
# Learner Handbook

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# A Message from the CEO

Thank you for choosing Skills Generation as your training provider and congratulations on taking this opportunity to learn and develop.

Skills Generation prides itself on offering learners the best opportunity for success in their chosen qualification and study pathway by designing and delivering training and assessment services to meet the needs of our learners.

Skills Generation retains the services of best-in-their-field trainers and assessors whose qualifications, work experience and training expertise make your training experience world-class and relevant to today's workplaces.

You will be provided with the most up-to-date content delivered and assessed in a way that suits your specific learning context.

The purpose of this Learner Handbook is to provide you with all the information you will need to complete your learning journey successfully.

- Maintaining communication and meeting deadlines is essential for your relationship with your Trainer to obtain the best possible experience in your learning journey.
- If you have questions regarding your course of study, your Trainer should be your first contact.
- The Student Services team is also here to assist you with any questions or support you need, the team is available at 1800 838 295, or, contactable via admin@skillsgen.com.au
- If you are a secondary school-based student, please send any support requests to schools@skillsgen.com.au

Skills Generation will support you throughout your training. It will be relevant, practical and focused on you achieving successful outcomes. Our aim is for you to achieve whatever goal has set you on the course of gaining your nationally accredited qualification through Skills Generation.

We appreciate you choosing Skills Generation and will work with you to show that you made the right decision.

Bruce Bell
Chief Executive Officer

# Trainers, Contract Trainers & Third-Party Trainers

Skills Generation's Trainers are highly qualified, with recognised qualifications and significant experience and expertise in both teaching and industry. They draw on their experiences as professionals in their relevant industry to provide engaging training that is relevant to today's workplace and industry.

Trainers use a range of educational techniques to support their experiential training methods including:

- face-to-face training
- self-paced learning
- workplace learning
- online learning
- demonstration & practice
- and where applicable, through Recognition of Prior Learning (RPL)

Additionally, where appropriate, learners can undertake their practice in simulated environments that reflect the relevant workplace or industry.

To ensure the most highly experienced trainers and assessors are working with you, Skills Generation will often work with Trainers who still practice in their chosen profession. We would ask you to be mindful of your Trainer's availability as they are also employed with another organisation. These Trainers could be directly employed by Skills Generation or may be a contracted Trainer.

Skills Generation also partners with Secondary Schools, who deliver training and assessment on our behalf as a Third Party. You will be advised if you are being trained by a registered Third Party.

Regardless of whether your Trainer is employed by Skills Generation, a contract Trainer or a Third-Party Trainer, Skills Generation remains responsible for the quality of your training and assessment and the issue of your certificate upon successful completion.

All 'Third-Party' trainers and assessors are bound by the same quality standards as Skills Generation.

# Skills Generation Code of Practice

Our commitment to educational standards is reflected in the policies and practices of Skills Generation.

They are adopted to maintain high professional standards in the management, marketing and delivery of training and assessment which safeguards the interest and welfare of learners and the public. We do this by:

- Marketing our courses with integrity, accuracy and professionalism consistent with educational, cultural and regulatory systems.
- Ensuring that learners have access to adequate orientation, counselling and academic support as appropriate, including an effective grievance mechanism. These arrangements will be sensitive to the cultural and special needs of learners from different backgrounds and may be delivered by third parties as appropriate.
- Acting with integrity in dealing with learners, past and present, and with the general public.
- Ensuring that the training venues are conducive to the success of each learner and that the learning environment is maintained to the highest standards.
- Ensuring that the training and assessment staff has the necessary qualifications, industry experience and instructional skills to effectively train and assess learners within specific courses.
- Ensuring that the content of the course syllabus is relevant to the needs of individuals and that the theoretical and practical elements of the course directly relate to current industry needs.

# Learners' Code of Behaviour

The adult learning environment of Skills Generation encourages and supports the participation of learners from diverse backgrounds. Our aim is for each learner to have an equal opportunity to learn in a supportive environment.

## Learners' Rights

**Skills Generation recognises that learners have the right to:**

- Expect to receive training and assessment of a high quality that recognises and appreciates their learning styles and needs and that meets the Standards for Registered Training Organisations (RTOs).
- Have access to all Skills Generation services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation.
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment.
- Be advised of the learning outcomes and assessment tasks for the training program of their choice before commencement through the Learner Training Program Guide.
- Appeal for a review of the results of an assessment as required.
- Expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it and meet the requirements as set out in the relevant Learner Training Program Guide.
- Learn from fully qualified, competent and diligent Trainers who observe their responsibility to address learners' learning needs, assist them in achieving the course outcomes, and assess their learners' work fairly and according to the Standards for Registered Training Organisations (RTOs).
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination.
- Be treated with dignity and fairness.
- Expect Skills Generation will be ethical and open in their dealings, their communications and their advertising.
- Expect Skills Generation will observe their duty of care to them.
- Efficient handling of administrative matters and the processing of fees, concessions, refunds etc.
- Privacy and confidentiality, and secure storage of learner records per the organisation's policies, to the extent permitted by law.
- Expect to receive their certification documentation within 30 calendar days of successful completion of all assessment requirements for the course and have

paid all fees due to Skills Generation in full, consistent with the Standards for Registered Training Organisations (RTOs).

## Learners' Responsibilities

**Learners are responsible for:**

- Understanding and accepting the enrolment conditions for the courses they undertake.
- Providing accurate personal information at the time of enrolment and advising Skills Generation of any changes to their details including address or phone numbers as soon as practicable or within 14 days.
- Paying all fees associated with their course and providing their course requirements as outlined in the Learner Training Program Guide where applicable.
- Not cheating or plagiarising in course work or assessments submitted for assessment.
- Recognising the rights of staff and other learners to be treated with dignity and fairness and always behaving appropriately and acceptably towards them.
- Ensuring they attend face-to-face classes or online sessions sober and drug-free.
- The security of their possessions while attending a face-to-face course.
- Promptly reporting all incidents of harassment or injury to the Skills Generation Chief Executive Officer.
- Respecting Skills Generation property and observing policy guidelines and instructions for the use of equipment.
- Seeking clarification of their rights and responsibilities from Skills Generation administration staff when in doubt.

# Learner Disciplinary Policy

The learner disciplinary policy exists for the proper management of disciplinary issues.

The policy is designed to ensure fairness and objectivity, and its primary function is not intended as a form of punishment but as a means of providing learners with the opportunity to correct or modify their behaviour.

Skills Generation promotes an environment in which learners develop a positive and responsible attitude towards fellow learners, staff and the general work and learning environment consistent with workplace expectations.

Disciplinary action will be taken when a learner's behaviour conflicts with the Learner Code of Behaviour, according to the policies of Skills Generation.

Skills Generation reserves the right to cancel a learner's enrolment immediately depending upon the seriousness of the misconduct.

Refunds are not payable in the event of expulsion for serious breaches of the Code of Behaviour.

## Disciplinary Action Process:

1. Initially, the Trainer will discuss with the learner and add a note to the learner's file.
2. When behaviour continues to be unacceptable the Trainer arranges a meeting with the Chief Executive Officer or representative.
    a. Details of all disciplinary warnings and/or interviews will be recorded on the learner's file
    b. The Chief Executive Officer counsels the learner on the possible consequences of breaching the Learner's Code of Behaviour
3. An action plan may be implemented for the learner to abide by in cases deemed necessary by the Chief Executive Officer.
4. Further disciplinary problems will be addressed by the Chief Executive Officer in consultation with the trainer.
5. An official warning letter will be issued by the Chief Executive Officer.

# Qualification & Training Related Information: A - Z

## Assessment

All assessments conducted by Skills Generation are completed in the following manner:

- The learner will be offered the opportunity for Recognition of Prior Learning (RPL), unless the learner is undertaking a Traineeship using User Choice funding. RPL will not be offered to these learners.
- The learner will be advised of the assessment process by their trainer, through the online learning platform and as relevant in the Learner Training Program Guide or Course Outline.
- The assessor and the learner will agree on a time and place for the assessment as appropriate.
- All learners will be given adequate time to develop the required skills and knowledge as laid out in the Learner Training Program Guide before they are assessed.
- The learner must attempt every piece of assessment (including all tasks and questions) before submission unless otherwise directed by the Trainer.
- All legal and ethical responsibilities and outcomes are outlined in this Handbook and the Learner Training Program Guide. Please discuss with your assessor if you are unclear.
- The learner will be advised of the outcome at the first available opportunity.
- The trainer will provide feedback on performance and discuss the content with the learner.
- The learner will have the opportunity to appeal the decision (refer to the Complaint / Appeal section of this Handbook).
- All assessments conducted by Skills Generation will meet the requirements of the Standards for Registered Training Organisations (RTOs) and AQF standards, specifically competency-based assessment, which means it must be:

    - **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess
    - **Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context
    - **Fair** - Assessment procedures will be fair, so as not to disadvantage any learners. Assessment procedures will:
        - be equitable, and culturally and linguistically appropriate
        - involve procedures in which criteria for judging performance are made clear to all participants
        - employ a participatory approach

- provide for learners to undertake assessments at appropriate times and where required in appropriate locations
- **Flexibility** - Assessment procedures must be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment

**Please note** it is the Learner's responsibility to keep copies of their work, workbooks and any supporting evidence regarding their studies.

**Assessment Reasonable Adjustments**

From time to time, Skills Generation will encounter learners with particular needs and will make all **reasonable** adjustments to ensure that the learner can equitably participate in the training and assessment and have equal opportunity to complete the training.

To this end, Skills Generation may customise certain aspects of training and assessment to be equitable. Skills Generation has committed to ensure equity in training and will honour that commitment where it is reasonable as determined by the respective Trainer.

**Assessment and Flexible Learning Procedures**

Skills Generation will offer flexible delivery and assessment options to suit the needs of individual learners wherever possible. These include:

- alternative course times and dates where appropriate
- a second assessment of competencies that were not achieved in the first assessment
- a range of delivery options

**Assessment Criteria**

Assessments should provide the opportunity for learners to be informed of the context and purpose of the assessment and the assessment process.

This will include but will not be limited to information regarding assessment methods and alternative assessment methods if required to accommodate special needs or circumstances.

Learners will be fully informed regarding assessment processes, the number and types of assessments, and their due dates. As many learners are engaged in progressive start courses, assessment due dates are individualised.

For most qualifications, Skills Generation expects students to complete one Unit of Competency every 6 weeks. This may vary depending on the course structure of a specific qualification and/or the funding source.

Staff are available to discuss the outcomes of the assessment process and provide guidance on future options.

Re-assessment is available and should be discussed with your assessor with times and dates negotiated on an individual basis.

All assessments must be completed within the bounds of your enrolment as described in your Learner Training Program Guide. Re-enrolment fees may be payable if you need to stretch your enrolment beyond these bounds. Please discuss your particular circumstances with your assessor or with the Student Services Team.

Re-assessments may also occur as a result of a formal appeals process. See further details in the Complaints, Appeals and Disputes policy.

**Assessment Resubmits**

If you are assessed as **Not Satisfactory (NS)** for an assessment, you will be allowed to develop further skills and knowledge and to resubmit your assessment. You will be granted **two (2)** re-submits for assessments considered NS.

**Appealing Against Assessment Results**

Any learner who believes that the result of an assessment or unit of competency does not fairly reflect their achievement has the right to an appeal. In the first instance speak with your assessor. If an agreement cannot be reached, an impartial assessment of your work will be undertaken.

Please note that all appeals must be lodged within **two (2)** weeks of the result being provided.

Please refer to the Appeals Procedure for further information.

## Academic Integrity

Academic integrity means completing your study and assessments honestly, responsibly, and in a way that shows your own understanding. We want every student to succeed through genuine learning, not by copying others or relying too heavily on outside sources. When you work with integrity, you build skills that will help you in the workplace and in future study.

Students can use a range of sources when answering assessment questions, including textbooks, online materials and workplace documents. However, it is important that you show that *you* understand the information and can apply it to the questions and tasks. Trainers must be confident that your assessment is authentic and that you have demonstrated knowledge of the required material.

If you use information directly from a source, you must acknowledge where it came from. This can be as simple as naming the website, document, or organisation. Acknowledging your sources shows honesty and helps your trainer see how you used the information.

If an assessor cannot determine that your response is satisfactory—because it does not clearly show your own understanding—they may ask you extra verbal or written questions.

By following academic integrity principles, you protect the value of your qualification and ensure you are gaining real skills. Asking questions, seeking help when needed, and completing your work independently are all part of learning responsibly. Academic integrity is not just a rule—it is an important part of becoming a capable and trustworthy professional.

## Academic Misconduct

There are several types of academic misconduct, such as:

**1. Plagiarism (minor)**
Using someone else's words or ideas without appropriate referencing.

**2. Cheating (minor)**
Getting an unfair advantage in an assessment, for example being provided with a script for a role play.

**3. Collusion (minor)**
Working with someone else on a task that you're supposed to do on your own.

**4. Fabrication (major)**
Making up information or results, rather than collecting real results.

**5. Impersonation (major)**
Getting someone else to do your work or pretending to be someone else.

**6. Contract Cheating (major)**
Paying or asking someone (including online services) to do your work for you.

Skills Generation takes academic integrity seriously and has a zero-tolerance policy for academic misconduct. Where it is suspected that a learner may be guilty of academic misconduct, an investigation will be conducted to gather evidence and make an initial determination. The learner has the right to appeal the allegation and explain or justify their actions.

### Consequences of Minor Academic Misconduct

If minor academic misconduct is proven as contributing to one of your assessments:

1. Assessment Result – Your submission will be automatically marked as Not Satisfactory. You will be issued with a new blank assessment template and will need to restart the assessment from the beginning.
2. A review will be conducted of any successfully completed assessments to ensure that there are no further instances of academic misconduct.

3. First & Final Warning – You will receive a written warning outlining the details of the academic misconduct, along with evidence to support our findings.
4. Record on Learner File – A note will be added to your learner record in our system documenting the incident.

**Consequences of Major Academic Misconduct**

If major academic misconduct is proven as contributing to one of your assessments:

1) Assessment Result – Your submission will be automatically marked as Not Satisfactory.
2) A review will be conducted of any successfully completed assessments to ensure that there are no further instances of academic misconduct.
3) At Management's discretion you will
   a) receive a First & Final Warning, and be required to restart the assessment; or
   b) be expelled, with any affected units of competency results removed and no refund will be applicable.
4) Record on Learner File – A note will be added to your learner record in our system documenting the incident, and you will be unable to enrol with Skills Generation in the future.

**Appealing an Academic Misconduct or Plagiarism Warning**

If you believe a warning has been issued in error, or there are circumstances that should be considered, you have the right to appeal.

To lodge an appeal:

- Email education@skillsgen.com.au within 5 business days of receiving your warning.
- Include a clear explanation of why you believe the warning should be overturned.
- Attach any supporting evidence (e.g., drafts, research notes, reference materials).

Skills Generation will review your appeal and respond in writing within 10 business days of receiving your email. You will be notified of the outcome and any next steps.

Where academic misconduct or plagiarism is confirmed, there are two possible outcomes:

1. the learner will receive a formal written warning and be required to complete the assessment/s again.
2. In the case of serious academic misconduct or fraudulent activity, the student may be expelled and previously awarded results may be cancelled.

## AI use in Assessments

**Prohibited Uses**

**Direct Assessment Completion**

Students must not use AI tools to directly generate answers to assessment questions, assignments, or any evaluated work. This includes, but is not limited to:

- Copying and pasting assessment questions into AI tools (such as ChatGPT, Claude, Copilot, etc.) to obtain complete answers and submit as their own
- Submitting AI-generated responses as their own work without explicit permission
- Using AI to complete take-home exams, quizzes, or practical assessments

**Permitted Uses**

**Research and Information Gathering**

Students may use AI tools for preliminary research and topic exploration, provided that:

- All information obtained through AI is verified through reliable, authoritative sources
- Students understand that AI-generated information may contain inaccuracies or outdated content and
- Proper citation and referencing guidelines are followed for all sources, including AI-assisted research

## Attendance – Face-to-Face Classes

Learners are expected to attend 100% of their timetabled classes and workshop training sessions. Failure to attend may result in a learner compromising their ability to achieve competency or to complete their studies. Please talk to your trainer and assessor about your circumstances.

Please discuss any proposed absenteeism with your Trainer to make alternative arrangements for study and/or assessment. In the event of ill health and repeated absences, a doctor's certificate may be required. Please talk to your trainer and assessor about your particular circumstances.

## Changing Stream Fee

If, after your enrolment, you decide to change qualification streams (for example, from CHC33021 Certificate III in Individual Support (Ageing) to CHC33021 Certificate III in Individual Support (Disability), a **$150.00 administration fee** will apply to process the change. This fee covers the administrative work required to adjust your enrolment and training records and must be paid in full before the change can be finalised.

If you would like to request a change of stream, please contact the Skills Generation Administration Team at admin@skillsgen.com.au. Our team will guide you through the process and provide any further information you may need.

## Course Delivery

Skills Generation will:

- ensure that training and assessment occur in accordance with the requirements of the course and the Standards for Registered Training Organisations (RTOs)
- ensure that national guidelines are followed when customising courses to meet the needs of specific clients
- ensure that all courses on the Skills Generation Scope of Registration reflect currently endorsed Training Packages

## Course Award

On successful completion of your course, you will receive:

- A Certificate (testamur) with the applicable qualification level if you have completed all units of competency in the qualification.
- A Statement of Attainment if you have completed only some of the units of competency in the qualification.
- An Academic Transcript that details every unit you have completed and the appropriate result.

All Certificates, Statements of Attainment, Academic Transcripts and Certificates of Attendance will be issued electronically via email to the address Skills Generation has on file. Please ensure this is correct at the time of completion.

Hardcopy Certificates, Statements of Attainment, Academic Transcripts and Certificates of Attendance will be issued on request to the participant and will be posted to the address Skills Generation has on file. Please note that there is a $30 fee.

Should you wish your Certificate to be provided to a third party (for example, your employer) Skills Generation must have your written approval to do so.

Please note that certificates issued for **Non-Accredited** Short Courses will be *Statements of Attendance* and will not display the Nationally Recognised Training symbol, nor are they recognised through the Australian Qualifications Framework.

Only nationally recognised competencies and qualifications will display the Nationally Recognised Training symbol.

## Change to Enrolment/Personal Details

Our records must be accurate and current. Should you change your name, address or any other details during your period of study, please notify Skills Generation staff as soon as possible.

A Change of Personal Details can be advised via email or phone. This will ensure that any correspondence we send you, including your certification documentation is received.

## Changing Your Course

From time to time, a learner may identify that they have not enrolled in the correct qualification. This could be for various reasons, but examples could include:

- the level of study is too difficult
- the level of study is too simple
- the qualification will not lead to their desired occupational outcome
- the qualification does not align with their current occupation

When this occurs, learners can withdraw from their current qualification and re-enrol in a different qualification. However, prior to withdrawing the learner should discuss their situation with their current trainer or potential trainer to ensure that their decision is correct. The learner should also refer to the refund policy to see if they are eligible for a refund or credit against their next qualification. Course fees may be payable for the new enrolment.

The learner will be required to submit a new enrolment application and new eligibility checks may be required to access a funded training program. It should be noted that changing qualification levels can impact a learner's eligibility for funding.

## Deferral

If you wish to defer your course, you are required to submit the request in writing to the Student Services team. Please contact your Trainer to discuss your circumstances prior to submitting your request.

- A deferral request may be submitted through this webform or by email.
- One deferral of up to 3 months may be awarded on an individual basis and only for students who have shown consistent engagement and progress in their studies.
- Where exceptional circumstances exist, deferral requests that do not meet this requirement may still be considered.
- A deferral does not extend the duration of your course.

## Enrolment

Prior to enrolling or commencement of your studies, whichever comes first, Skills Generation is obligated to provide you with sufficient information for you to make an informed decision regarding your course of study and accessing any available government funding.

To ensure you are provided with sufficient information to make an informed decision about your studies, Skills Generation will provide you with the following documentation prior to your enrolment:

- Course Brochure
- Learner Handbook (this document)
- An Enrolment Application Form

In addition to providing you with documentation so you can make an informed decision about your studies, our Course Advisors will also speak with you about your intended course before you begin the enrolment application process. This conversation helps ensure the intended learning is the right fit for you, your goals, and your current skills.

## Enrolment Procedure

Once you have reviewed all provided information and wish to proceed with an enrolment application with Skills Generation, the enrolment application process will commence. The enrolment application process is comprised of the following steps, noting that in some cases Step 1 and 2 may occur in the reverse order:

| Step | What? | Who? |
|---|---|---|
| 1 | A conversation to discuss the qualification and course requirements | The prospective learner and a Skills Generation Course Advisor |
| 2 | An Enrolment Application Form is completed and submitted | The prospective learner wishing to enrol with Skills Generation |
| 3 | The Enrolment Application Form is received and processed | The Skills Generation Student Services Team |
| 4 | Your eligibility for funding (if available) is verified against your submitted evidence | The Skills Generation Student Services Team |
| 5 | You are advised of the cost of your course and provided with detailed course information | The Skills Generation Student Services Team |
| 6 | Your initial invoice is sent to you for payment | The Skills Generation Student Services Team |
| 7 | The initial invoice is paid or payment plan put in place | The prospective learner wishing to enrol with Skills Generation |
| 8 | Upon receipt of payment/payment plan instalment, the student is officially enrolled with Skills Generation | The Skills Generation Student Services Team |
| 9 | The student is free to commence their studies | The student now formally enrolled with Skills Generation |

## Extension

If you wish to extend your learning journey, you are required to submit the request in writing to the Student Services team. Please contact your Trainer to discuss your circumstances prior to submitting your request.

- An extension request may be submitted through this webform or by email.
- One 3-month extension may be awarded after the expiration of your scheduled period of study, and will be considered on an individual basis, only for students who have shown consistent engagement and progress in their studies.

## Feedback

Skills Generation has a quality and continuous improvement policy. Feedback received from clients and learners plays an important part of this process.

We urge you to speak with your Trainer or the Student Services team if you have feedback for us. Alternatively, you can provide written feedback at admin@skillsgen.com.au. You will also receive surveys from Skills Generation by email from time to time.

Your suggestions and comments are welcome and will be discussed by Skills Generation Directors who consider Learner Feedback when making management decisions.

## Inclusive Learning Strategies

Inclusive learning strategies aim to ensure that all students, regardless of their diverse backgrounds, abilities, and learning styles, have equal access to education and opportunities for success. These strategies involve creating a supportive and flexible learning environment that accommodates the unique needs of each learner. Techniques such as differentiated instruction, which tailors teaching methods to different learning styles, and the use of assistive technologies, help remove barriers to learning.

Fostering a culture of respect and understanding encourages collaboration and the sharing of diverse perspectives. By implementing inclusive learning strategies, trainers can promote a more equitable and effective educational experience, enabling all students to reach their full potential.

It should be noted that adjustments to learning and assessments should not impact on judgements made about learner achievement.

# Language, Literacy, Numeracy (LLN) & Digital Literacy (DL) Assessment Requirements

**Language, Literacy, Numeracy (LLN) & Digital Literacy (DL) Assessment Requirements**

In accordance with the Standards for RTOs 2025, Skills Generation is required to review the language, literacy, numeracy (LLN) and digital literacy (DL) capability of all prospective students prior to their enrolment. This process ensures that learners are well-positioned to successfully engage with their chosen qualification and that any potential support needs are identified early. This assessment enables Skills Generation to address specific learner needs and tailor the training program and/or assessment process to best meet those needs. Where necessary, adjustments to the methods of training delivery and/or to the assessment process can be made, so the learner is supported and has a reasonable chance of success in their training.

Where it is identified that language, literacy, numeracy and digital literacy support are required, participation in ongoing LLN development may form part of the conditions of your enrolment.

**Undertaking LLN and DL Self-Assessment and/or Diagnostic Assessment**

To ensure a thorough and equitable review of each student's language, literacy, numeracy (LLN), and digital literacy (DL) capabilities, Skills Generation employs a comprehensive two-tiered approach.
The first tier involves a Self-Assessment, integrated directly into the enrolment form. Here, prospective students respond to targeted questions regarding their LLN and DL capabilities. If a student identifies a need for assistance in any of these areas, they are transitioned to the second tier of support.
The second tier consists of a formal diagnostic assessment. For LLN capability, Skills Generation utilizes the Basic Key Skills Builder (bksb) software, a robust and government-approved tool that aligns with the Australian Core Skills Framework (ACSF). This ensures that the LLN assessment is rigorous and consistent with national standards.

For Digital Literacy, Skills Generation has developed an internal diagnostic assessment mapped to the DigiComp 2.2 Framework. Since digital literacy requirements apply universally across all qualifications, this single assessment tool is used for every program offered.

This two-tiered process supports the early identification of individual learning needs, enabling Skills Generation to provide timely adjustments to training delivery and assessment. As a result, every learner is positioned to build the necessary skills and knowledge for success.

If you anticipate needing assistance with language, literacy, numeracy, or digital literacy, please notify the Skills Generation Admin staff as early as possible—ideally

prior to enrolment. If you have indicated a special need on your enrolment form, the Student Services Team will reach out to discuss your requirements further and ensure appropriate support is provided. Skills Generation is dedicated to helping you achieve your learning goals.

**LLN Requirements for VET Student Loans**

Learners undertaking a qualification as part of a VET Student Loans scheme must demonstrate academic suitability by providing evidence of:

- Australian Year 12 Certificate of Education; or
- International Baccalaureate Diploma Programme (IB) Diploma; or
- Successful completion of an Australian Qualifications Framework Certificate IV or higher qualification (where the language of instruction is English), or at a level in a framework that preceded the AQF that is equivalent to level 4 or above in the AQF; or
- If the prospective student cannot provide the above documents, they will be required to display competence at Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy. Skills Generation assesses prospective student's academic competence using the Australian Government-approved assessment tool 'Basic Key Skills Builder' (bksb).

## Learner Support

Our friendly Student Services team is committed to helping you find the best course for you.

They will provide you with all the information you need to make an informed decision about your course choice and ensure you understand what to expect during your learning journey before you have enrolled.

They will provide information, guidance and assistance with the online enrolment process, help to determine if you are eligible for any Government funding/tuition fee subsidies, and help you with all the information you need regarding documentary evidence or other requirements for enrolment.

If you have any personal issues or concerns that you feel will impact your ability to achieve your study goals, you can speak to our Students Services Team, or your trainer and we will find the right services and support for you.

Our team will make the enrolment process easy for you, ensuring there is someone available to assist every step of the way.

Once you are enrolled with Skills Generation one of our experienced and passionate trainers will welcome you with a comprehensive orientation.

You will be introduced to your trainer and provided with access to your learner resources and materials. Your trainer will explain how to use the online Learning Management System (LMS) and provide you with all the information you need to get started.

Your trainer will be available to meet with you in person or via one of the many communication platforms that allow you to connect with video, audio phone or chat! They will answer your questions, offer feedback and will provide timely assessment of your work.

If you have any personal issues or concerns that you feel may impact your ability to achieve your study goals, you can discuss this with your trainer who will provide or find the right services and support for you.

## Materials, Texts & Personal Equipment

Course materials are provided by Skills Generation.

Some resources may be mandatory, and some are recommended by the training staff. If the resources are mandatory, it will be clearly outlined in the Learner's Training Program Guide whether the cost was included in the enrolment fee or whether it will be an additional expense to the learner. If the resource is recommended, the purchase of the resource is optional and not necessary for the completion of the course.

Skills Generation does not accept responsibility for the loss or breakage of a learner's equipment.

## Progression of Study

Skills Generation has a responsibility to ensure that you complete your studies within a reasonable timeframe. We do this by putting due dates on each unit. If it takes a bit longer, that's usually OK, so long as you let us know. If you find you're often struggling to meet due dates, please talk to your trainer - they will have useful tips to share with you, and other ways of supporting you that can help with your study journey.

Students undertaking classroom-based study will receive a class schedule with their Learner Training Program Guide, listing all assessment due dates. Online students will be able to see their due dates on the Learning Management System.

<u>What you can expect from your trainer</u>

Your trainer will:

- Keep in regular contact with you about your studies and course progression.
- Be understanding and solution focused if you have any needs or challenges relating to your course progression.

- Reach out to you if they would like to discuss concerns about your course progression and to work out a way forward.
- Help you identify other supports for any needs and issues you have that are impacting your ability to study.
- Contact you If you are not making reasonable progress in your studies, to discuss the situation and explore options to help you get back on track.

What your trainer expects from you

That you will:

1. Meet all stated requirements of a course you have enrolled into. Depending on the course you have enrolled into, this could include:
    - Attending and actively participating in classroom or online sessions, where these form an official part of your course.
    - Taking timely steps to locate a Vocational Placement and accepting a reasonable Placement offer.
    - Attending and actively participating at a workplace, whether as a trainee or a Vocational Placement student.
2. Maintain progress in your course including:
    - Submitting and resubmitting assessments according to due dates.
    - Renegotiating due dates with the trainer if there are unusual circumstances preventing completion by the due date.
    - Considering feedback provided by the trainer if there is a 'not satisfactory' result that requires a resubmit.
3. Maintain communication with your trainer including:
    - Responding to communication from your trainer or Skills Generation.
    - Taking the initiative and contacting your trainer or Skills Generation if there are factors preventing you from studying effectively or completing assessments on time.
    - Letting the trainer know if you don't understand your learning materials or what is required for an assessment.
    - Letting the trainer know if you are struggling to cope with the learning or fitting the course into your life.
    - Providing any supporting documentation your trainer has requested to help them make their decision.

Skills Generation understands a learner has competing priorities. Open communication with your trainer and assessor or Support staff is imperative so that we understand your engagement with learning and any additional support you may need.

When a learner has not participated in any learning or assessment and/or had no contact with Skills Generation **for more than two months**, they would be considered as disengaged. In this situation, Skills Generation will make contact to identify any potential issues and see what support may be required to allow the learner to

continue their learning journey. Please ensure that you keep communicating with your Trainer or Student Support. Failure to progress in your studies may result in your enrolment being cancelled.

## Reasonable Adjustment in Assessment

At Skills Generation, we're committed to making sure every learner has a fair and equal opportunity to succeed in their training. If you have a disability or specific learning need, we'll work with you to put reasonable adjustments in place so you can access and participate in training and assessment on the same basis as other learners.

**What is a Reasonable Adjustment?**
A reasonable adjustment is a change we can make to how training or assessment is delivered — such as giving extra time, using assistive technology, or offering materials in a different format — to better support your individual needs.

**What Reasonable Adjustment is Not:**
Adjustments can't change what you're being assessed on. That means we still need to follow the national rules and assessment requirements for your course. Our goal is to support how you demonstrate your skills and knowledge, not lower or change the standard you're being assessed against.

If you think you may benefit from a reasonable adjustment, we encourage you to talk with our support team or your trainer as early as possible — ideally before your course begins — so we can work together to find the right support for you.

## Recognition of Qualifications and Competencies Issued by Other Training Providers

You should not be expected to repeat learning for which you have already been deemed competent. If you have already completed any nationally recognised units of competency relevant to your current course through another training provider, Skills Generation is bound to recognise them through the application of a credit transfer.

A credit transfer is the formal recognition of units you have previously completed with another Registered Training Organisation (RTO) or authorised training body. It means that if the unit of competency you completed is the same as (or equivalent to) one in your current course, you will not need to repeat it. Instead, that unit will be recorded as completed through credit transfer.

**How Credit Transfers Are Identified**

Credit transfers may be identified in two (2) ways:

1. During eligibility verification for funding – Skills Generation is obligated to use DTET's Apprenticeships Info Self Service (AISS) portal to verify learner eligibility for funded training in Queensland. During this process, a possible credit transfer may also be identified.
2. Through learner notification – If you are aware of a possible credit transfer, you should advise us during the Enrolment Application Process. Please contact the Skills Generation Administration Team and list the unit(s) you believe may be eligible.

**Acceptable Credit Transfer Evidence**

To process a credit transfer, Skills Generation requires one of the following forms of official evidence:

- A copy of your Certificate or Statement of Attainment, clearly listing the units of competency you have completed; or
- A VET Transcript, which you can download directly from your USI portal.

This evidence allows Skills Generation to confirm the validity of your previous studies and apply the credit transfer appropriately.

**Authenticating Credit Transfer Evidence**

Skills Generation is obligated to verify the authenticity of any evidence supplied for a credit transfer. The simplest way to do this is through a verified USI Transcript, which you will need to provide us with. Alternatively, we will make contact with the issuing provider of the Certificate or Statement of Attainment. As part of this validation process, Skills Generation will provide the issuing provider with:

- your full name,
- a copy of the credit transfer evidence you have supplied, and
- the document number listed on the Certificate or Statement of Attainment.

This process ensures that all credit transfers applied are genuine and comply with national standards.

Limitations of Credit Transfer

Please note: Skills Generation is not obliged to issue a full qualification or statement of attainment wholly made up of units achieved through credit transfer from other providers. In addition, licensing or regulatory requirements may, in some cases, prevent a unit or module being awarded through this process.

Providing credit for previous studies is not the same as Recognition of Prior Learning (RPL). Credit transfer recognises equivalent studies that have been successfully

completed elsewhere, while RPL involves an assessment process of your existing skills and knowledge.

*Note that providing credit for previous studies is not a Recognition of Prior Learning (RPL) process. RPL is a form of assessment of the competence of a person whereas providing credit is recognising the equivalence of studies previously undertaken and completed successfully.*

## Recognition of Prior Learning (RPL)

RPL is an assessment only process that recognises an individual's prior learning achieved through formal and informal training, work experience or other life experiences.

You may be eligible to gain exemption from completing units of competency in your course through RPL. A qualified assessor organises this through either a structured evidence collection and interview process or an assessment-only procedure.

While Skills Generation staff may be able to make suggestions and give advice, the responsibility is on learners to assemble the necessary documentation and submit the application(s).

The results of an RPL application may be:

- That you are exempted from the unit/s of competency and on your statement of results it is noted that the unit/s was completed through an RPL process.
- You are required to undertake some gap training and/or assessment as provided by your assessor when it is found that your evidence does not fully support an RPL.
- That your RPL application is rejected, and you are required to be trained and assessed in the unit/s.

Talk to your Trainer or the Student Services Team if you would like more information about RPL or if you would like to apply.

Learners who are undertaking a **Traineeship** using **Career Start or Career Boost funding, will NOT be offered RPL.**

**Please note: All RPL Assessments must be completed within 3 months of enrolment to ensure sufficient time for students to complete any additional training as necessary.**

## Surveys

Learners will be invited to provide feedback via small email surveys. These surveys are conducted to enable Skills Generation to identify opportunities for improvement not only in training and assessment but also in services provided.

Learners accessing a subsidised training position may also be required to undertake a Departmental Student Training and Employment Survey within 3 months of completing their qualifications.

Learners will also receive an annual survey from Skills Generation as required by the RTO Regulator ASQA. This survey is quite detailed, and the results are reported to the RTO Regulator.

## Vocational Education & Training

Your course has been drawn from a National Training Package. Training Packages include:

- industry standards: these are the standards each industry requires its workers to have
- the different national qualifications a person can receive when they are assessed against the standards
- guidelines for assessing competence in the industry

**To be considered competent, an individual must have the required knowledge and skills and be able to apply them effectively in the workplace.**

Courses are comprised of a combination of compulsory and elective units of competency to be completed within a theoretical and practical workplace application. Learners will be required to complete the required number of compulsory and elective units as indicated in the individual course. All of our courses are specifically designed to meet the needs of Australian industry.

## Vocational Placement

Some qualifications have a specified vocational experience requirement. To be deemed competent in particular units of competency, the learner must provide evidence of experience in a relevant workplace setting in the tasks as specified in the unit. It should be noted that vocational placement must be undertaken in an organisation and supervision must be provided by a party unrelated to the student in any way.

Learners are welcome to identify their own vocational placement opportunities, and should be conscious that in some instances, vocational placement can lead to employment offers. Vocational Placement should be thought of as a long-term job interview. That is, by demonstrating to the potential employer your skills and abilities over time while undertaking your vocational placement, you have a competitive advantage over other job candidates should a vacancy arise.

It is the responsibility of the learner to ensure they can get placement, however if you cannot find your vocational placement, Skills Generation will seek to assist you.

Learners must make themselves available to undertake vocational placement to suit the needs of the host organisation. In some industries, this might include any day of the week and might include hours of work with start times as early as 6:00am and finishing times as late as 11:30pm.

The Learner Training Program Guide specifies the mandatory work experience requirements of particular units, if applicable.

If you have organised your vocational placement, you will need to advise your Trainer of the sponsor organisation's details as well as the contact person. The organisation will need to sign a Vocational Placement Agreement prior to the placement commencing. The Supervisor will also need to sign the Workplace Skills Logbook with which the learner is issued to acknowledge the required hours have been worked and confirm that the required tasks have been completed. This will form part of your assessment for the specified unit.

Should the learner be an existing worker, a letter will be required from their employer confirming the hours worked. The template letters are available from your Trainer or from admin@skillsgen.com.au. It should be noted that where a student is working in a relevant workplace but is not exposed to the full range of required tasks, some placement may be required to meet the course requirements.

**Please note that vaccination requirements vary by workplace. It is the learner's responsibility to ensure that they are aware of and meet any requirements. Employers may still request evidence of Vaccination for Vocational Placement or Employment at their discretion.**

**Insurance**

If a learner is undertaking voluntary vocational placement, the learner is covered under Skills Generation's insurance when a Vocational Placement Agreement between the host organisation and Skills Generation is in place. Please contact your trainer or the Placement Coordinator for more information.

### Transport

Learners undertaking work experience or vocational placement are responsible for transportation to and from the venue.

### General

Learners are responsible for:

- Always conducting and presenting themselves professionally and ethically.
- Obeying the reasonable instructions of the persons supervising their vocational placement.
- Obeying organisational policy and procedures.
- Their safety.
- Provision of suitable work clothing/uniforms unless otherwise specified.

## Withdrawal

A learner can withdraw from their course at any time by providing the request in writing. Please discuss your circumstances with your Trainer or Student Services as a deferral may be an option. Refer to the Refund Policy for further information.

# General Administration: A to Z

## Accessing Information

**Policies and Procedures**

The policies and procedures about which you should be aware are contained in this Handbook.

More broadly, Skills Generation has several other policies and procedures ensuring effective governance of the RTO.

## Access and Equity

Skills Generation will provide people with the opportunity to access, participate and successfully achieve outcomes in vocational education and training.

Our access and equity policy represents a commitment to maximise access, participation and outcomes for all people involved in our education and training programs.

Skills Generation can provide support and counselling services when necessary. These support services may be provided by a contracted third-party provider.

Support will vary between individuals but may include simplifying the language used, offering alternative methods of assessment, referral to appropriate books and websites for information to assist with learning or other external agencies as identified.

Where a learner is identified as having special needs they will receive regular contact from the Trainer.

The learner should contact the Student Services Team at any time they feel extra assistance would be helpful. All enquiries and requests for extra support or assistance will be followed up.

## Consumer Rights

All consumers of products and services are protected under Australian law. Please refer to the website below to familiarise yourself with your consumer guarantees.
https://www.accc.gov.au/consumers/consumer-rights-guarantees

Additionally, each State and Territory has its consumer protection legislation, some specifically concerning training courses. You should familiarise yourself with your rights including cooling off periods where applicable.

QUEENSLAND:
http://www.qld.gov.au/law/your-rights/consumer-rights-complaints-and-scams/buying-products-and-services/training-courses/

NEW SOUTH WALES & AUSTRALIAN CAPITAL TERRITORY:
http://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/consumer_protection_strategy.pdf

VICTORIA:
https://www.consumer.vic.gov.au/

SOUTH AUSTRALIA:
https://www.sa.gov.au/topics/citizens-and-your-rights/consumer-rights

WESTERN AUSTRALIA:
https://www.commerce.wa.gov.au/consumer-protection

NORTHERN TERRITORY:
http://www.consumeraffairs.nt.gov.au/ForConsumers/ConsumerRights/Pages/default.aspx

## Course Cancellation/Business Interruption

Skills Generation will make every effort to provide training and assessment services as described in promotional material and according to the Standards for Registered Training Organisations (RTOs).

If Skills Generation terminates an arrangement early and/or fails to provide the agreed services, remedies are available to the learner as set out below.

Skills Generation reserves the right to:

- cancel courses
- change the schedule of courses

- alter the fee structure or change the delivery location

Learners will be given as much notice as possible before any changes via email, phone or SMS. Every effort will be made to avoid disrupting a learner's progression through their qualification.

If Skills Generation changes ownership or enters into new third-party agreements, learners will be advised as soon as practicable of any possible impacts on the learner.

If Skills Generation or any third-party delivering on its behalf ceases operations either entirely or for any particular training product, Skills Generation will make every effort to transition enrolled learners into similar courses within Skills Generation or to other RTOs with the same course on their scope of registration.

If there are no RTOs with the same course, enrolled learners will be refunded their course fees proportionate to that which has already been delivered and assessed.

The calculation for this refund will be the course fee divided by the number of units in the qualification and multiplied by the number of incomplete units.

In the unlikely event of the RTO ceasing operations, Statements of Attainment and/or Certificates and Academic Records will be issued as appropriate to all enrolled students who have been assessed as competent in any unit/s of competency.

## Emergency Evacuation Procedure

For face-to-face training sessions, at the beginning of each class, learners are asked to familiarise themselves with the evacuation routes and assembly points for the training venue.

Should evacuation be necessary, all learners are required to assemble in the nominated Assembly Area to allow the Trainer to call a class roll.

## Funded Training

Skills Generation is approved to deliver funded training in several Australian States. Skills Generation will make every effort to advise a potential student regarding any government subsidy that may be available to the learner to support the cost of their training.

If a particular course does not attract government subsidy or the learner is not eligible for a funded program, the learner pays the full course fee.

Each government-funded training support program carries its eligibility criteria and RTO reporting requirements. Additionally, accessing some funding may prevent you from accessing further funded training in the future.

Before you enrol in any government-funded course, you should be aware of the impacts including whether the funds must be repaid and if so, the repayment conditions.

If you are advised that you are eligible for a subsidised course, you will be provided with information relevant to the particular funding program so that you are fully informed before enrolment.

**Government Training Entitlements**

Each State and Territory and the Commonwealth of Australia has its own government training entitlements and training subsidy schemes.

Before enrolling in any course of study with Skills Generation, learners are required to familiarise themselves with the implications of their decisions regarding training entitlements or subsidies.

Additionally, each State and Territory and the Commonwealth of Australia has its own State Training Authority website where learners can access information. Refer to the links in the sections following for further information.

Please talk to the Student Services team should you have any queries, and you will be directed to the appropriate authority.

**Queensland - Funded Training**

Skills Generation is a Skills Assure Supplier through the Queensland Department of Trade, Employment and Training (DTET).

If you are advised you are eligible for a subsidised course, you will find information relevant to the funding program here.

Some funding programs require 'Skills Assure Suppliers', to apply a Student Contribution Fee in addition to the subsidy that the RTO will receive under the particular program. The amount of the Student Contribution Fee will be provided to you in writing, before enrolment.

Some learners are eligible for partial and full student contribution fee exemptions. Please talk to the Student Services team about your circumstances. You will be required to provide specified evidence should you wish to claim an exemption.

**New South Wales - Funded Training**

Skills Generation is a Smart & Skilled approved supplier through the Department of Training Services NSW.

If you are advised you are eligible for a subsidised course, you will find information relevant to the funding program here.

Some funding programs require 'Smart & Skilled Suppliers', to apply a student contribution fee in addition to the subsidy that the RTO will receive under the particular program. The amount of Student Contribution Fee will be provided in writing, before enrolment.

Some learners are eligible for partial and full contribution fee exemptions. Please talk to the Student Services team about your circumstances. You will be required to provide specified evidence should you wish to claim an exemption.

**VET Student Loans - Funded Training**

A VET Student Loan (VSL) is a loan from the Australian Government that helps eligible students pay their course tuition fees. Your loan is repaid through the Australian tax system when you reach the minimum income threshold for repayment. The minimum income threshold for repayment is set by the Australian Government each year and is published on Study Assist. Repayments continue until you have repaid your entire debt. It is important to note that your loan will remain a personal debt until it is repaid, and it may reduce your take-home (after tax) wage and your borrowing capacity. For more information on the VET Student Loans program, visit the Department of Employment and Workplace Relations website.

The amount you can borrow for your tuition fees is determined by the Australian Government, this information is updated annually and can be found on their VET Students Loans website. Your individual loan amount also depends on your current HELP loan balance, which can be checked on the My Help Balance website. A VET Student Loan is only for tuition fees and does not cover additional costs such as textbooks, materials, or accommodation.

A 20 per cent loan fee applies to VET Student Loans for full fee paying/fee for service students. The loan fee does not count towards your HELP loan limit. You do not have to pay the loan fee upfront, it is reported by your provider and is added to your HELP debt by the Australian Tax Office (ATO).

## Fees, Charges and Refunds

### Payment of Fees

Course fees are listed on the Funding and Fees page of our website and payable for all qualifications unless you are advised that your enrolment is under a "fee free" arrangement. Course fees can be paid by direct deposit, credit or debit card. Payment plans are available where the course fee is greater than $500. Further details regarding payment plans will be provided prior to enrolment.

Learners whose fees are in arrears of the scheduled payment points, may have their enrolment suspended until payment arrears are brought up to date. Failure to make the required payments will result in cancellation of enrolment. If you experience difficulties paying, please speak with the Student Services Team about your particular circumstances.

Please note that Certification documentation will not be provided upon course completion unless course fees are paid in full.

In extreme cases, Skills Generation reserves the right to engage with Professional Collection agencies and the debtor is liable for these charges which must be paid in full before certification documentation is issued.

### Fees Paid in Advance

The National Vocational Education and Training Regulator requires Skills Generation to meet the Requirements for Fee Protection.

What this means for you as a learner is:

- The maximum amount you (or another party except for an employer paying on your behalf) will ever be asked to pay at the time of enrolment is $1,500.00.
- Any further fees will only ever be invoiced in instalments of no more than $1,500.00 in advance as your course progresses, until the full course fee has been paid.
- Where you are paying your fees by payment plan, Skills Generation will monitor your course progress to ensure payments do not exceed $1500.00 in advance. This may mean that we pause your payment plan until you progress.
- Course fees must be paid in full before your course certification can be issued, your results may be held until payment is received.
- Skills Generation has safeguards and fair processes in place to protect any monies paid in advance.

## Payment Plans

Skills Generation offers repayment instalment options of weekly, fortnightly, or monthly to help make study costs more manageable. To do this, we partner with a trusted third-party provider, Paysmart, who manages the direct debit process on our behalf.

When you choose to pay your course fees through a payment plan, Paysmart will collect certain fees to facilitate the arrangement. These fees are charged directly by Paysmart and are in addition to your course fees with Skills Generation. Full details of these fees are found below:

| | |
|---|---|
| Payment Plan Set Up Fee: | $15.00 (Once off fee) |
| Transaction Fee - Weekly Repayment Instalments | $1.50 per weekly transaction +2.5% surcharge if paying with a Visa/Mastercard |
| Transaction Fee - Fortnightly Repayment Instalments | $2.30 per fortnightly transaction +2.5% surcharge if paying with a Visa/Mastercard |
| Transaction Fee - Monthly Repayment Instalments | $3.60 per monthly transaction +2.5% surcharge if paying with a Visa/Mastercard |
| Failed Payment Fee | $15.00 per failed payment |

### Setting Up a Payment Plan:

If you would like to set up a payment plan to pay your enrolment fees, please contact the Skills Generation Administration Team at admin@skillsgen.com.au during your enrolment application process. Our team will guide you through the steps and provide all the information you need to finalise your payment plan.

## Traineeship Co-Contributions

Students undertaking a government-subsidised Traineeship will be charged a student contribution based on $1.60 per nominal hour of their elected qualification. This is invoiced upon enrolment.

Concession rates are applied at 40% of the $1.60 per nominal hour, and the trainee is considered concessional if one or more of the following apply:

- The participant was or will be under 17 years of age at the end of February in the year in which the SAS provides training, and the participant is not at school and has not completed year 12.
- The participant holds a Health Care Card or Veteran or Pensioner Concession Card issued under Commonwealth law or is the partner or a dependant of a

person who holds a Health Care Card or Pensioner Concession Card and is named on the card.
- The participant is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and Skills Generation Enrolment Form.

Full exemptions apply for the following:

- Where payment of the co-contribution fees would cause extreme financial hardship.
- Where credit transfer has been applied to a unit of competency
- Where the trainee is on a school-based training contract

**Other Fees**

Learners need to be aware that from time to time and depending upon circumstances, there may be additional fees incurred. These fees are outlined in the table below. Please talk to the Student Services Team about your circumstances as the CEO may make ex gratia exceptions.

At no time will the learner be charged for any additional fees other than the fee that is declared at the time of enrolment.

**Additional Fees Table**

| | |
|---|---|
| Re-issuing a copy of Certificates/ Statement of Attainment and Academic Record | $30.00 |
| Gap training fee per unit in the event of RPL not being granted | A course-by-course negotiation is to be agreed upon before the learner enrols or commences training whichever comes first. |
| Materials and Textbooks | A course-by-course fee is to be agreed upon before the learner enrols or commences training whichever comes first. |
| Administration fee for learners who wish to change the course stream/specialisation of their enrolment | $150.00 |
| Re-enrolment fee for learners who are cancelled due to a lack of progress | $250.00 |

**Student Fees Refund Policy**

Please note that the refund policy in place at the time of enrolment applies. **This policy is for all enrolments on or after 01/07/2025**. All refund requests must be made in writing either using the Refund Request Form or by email.

QLD Funded Training (Co-contribution Fees)

| Situation | Refund applicable |
|---|---|
| Cancellation of a training course by Skills Generation. | Refund proportionate course fees for any units which the learner has not successfully completed. |
| Course enrolment change made prior to enrolment being finalised. | Any fees paid will be applied to the new enrolment. |
| Learner cancels before any training has commenced. | All co-contribution fees collected to date are refunded in full. |
| Learner cancels after commencement. | Co-contribution fees paid to date for units of competency not yet commenced are refunded in full. Co-contribution fees for units that are in progress or completed are forfeited. |
| Trainee who cancels their training contract. | Refund for any student contribution fees where there is evidence the trainee has not participated in that unit. Note: the refund is payable to the person who paid the fees. |
| Cancellation of learner's enrolment for failure to progress or misconduct. | Co-contribution fees paid to date for units of competency not yet commenced are refunded in full. Co-contribution fees for units that are in progress or completed are forfeited. |

Fee For Service Training

| Situation | Refund applicable |
|---|---|
| Learner who fails to commence the course for any reason other than illness. | Refund of 75% of fees paid to date. |
| Learner withdraws from a course due to an illness which affects their ability to study, (verified by a medical certificate). | Refund proportionate course fees for any units for which the learner has not participated in any training or assessment. |
| Learner who withdraws from a course for any reason other than illness. | No refund for fees paid. If on a payment plan, no further payments required unless payments are in arrears. |
| HyFlex Skills delivery model learner. | No refund. |
| Learner who changes course enrolment after commencement. | Refund proportionate course fees for any units not yet commenced. |
| Cancellation of learner's enrolment for failure to progress or misconduct. | No refund. |

**Refunds – Special Circumstances**

Please discuss your circumstances with the Student Services Team as the CEO can make ex gratia refunds where special circumstances exist.

Where applicable, the Student Services or Schools Team will advise you to put your request in writing to the CEO.

## Intellectual Property

The learner agrees that all intellectual property rights in material provided to the learner such as manuals and teaching materials belong to Skills Generation.

Skills Generation grants the learner a royalty-free license to use this material for personal use only.

In particular, the learner must not copy or distribute the material to others or use it for commercial purposes other than as a personal reference.

This clause shall survive the termination of your study with Skills Generation.

## Storing Personal Information

Your privacy is respected by Skills Generation. Skills Generation stores personal information in electronic form and personal information stored on computers is password protected.
Access to individual learner training records must meet Commonwealth and State Privacy legislation and will be limited to:

- individuals wishing to access their personal records
- individuals or organisations you have consented to in writing to receive specific information
- Skills Generation staff who require this information as part of their job role
- Officers from ASQA or their representatives for activities required under the Standards for Registered Training Organisations (RTOs)
- Officers from funding bodies relevant to the provision of funded training
- legal requirements (e.g. subpoena/search warrants/social service benefits/Evidence Act)

Learners wishing to access their records may do so by requesting in writing to the Student Services Team and include proof of identity.

## VET Data Use Statement

**How NCVER and other bodies handle your personal information**

The National Centre for Vocational Education Research (NCVER) is the national professional body responsible for collecting, managing, analysing and communicating research and statistics on the Australian Vocational Education and Training (VET) sector.

NCVER will collect, hold, use and disclose your personal information under the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act.

Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

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

- administration of VET, including program administration, regulation, monitoring and evaluation

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

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

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

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

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

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

Relevant state authorities will have access to your personal information as legislation requires.

# Complaint Policy & Procedure

## Purpose

This policy is based on providing and maintaining training and assessment services that are fair and reasonable and afford a forum where issues or inadequacies can be raised and resolved. This process provides opportunity for complaints to be recorded, acknowledged and dealt with in a fair, efficient and effective manner.

Skills Generation acknowledges the clients' right to lodge a complaint when they are dissatisfied with the training and/or assessment services or customer service that they have received from Skills Generation. Skills Generation will ensure that clients have access to a fair and equitable process for expressing complaints, and that Skills Generation will manage the complaint fairly.

## Principles

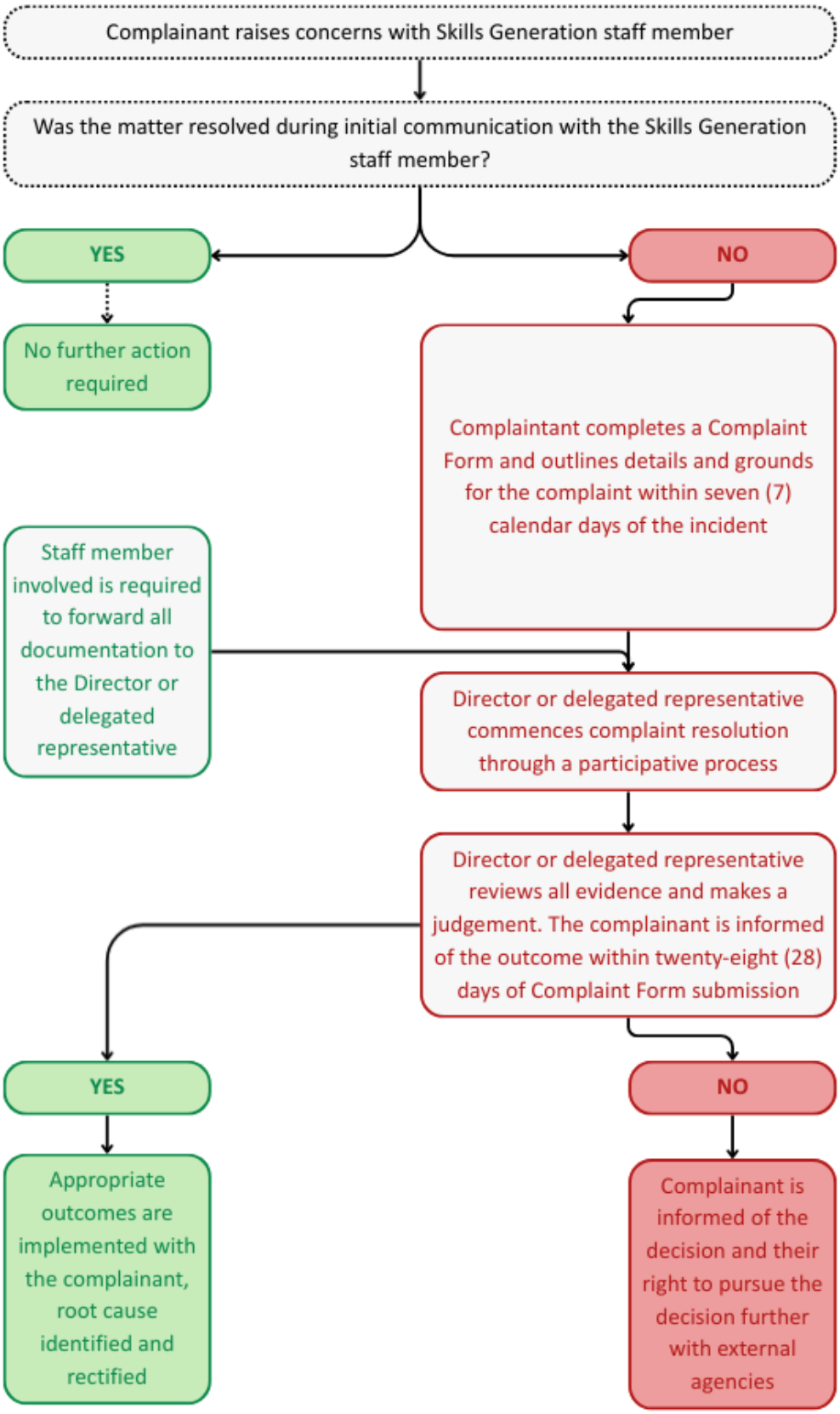
In managing complaints, Skills Generation will ensure that:

- The principles of natural justice and procedural fairness are adopted at every stage of the complaint process.
- Complaints are dealt with promptly, impartially, sensitively and confidentially.
- Complaints will be resolved on an individual case-by-case basis, as they arise.
- All clients have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training or assessment services that they have been provided (including through a third party) or the behaviour of another learner.
- All complaints are acknowledged in writing and finalised as soon as practicable.
- The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
- The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- Final decisions will be made by the Director or an independent party.
- The complaint resolution procedure prioritises mediation and education, while recognising that disciplinary action may be required in some cases.
- If the complaints process cannot be resolved or the complainant is not satisfied with the outcome the complainant may request the matter be

referred to an independent third party for review. Any costs incurred for the third party review will be communicated to the complainant in advance.

- If the complaint will take more than 60 calendar days to finalise, Skills Generation Pty Ltd will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.
- All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the client in any current of future training.

## Complaint Procedure



# Appeals Policy & Procedure

## Purpose

This policy is based on providing and maintaining training and assessment services that are fair and reasonable and afford a forum where issues or inadequacies regarding assessment can be raised and resolved. The Appeals policy provides opportunity for appeals to be recorded, acknowledged and dealt with in a timely manner.

### Grounds for Appeal

Valid grounds for an appeal against an assessment decision (where the learner feels the assessment decision is incorrect) could include the following:

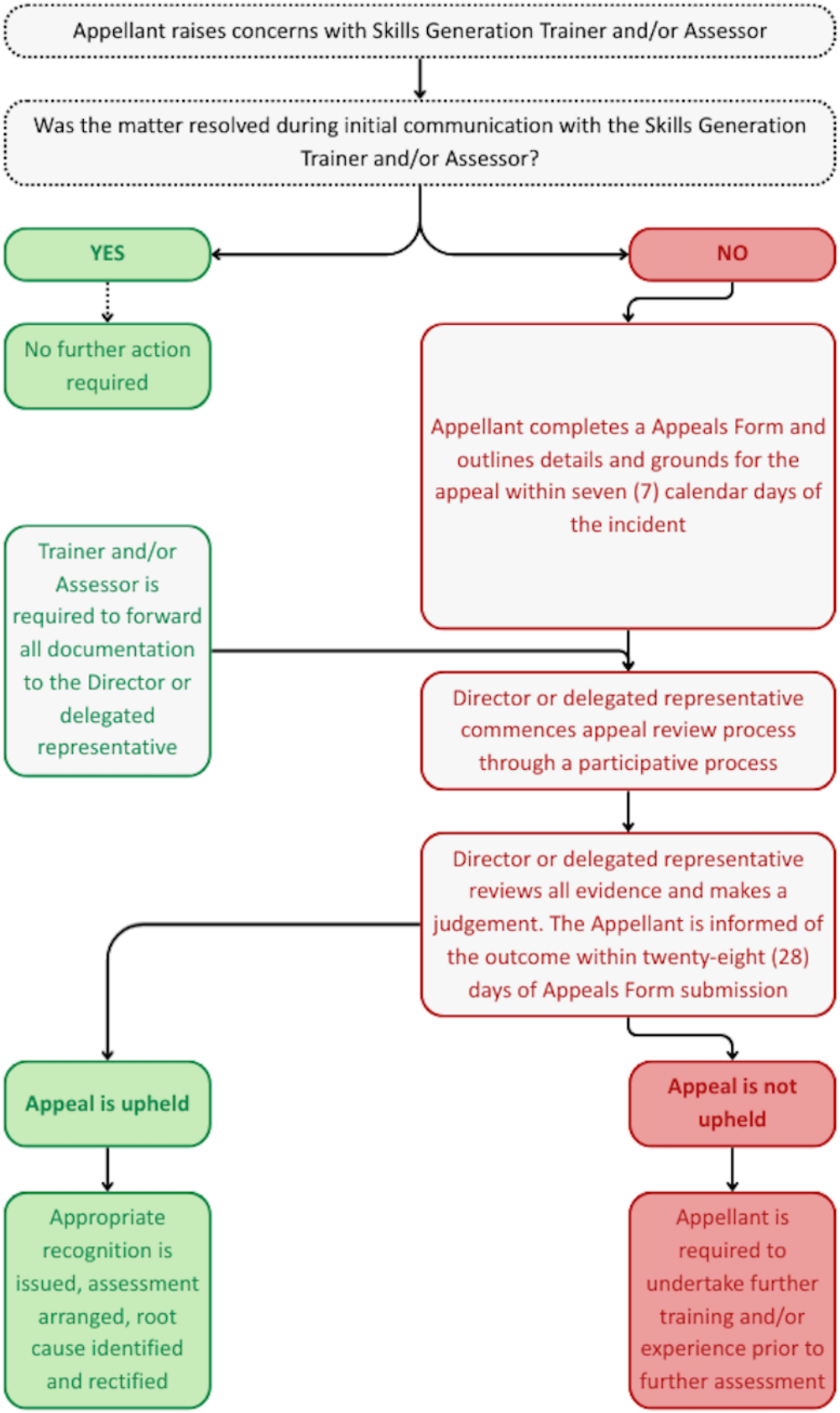
- The judgement as to whether competency has been achieved was made incorrectly;
- Alleged academic misconduct which the learner disputes;
- The judgement was not made in accordance with the Assessment Plan;
- Alleged bias of the assessor;
- Alleged lack of competence of the assessor;
- Alleged wrong information from the assessor regarding the assessment process;
- Alleged inappropriate assessment process for the particular competency;
- Faulty or inappropriate equipment; and/or
- Inappropriate conditions.

## Principles

- Learners have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect and they have grounds for an appeal.
- The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.
- The appellant can provide detail of their appeal either verbally and/or in writing.
- All appeals must be lodged within 7 calendar days of the date of the assessment result notification to the learner.
- If the appeals process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal, the matter may be referred to an independent third party for review, at the request of the appellant. All costs incurred for the third-party review will be advised to and payable by the appellant.
- Every appeal is heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment of the application.
- All appeals are acknowledged in writing and finalised as soon as practicable.

- Skills Generation may charge a fee for the appeals process where an external assessor is engaged. Should this be the case, any costs to be incurred will be advised to the appellant prior to engaging the external assessor.
- If the appeal will take more than 60 calendar days to finalise Skills Generation will inform the appellant in writing providing the reasons why. The appellant will also be provided with regular updates on the progress of the appeal.
- Skills Generation strives to deal with appeal issues as soon as they emerge, to avoid further disruption or the need for a formal complaint process.
- All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current of future training.

## Appeal Procedure



# Marketing and Recruitment

Skills Generation will:

- Market courses within its Scope of Registration with integrity, accuracy and professionalism, avoiding vague and ambiguous statements.
- Draw no false or misleading comparisons with any other provider or course.
- Not state or imply that courses other than those within the Scope of Registration are recognised by the registering authority.
- Always recruit learners in an ethical and responsible manner consistent with the requirements of courses.
- Ensure that application and selection processes are explicit and defensible and equity and access principles are observed.

# Relevant Legislation

A range of legislation, regulation and standards is applicable to all staff and learners. State and Commonwealth legislation to which Skills Generation adheres is as follows:

## Commonwealth (Cth) Legislation:

- The National Vocational Education and Training Regulator Act (2011)
- Privacy Act 1988 / Privacy Amendment (Private Sector) Act 2000 (Cth)
- Australian Human Rights Commission Act 1986 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Age Discrimination Act 2004 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Disability Standards for Education 2005 (Cth)
- Fair Work Act 2009 (Cth)
- Copyright Act 1968 (Cth)
- Competition and Consumer Act 2010 (Cth)

## State Legislation:

- Disability Services Act 2006
- Fair Trading Act 1989
- Vocational Education, Training and Employment Act 2000
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011
- Electronic Transactions (QLD) Act 2001
- Commission for Children and Young People and Child Guardian Act 2000 (Qld)

# Disclaimer

Every attempt is made to ensure that information from Skills Generation is accurate, and that the learner has attained the competencies learned in the course at the point of their assessment.

Skills Generation meets the assessment requirements of the Standards for Registered Training Organisations (RTOs).

Beyond this point, the graduate is responsible for maintaining their acquired competencies and applying acquired knowledge and skills in a way that is appropriate to the unique characteristics of each application.

This releases Skills Generation and its staff from any liability, action and claims of whatever nature, whether directions given during the course are followed or not.