretically competent but can perform tasks effectively in a real-world setting.

Work Portfolio:

The work portfolio is another critical aspect of competency-based assessment, providing a structured way for learners to compile evidence of their skills and achievements over the course of their training. A portfolio may include documents such as workplace reports, project outcomes, and evidence of tasks performed on the job. Portfolios provide learners with the opportunity to showcase their ability to apply what they've learned in a practical, professional context. This form of assessment is particularly valuable for learners who are employed while studying, as it allows them to demonstrate competence through real work experiences.

By combining these three forms of assessment—knowledge assessment, practical observation, and work portfolios—competency-based learning ensures that learners are thoroughly evaluated in both theoretical understanding and practical application, providing a holistic approach to verifying their readiness to perform in the workplace.

Certification

In determining whether a student is competent/or not yet competent, the student is assessed against the requirements of the qualification, including the units of competencies and the performance criteria and assessment requirements within the units of competency.

Students are issued with a VET Statement of Attainment or VET Qualification once competency has been achieved, as outlined within the Training Product. The testamur for all AQF qualifications issued will identify the qualification as an AQF qualification with the words "The qualification is recognised within the Australian Qualifications Framework".

Plagiarism and Cheating

The Academy takes a strong stance against plagiarism and cheating, as they undermine the integrity of the learning process and devalue the qualifications awarded. Plagiarism involves presenting someone else's work, ideas, or research as your own without proper acknowledgment, while cheating refers to any dishonest behaviour intended to gain an unfair advantage in assessments or coursework. This includes copying from others, using unauthorised materials during exams, or collaborating on individual assignments. At the Academy, any student found engaging in plagiarism or cheating will face serious consequences, which may include formal warnings, failing the relevant assessment, or in severe cases, suspension or cancellation of enrolment. The Academy is committed to upholding academic honesty and ensuring that all students are assessed on their own merit and work. We encourage students to seek support from our trainers if they are struggling with their coursework, rather than resorting to dishonest practices.

Discipline

At the Academy, we expect all students to adhere to our code of conduct, which promotes a respectful, inclusive, and professional learning environment. If a student violates these standards, we have a range of disciplinary actions that may be applied, depending on the severity of the misconduct. Initial steps may include verbal or written warnings and opportunities to correct the behaviour. However, in cases of repeated misconduct or serious breaches, more formal actions such as suspension or cancellation of enrolment may be taken. If a student is withdrawn from course due to conduct reasons, no refund of fees is given. The Academy is committed to addressing issues fairly and in accordance with our disciplinary policies to maintain the integrity of our learning environment.

Assessment Appeals Policy

The student has the right to appeal on an assessment result if they believe that the result given was unfair or unjustified.

This includes Appeals arising in the following areas:

- A.** Student disagrees with the result given by their Assessor (including Third Party)
- B.** Student wishes to have their result reviewed by another Assessor
- C.** Student wishes to be re-assessed for the same unit
- D.** Student wishes to change the unit
- E.** Student believes that they were discriminated against by the Assessor

Assessment Appeals Procedure

All students have the right to appeal any assessment decision made by the RTO if they:

- Believe that the assessment is invalid and/or
- Feel that the process was invalid, inappropriate or unfair

Before making an appeal, we ask that you discuss the matter with your Trainer/Assessor in an attempt to reach a decision.

If you are still not happy, you are then entitled to lodge a formal Appeal by completing an "Complaints and Appeals Form" within 7 days of the initial discussion. Once a formal appeal is lodged a new Assessor will be appointed in an attempt to resolve the appeal. Any decision recommended by this party is not binding to either party in the dispute.

If you are still not satisfied another registered training provider in the same curriculum area will be appointed to arbitrate and reassess participants if necessary.

You have the right to a support person to be involved at all times during the appeal process.

Following is the process submitting an Appeal:

1. Student receives a result for an assessment task of which they do not agree with the result
2. Student completed a *Complaints and Appeals Form*
3. The *Complaints and Appeals Form* is submitted to the RTO Manager
4. A written acknowledgement of receipt will be forwarded to the student confirming receipt of the *Complaints and Appeals Form*
5. The RTO Manager will consult with the trainer/assessor and student individually
6. The RTO Manager is to follow the process on the *Complaints and Appeals Form* for the process under "Recommend Action Required for Improvement"
7. An initial meeting should be held within 10 business days
8. The student will be advised of the outcome of this consultation process within 15 business days of the dispute being lodged
9. If it is decided that there is a case for review, a suitably qualified, independent assessor will be employed to conduct another assessment. An assessment date will be negotiated with the student. Following the assessment, the student will be advised of the result within 10 business days
10. If the student is not satisfied with any decisions made in this review process, a Review Board (which may include representatives from another RTO) will be convened to review the case again. An opportunity for Improvement Form may need to be completed in order to identify any improvements on the process that may need to be made
11. All *Complaints and Appeals Forms* received are to be entered onto the Complaints and Appeals Register

If the RTO determines that the appeals process will take more than 60 calendar days, the RTO manager will notify the student in writing including reasons why more than 60 days is required. The RTO manager will regularly update the student with the process.

Complaints Policy

Staff and students have the right to submit a complaint if they wish to express discontent against another person or a complaint against the RTOs process or system. In order to ensure that complaints are dealt with in a timely manner, we have implemented a complaints process.

This policy and procedure is relevant to all grievances arising in the following areas:

- A. Student wishes to raise a complaint against another student
- B. Student wishes to raise a complaint against the RTO
- C. Student wishes to raise a complaint about a Third Party
- D. RTO staff wishes to raise complaint about a Third Party
- E. Staff wishes to raise a complaint about another staff member or a student

Complaints Process

If a student, trainer or staff member is experiencing any difficulties, they are encouraged to discuss their concerns with Senior Management. RTO administrative staff will make themselves available at a mutually convenient time if a student wishes to seek assistance.

If a student or Staff member wishes to make a formal complaint they are required to complete a Complaints and Appeals Form, which is included in the Student and Trainers Handbook. Once the form has been completed, the form should be submitted to the **RTO manager** for actioning.

If required, the student has the right to have a third party/support person assist them through the Complaints Process, this may be due to language barriers or simply at the students' request.

Following is the process for managing complaints:

1. Formal complaint is received by the complainant to the RTO
2. If not already submitted with the complaint, a *Complaints and Appeals Form* is completed and submitted to the RTO Manager
3. A written acknowledgement of receipt of the *Complaints and Appeals Form* will be forwarded to the complainant following receipt by the RTO Manager within 5 business days
4. The Complaint is discussed with all parties involved in the grievance, in order to find a solution agreeable to all parties
5. Grievances should be kept confidential, in order to protect the complainants
6. The RTO Manager is to follow the process on the *Complaints and Appeals Form* for the process under "Recommended Action Required for Improvement".
 - A. An initial meeting is to be held within 10 business days
 - B. If further investigation is required, this should be completed within 60 calendar days
7. Each appellant:
 - A. Has an opportunity to formally present his or her case
 - B. Is given a written statement of the complaint outcomes, including reasons for the decision

8. If a solution cannot be found the matter is brought before senior management for resolution, agreeable to all parties.
9. If Senior Management is party to the grievance, they will not take part in any discussions or decisions made and the matter will be referred to the CEO.
10. If a solution has not been reached to the benefit of all parties the complainant has the right to request a review by an independent party, who is not part of the RTO
11. The RTO is responsible for acting upon the subject of any complaint found to be substantiated.
12. Complaints and Appeals Forms are saved onto the student file in the database.
13. If the RTO determines that the complaint process cannot be finalised within 60 calendar days, the RTO Manager will:
 - A. Confirm this in writing to the complainant, including reasons why more than 60 calendar days is required
 - B. Will regularly update the complainant or appellant on the progress of the matter

Complaints and Appeals Forms are to be actioned by the appropriate staff member and filed saved onto the student file in the database.

All *Complaints and Appeals Forms* are to be reviewed during the monthly Quality and Compliance Meetings and improvements are to be identified and implemented according to the Policies and Procedures of the RTO.

Should the internal process be unsatisfactory, you can lodge a complaint to the:

- National Training Complaints Hotline (<https://www.education.gov.au/NTCH>)
Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
Email Complaints: <https://www.education.gov.au/email-complaints>
- Office of Fair Trading (<http://www.fairtrading.nsw.gov.au>).
- Australian Skills Quality Authority
(<http://www.asqa.gov.au/complaints/complaints.html>)
- Consumer and Business Services SA (<http://www.cbs.sa.gov.au/wcm/>)

There is no cost involved with lodging a complaint with Academy of Career Training.

Ceasing operations or ceasing to deliver a course

In the unlikely event that Academy is required to cease operations or cease providing a training product, students and employers will be advised in writing at least fourteen (14) days before the final date.

Academy will work with students and employers to secure reenrolment into the course with another provider to minimise disruption to the student's learning. However, students and employers will be encouraged to seek the RTO of their choice and are not bound to select the RTO chosen by the Academy. Academy will transfer results to the new RTO and issue Statements of Attainment as required to the students prior to the transfer.

In the case where Academy makes a strategic decision to cease operations, students and employers will be advised in writing at least 30 days in advance of the date that Academy intends to cease operating. As outlined above, Academy will support students and employers to transition to a new RTO to minimise disruption to learning.

Academy will transfer all records to ASQA in accordance with its directions to enable future re-issuance of qualifications or Statements of Attainment

Legislative Requirements

Work Health and Safety Legislation 2011

The Work Health and Safety (WHS) Act provides a nationally consistent framework for managing health and safety risks across Australia. These uniform laws ensure that all workers, regardless of industry or location, are entitled to the same high standard of health and safety protection. The primary goal of the Academy of Career Training is to prevent workplace related fatalities, injuries, and illnesses. This is achieved by identifying, minimising, and controlling risks associated with workplace activities or the use of high-risk equipment.

In compliance with WHS legislation, the Academy has robust systems in place to manage and mitigate risks for all accredited courses and services we offer. All organisations are required to comply with these laws, regardless of the nature of their services or products, to ensure a safe working and learning environment.

The Work Health and Safety and Other Legislation Amendment Act 2024 (WHSOLA Act) introduces additional provisions and updates to further strengthen workplace health and safety regulations across Australia.

For more detailed information on the legislation, you can visit the Queensland Government's Workplace Health and Safety site at www.worksafe.qld.gov.au, [SafeWork NSW](#), or [WorkSafe ACT](#).

The Vocational Education and Training (Commonwealth Powers) Bill 2012

The registration of Queensland Registered Training Organisations (RTOs) and the accreditation of vocational education and training (VET) courses fall under the authority of the national VET regulator, the Australian Skills Quality Authority (ASQA). ASQA ensures that all training providers and courses comply with nationally approved quality standards, maintaining the integrity and consistency of vocational education across Australia.

ASQA's mission is to instil confidence in students, employers, and governments regarding the quality and outcomes of vocational education and training delivered by Australian RTOs. For more information, visit <http://www.asqa.gov.au/>.

National Vocational Education and Training Regulator Act 2011

This legislation aims to create national consistency in the regulation of the Vocational Education and Training (VET) sector. It empowers the Australian Skills Quality Authority (ASQA), a national regulatory body, to oversee Registered Training Organisations (RTOs). The legislation sets clear standards for training, assessment, client services, management systems, and governance within RTOs. It also establishes a framework of national standards that all RTOs must follow to maintain quality and consistency.

Standards for Registered Training Organisations (RTOs) 2015

The Standards for Registered Training Organisations 2015 are the nationally agreed quality benchmarks under which all RTOs are accredited. These standards ensure the delivery of high-quality, nationally consistent training and assessment services within Australia's VET system, benefiting students, employers, and the broader community.

At the Academy, we ensure that our personnel possess the necessary qualifications and experience to deliver effective training and assessment relevant to the courses we offer. We utilise appropriate facilities, equipment, and learning materials to create an environment that supports the success of all participants.

The Academy is committed to continuous improvement, and all staff strictly adhere to the requirements for trainers and assessors outlined in the Standards for Registered Training Organisations 2015. For more details, visit <http://www.asqa.gov.au/standards>.

Student Identifier Act 2014

The Student Identifiers Bill 2014, introduced by the Council of Australian Governments (COAG), established a system to provide every individual undertaking a VET course with a Unique Student Identifier (USI). From 1 January 2015, all learners are required to have a USI to enable the Commonwealth to maintain a register of training and qualifications completed by learners across Australia. The USI allows learners to access a consolidated transcript of all VET training undertaken since 1 January 2015 through a single website. Without a USI, learners will not be able to receive their official certificates or Statements of Attainment.

All Registered Training Organisations (RTOs) must verify and record a student's USI before issuing any certification. This ensures that students' training records are accurate and accessible.

To create your USI online, visit the official USI website at <http://www.usi.gov.au/students/create-your-usi>

Anti-Discrimination Act 1991

The Anti-Discrimination Act seeks to promote equal opportunities for all individuals by protecting them from unfair discrimination in key areas, including education and training. At the Academy, all services we develop and offer, including our administrative practices and assessment processes, are guided by the principles of this legislation. We are committed to ensuring that every learner has access to an inclusive, fair, and equitable learning environment, free from discrimination. For more information, visit <http://www.humanrights.gov.au/>

The Further Education and Training (FET) Act 2014

The FET Act 2014, introduced by the Queensland Government, provides a robust legislative framework to deliver flexible, high-quality training that supports the development of an innovative and skilled Australian workforce. This legislation regulates the apprenticeship and traineeship system and establishes a structure for offering vocational education, training, and employment advice to the Government. The Academy adheres to the provisions of this Act, ensuring compliance in the management of traineeships and vocational education programs.

The Academy employs qualified and experienced personnel to deliver training and facilitate assessments that align with the requirements of our training products. We are committed to providing appropriate resources, and a supportive learning environment that fosters success for all trainees.

For more information on how this legislation impacts traineeships and vocational education, please visit the Queensland Department of Education and Training website for policies and procedures:

[VET Policies and Procedures](#)

[Apprenticeships Information](#)

[Queensland Training](#)

Privacy Act 1988

The Privacy Act 1988 is an Australian law that governs how personal information about individuals is collected, used, stored, and disclosed. This includes sensitive data such as financial, health, and personal details.

At the Academy of Career Training, we value the trust and respect of our clients. We are committed to keeping your personal, financial, and health information strictly confidential. The Academy collects information via enrolment forms and student records,

as required by the Australian Skills Quality Authority (ASQA), and provides this information to the Government solely for statistical purposes.

All collected data is securely stored and will not be released to any third party without your consent, except when required for government audits. The information gathered aligns with the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) requirements for Registered Training Organisations (RTOs).

You have the right to access your personal records held by the Academy, which can be provided upon request in accordance with the Australian Privacy Principles.

If you have any formal complaints regarding the handling of your private information, these must be submitted in writing and will be addressed through the Academy's complaints procedures.

For further details and for regular updates on the Privacy Act, please visit the Office of the Australian Information Commissioner at <http://www.oaic.gov.au>.

Data Provision Requirements Act 2012

In accordance with the Data Provision Requirements 2012, the Academy of Career Training is required to collect your personal information and disclose it to the National Centre for Vocational Education Research Ltd (NCVER). This includes the personal details provided on your enrolment form and any training activity data.

Your personal information may be used or disclosed for various purposes, such as statistical, regulatory, and research purposes. For these purposes, the Academy may disclose your personal information to the following third parties:

- Your school, if you are a secondary student undertaking VET, including:
 - a school-based apprenticeship or traineeship.
- Your employer, if your training is funded by your employer.
- Commonwealth, State, or Territory government departments and authorised agencies.
- NCVER.
- Organisations conducting student surveys; and
- Researchers involved in vocational education.

Personal information disclosed to NCVER may be used for the following purposes:

- Issuing VET Statements of Attainment or Qualifications and updating Authenticated VET Transcripts.
- Facilitating research and statistics related to education, including the administration of surveys.
- Providing insights into how the VET sector operates, to inform policy, workforce planning, and consumer information; and
- Administering and evaluating VET programs, including regulation and monitoring.

You may also be contacted to participate in an NCVET student survey. Participation in these surveys is voluntary, and you may opt out if you do not wish to take part.

NCVER will manage your personal information in compliance with the Privacy Act 1988 (Cth), the VET Data Policy, and its own policies and protocols. For more information on how NCVET handles personal information, please refer to their website at <http://www.ncver.edu.au/>.

Workplace Relations, Fair Work Act 2009

Australia's national workplace relations system, Fair Work, came into effect on 1 July 2009, covering employers and employees across the country. The system aims to balance the needs of employees, employers, and unions, fostering more productive and competitive workplaces while maintaining essential workplace rights and conditions. Fair Work includes the national tribunal, Fair Work Australia, and the Fair Work Ombudsman, both of which play key roles in overseeing and enforcing workplace standards.

For comprehensive information on workplace entitlements, wages, and details about apprenticeships and traineeships in each state, visit the Fair Work website at <http://www.fairwork.gov.au/>.

Copyright Act

The Copyright Act governs the protection of creative works, performances, and certain types of material. For educational purposes, it generally allows copying of up to one chapter or 10% of a work. However, specific rules apply to creative works like music and poetry, which are regulated by Copyright Agency Limited (CAL). If you wish to use copyrighted material beyond the standard allowances, you must obtain permission from the copyright holder. For more information, visit www.copyright.org.au

The Australian Consumer Law (ACL) 2011

The Australian Consumer Law (ACL), which came into effect on 1 January 2011, replaced the Fair-Trading Act and established a unified consumer law across Australia. This ensures that consumers and businesses have consistent rights and obligations, regardless of location.

Under the ACL, businesses have clear responsibilities. They must not make false, misleading, or deceptive claims about products or services. Products cannot be advertised unless they can be supplied, and consumers have the right not to be harassed or coerced into making purchases. Additionally, clients must be provided with the total price upfront, including a clear breakdown of what it covers.

The Academy fully complies with the Australian Consumer Law in all marketing and advertising of our goods and services. We are committed to providing clear, accurate information and delivering services that meet or exceed client expectations. For more information visit www.consumerlaw.gov.au

Working With Children Check – the Blue Card system

A Working with Children Check is mandatory for anyone involved in child-related work. This process includes a national criminal history check, and a review of any findings related to workplace misconduct. The purpose of the check is to help create safe and supportive environments by reducing the risk of harm to children and young people. All managers, supervisors, trainers, and assessors working with trainees under 18 years of age are required to comply with this legislation. Each state has its own procedures for obtaining a check.

For more information, visit your state's relevant agency:

New South Wales: <http://www.kidsguardian.nsw.gov.au>

Queensland: www.bluecard.qld.gov.au

Victoria: www.workingwithchildren.vic.gov.au

Appendix List:

Appendix A – Complaints and Appeals Form

Appendix B – Support Services List

Appendix A: Complaints & Appeals Form

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

Appeals 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 comment:

Complainant Signature:

Date:

Appendix B: Support Services List

Name of Organisation	Website	Phone #	Email	Client Needs Addressed
AA - Alcoholics Anonymous	www.aa.org.au	1300 222 222	http://www.aa.org.au/contact-central-service-offices.php	Clients who are/or have been affected by alcoholism
Australia.gov.au	http://www.australia.gov.au/	Website	Refer to Website	Covers a broad range of assistive support including LLND
Adult Migrant English Program	www.education.gov.au/adult-migrant-english-program-0	1300 566 046	http://www.education.gov.au/feedback-and-enquiry-form	Assisting clients who have migrated to Australia and require assistance with LLND
Beyond Blue	www.beyondblue.org.au	1300 224 636	https://online.beyondblue.org.au/WebModules/Email/InitialInformation.aspx	For clients who are experiencing anxiety and/or depression
Black Dog Institute	www.blackdoginstitute.org.au	(02) 9382 2991	http://www.blackdoginstitute.org.au/aboutus/contactus.cfm	Depression and Bipolar Disorder Information Australia
NSW Community Help	www.community.nsw.gov.au	1300 555 727	Refer to website	For clients who are experiencing difficulties in the home, domestic violence, child abuse and neglect
CEDD - Eating Disorder Help Centre	www.cedd.org.au	Refer to website	info@cedd.org.au	To assist clients who are experiencing issues with eating disorders
Kids Helpline	www.kidshelp.com.au	1800 551 800	Webchat or Email Available Online	Services for assisting children or people who are concerned about a child
Just Ask Us!	www.justaskus.org.au	03 8413 8413	http://www.turningpoint.org.au/About-Us/Contact-Us2.aspx	For clients who are concerned they may have a drug (incl. alcohol), emotional or mental health concern
Precision Consultancy	http://www.precisionconsultancy.com.au/consultancy/acs_framework/	03 9606 0118	http://www.precisionconsultancy.com.au/contact/	Access to LLND assessment tasks that can be used for a variety of industries

Name of Organisation	Website	Phone #	Email	Client Needs Addressed
Lifeline Australia	www.lifeline.org.au	13 11 14	https://www.lifeline.org.au/Get-Help/Online-Services/crisis-chat	Clients who may be in a crisis or at risk of suicide or know of someone at risk of suicide
The Reading Writing Hotline	http://readingwritinghotline.edu.au/	1300 655 506	rwhotline@det.nsw.edu.au	If a client is having difficulty with reading, writing and numeracy
NA - Narcotics Anonymous	http://na.org.au/index.php?lang=en	1300 652 820	info@na.org.au	Clients who are/or have been affected by drugs
NSW Rape Crisis Centre	www.nswrapecrisis.com.au	1800 424 017	http://www.nswrapecrisis.com.au/GetHelp/NSWServices.aspx	To assist clients, and their non-offending supporters, who have experience or are at risk of sexual assault
Workplace Bullying Helpline	www.workershealth.com.au	02 4926 2129	newc.admin@workershealth.com.au	For clients who have been affected by bullying
Suicide Helpline	www.suicideline.org.au	1300 651 251	Available on website	For clients who may be contemplating suicide or don't know how to help someone in their family who has been affected
Men's Helpline Australia	https://www.mensline.org.au/	1300 78 99 78		For male clients who have male related health issues
Wesley Mission	www.wesleymission.org.au	(02) 9263 5555	Available on website	Helping people with a wide range of issues affecting communities and individuals.
National Council for Single Mothers and their Children	http://www.ncsmc.org.au/	(08) 8354 3856	ncsmc@ncsmc.org.au	Single mothers who need assistance
Physical Disability Australia	http://www.pda.org.au/	(02) 6567 1500	Available on website	For clients who require assistance with their physical disability
Deaf Australia Translating and Interpreting Service	http://www.deafaustralia.org.au/	(07) 3357 8266	Available on website	For assisting the trainer who might require an interpreter for clients who are deaf or have hearing impairments

Name of Organisation	Website	Phone #	Email	Client Needs Addressed
Salvo Care Line	http://salvos.org.au/salvocareline/	1300 36 36 22	Available on website	For clients who require financial assistance or emergency care
Disability Advocacy Network Aust.	http://www.dana.org.au/	(02) 6175 1300	Available on website	For clients who may require assistance with their disability
National Disability Service	http://www.nds.org.au/	(02) 6283 3200	nds@nds.org.au	For clients who may require assistance with their disability
Vision Australia	http://www.visionaustralia.org/	1300 84 74 66	info@visionaustralia.org	For clients who require assistance due to vision impairment
Community Migrant Resource Centre	http://www.cmrc.com.au/	(02) 9687 9907	Available on website	For clients who may need assistance for Migration support services
Family and Community Services Ageing, Disability and Home Care	http://www.adhc.nsw.gov.au/	(02) 9377 6000	servicembx@facsnsw.gov.au	Support for family, ageing, disability or home care
Job Access	https://www.jobaccess.gov.au/	1800 464 800	hotline@workfocus.com	Driving Disability Employment through a variety of support services
Department of health/Mental health	www.health.gov.au	(02) 6289 1555	Available on website	Support for students who are affected by health or mental health issues