



Student Handbook

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RTO Details

Registered Business Name:	National Courses Pty Ltd
Registered Trading Names:	National Online Courses National First Aid Courses National White Card Courses Hospitality Courses Australia
Postal Address:	PO Box 750, Milsons Point, NSW, 1565
ABN:	65 161 255 278
RTO Number:	41702
CEO:	Samuel Bohr

Our contact details

General Enquiries

Telephone:	1300 677 191
Email:	admin@nationalcourses.edu.au
Website:	https://nationalcourses.edu.au/

Student support

Student Support Officer:	Sam Bohr
Phone:	1300 677 191
Email:	samuel@nationalcourses.edu.au

Introduction

Welcome to National Courses!

And welcome to our student handbook, designed to guide you through every step of your learning experience.

National Courses is Australia's leading short course provider.

We offer nationally recognised training and Certification across a wide range of industries.

Our courses are designed to equip participants with practical skills and industry-ready qualifications to upskill, meet workplace requirements, and advance their careers.

As a Registered Training Organisation (RTO 41072), we're trusted by individuals and businesses throughout Australia to deliver government-approved training that meets the highest standards.

About us

We are committed to providing high-quality, affordable training that is both accessible and practical. With some of the lowest course fees in Australia and no hidden costs, you can focus on building your skills with confidence.

Our extensive selection of accredited courses is delivered at multiple locations nationwide, making it easy for you to access the education and certifications you need, wherever you are. Whether you prefer face-to-face learning in a dedicated training environment, at your workplace, or need the flexibility of online study, we offer options to suit your needs.

With over 20 years of experience in delivering industry-relevant skills and a strong reputation for quality (just check our Google reviews), our expert trainers bring real-world know-how to each program. Our courses are tailored to support Australia's diverse workforce and cover essential qualifications across a range of industries.

We simplify the process from enrolment to certification, ensuring your training is seamless and straightforward. Our streamlined approach means you can get certified quickly and efficiently, helping you start your career or upskill without unnecessary delays.

Operating in five states and over 30 locations, our programs are designed to meet the needs and legal requirements of Australian workplaces. This ensures you gain skills and certifications that are directly applicable to your role. You can find a list of all our delivery locations on our [website](#).

We're here to support your learning journey and help you achieve your goals. Let's get started!

Courses we offer

We offer accredited training in the following industry areas:

White Card: Safety and compliance training for construction sites and high-risk environments.

First Aid: CPR, emergency response, and workplace First Aid skills.

Mobile Plant: Safe operation of machinery such as excavators, loaders, and heavy equipment.

Hospitality: Food safety, customer service, and responsible service of alcohol (RSA).

Scaffolding: Assembly, use, and dismantling of scaffolding structures.

Traffic Control: Managing road safety and directing traffic on worksites.

EWP (Elevated Work Platform): Operation of elevated work platforms.

Forklift: Safe practices for forklift operation in logistics and warehousing.

Confined Space: Working safely in confined spaces.

Working at Heights: Skills for working safely at heights in various industries.

Rigging: Safe rigging and lifting of heavy loads.

Crane Operation: Handling and moving materials on worksites.

Fire Safety: Workplace fire safety and compliance with Australian WHS emergency planning and fire safety regulations.

A full list of our accredited courses can be found [here](#).

Our Guarantee

We guarantee that we will provide quality training and assessment that meets the requirements of the Australian Quality Framework, other legislation that is relevant to Registered Training Organisations and in the time frame and as described in our Course Information. If for whatever reason we cannot supply the training and assessment services that you have enrolled in, we will refund student fees in accordance with our Fee and Refund Policy.

Code of Conduct

National Courses provides quality training and assessment for all students in accordance with its responsibilities as a Registered Training Organisation and is committed to fair, reasonable, and ethical practices in all of its undertakings.

The following list describes the principles that guide our operations.

Training and Assessment Delivery: Training and Assessment delivery will ensure clients are given every opportunity to achieve a satisfactory learning outcome.

Client Information: We ensure practices conform to privacy legislation requirements and that all staff are aware of their responsibilities regarding confidentiality of student information. Students will be made aware when personal information is to be shared with government or other bodies.

Trainer and assessors must not use student information to contact students privately in any way including on social media.

All communication to students comes from the RTO, not the trainer.

Complaints and Appeals: We have an accessible [Feedback, Complaints and Appeals Policy](#) and Procedure which ensure all complaints and appeals are dealt with in a timely and fair manner.

Financial Management: We implement best practice financial management systems and provide clearly stated fee and refund policies to students prior to enrolment.

Marketing: We are committed to the provision of accurate and ethical marketing. Promotional materials accurately reflect the cost of the training, the duration of training, provision for RPL and Credit Transfer and methods of training delivery.

Provision of Information: Accurate information is provided prior to enrolment and course commencement. This information includes course structure, fees, pre-requisites, enrolment processes, course outlines and vocational outcomes, assessment methods and dates, opportunities for recognition, student support and provision for special needs.

Diversity and Inclusion: We are committed to an inclusive approach to the development, conduct and evaluation of training programs. A demonstrated commitment to these equity principles and practices is a core responsibility for all those involved in education and training. This includes never commenting about a person's appearance, race or religion at any time.

Anti-Discrimination and Harassment: We are committed to ensuring that all staff and students have the right to work and learn in an environment where they are treated with dignity and respect and are free from all forms of discrimination or harassment.

Legislative Compliance: We provide training and work environment that complies with all relevant federal and state legislation including Equal Opportunity, Work Health and Safety, Disability Standards, Privacy, Anti-Discrimination and Fair Work requirements.

Records management: We have systems in place to assure accurate record and data management that enable client's access to records and information within a stated timeframe. Accurate statistical information will be provided to relevant organisations as required. We implement USI requirements according to Government policy.

Recognition: We ensure that all students have access to information regarding opportunities of recognition including RPL and Credit Transfer. Procedures and forms are in place to ensure any application for recognition is assessed in a timely and supportive manner. See separate Recognition Policy, procedures and forms.

Professional Staff: We employ trainers and assessors with relevant and current qualifications and industry experience. Systems of performance management are implemented to evaluate teaching and assessment quality. We review ongoing professional development needs to ensure current relevance of skills and knowledge.

Qualifications Issuance: We implement systems to ensure that Qualifications and Statements of Attainment are issued within the legislated timeframe after a competency decision has been made.

Professional conduct: All RTO staff and students will maintain awareness that VET Training is about professional conduct and will apply the same standard during course attendance:
Professional conduct is the standard applying to a typical workplace and includes:

- Use of substances is forbidden in the work environment
- Personal presentation must be at the level required in the work environment
- Language use will maintain the standard expected in a workplace
- Punctuality is required and the workplace or RTO expects to be informed about any lateness or absence and may require a medical certificate for verification.
- When delivering training in schools:
 - there must be no physical contact between trainers, assessors and students at any time
 - only teachers or trainers should be used for demonstrations; school students should not be involved
 - trainers must familiarise themselves with the school's code of conduct and policies and procedures prior to attending the school

Workplace Health and Safety: We have systems in place to ensure the health, safety and welfare of staff and students at all worksites and training venues.

Liaison with Industry: We ensure training and assessment practices are relevant to current industry needs by developing ongoing networks with industry and industry groups. Independent industry representatives will be consulted regarding the development of training and assessment strategies and for validation of assessment tools.

Subcontracting/ Third Party Arrangements: we are aware when appointing a third party to provide services on our behalf, such as marketing, enrolment and training and assessment, that it is our responsibility to ensure the quality and integrity of these services and to implement systematic monitoring processes to ensure all legislative and ethical standards are maintained.

Legislative Requirements

As a Registered Training Organisation, we comply with relevant Commonwealth, State and Regulatory requirements including the Standards for Registered Training Organisations 2025. If there are changes in legislation or regulations that may affect your participation in your studies, we will make sure you are informed of them through emails and by updating this handbook and our website.

The following legislation is relevant to our operations:

Commonwealth Legislation

- National Vocational Education and Training Regulator Act 2011
- Work Health and Safety Act 2011
- Australian Human Rights Commission Act 1986
- Age Discrimination Act 2004
- Racial Discrimination Act 1975
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Sex Discrimination Act 1984
- Privacy Act 1988 (including the latest Australian Privacy Principles)
- Competition and Consumer Act 2010
- Fair Work Act 2009
- Copyright Act 1968
- Student Identifiers Act 2014
- Modern Slavery Act 2018
- Fair Work Legislation Amendment (Closing Loopholes) Act 2024

These laws reflect the current Commonwealth legislative framework relevant to Registered Training Organisations as of 2025, ensuring compliance with workplace safety, anti-discrimination, privacy, fair work, education, and consumer rights standards.

NSW Legislation

- Work Health and Safety Act 2011
- Workplace Injury Management and Workers Compensation Act 1998
- Children and Young Persons (Care and Protection) Act 1998
- Anti-Discrimination Act 1977
- Disability Services Act 1993 & Disability Services Regulation 2003
- Privacy and Personal Information Protection Act 1998
- Fair Trading Act 1987

Western Australia legislation:

- Vocational Education and Training Act 1996
- Education Service Providers (Full Fee Overseas Students) Registration Act 1991
- Equal Opportunity Act 1984
- Fair Trading Act 1987
- Work Health and Safety Act 2020 (WA)
- Working With Children (Criminal Record Checking) Act 2004

South Australia legislation:

- Training and Skills Development Act 2008
- Work Health and Safety Act 2012
- Return to Work Act 2014
- Fair Trading Act 1987

Victoria legislation:

- Education and Training Reform Act 2006
- Occupational Health and Safety Act 2004
- Workplace Injury Rehabilitation and Compensation Act 2013
- Workplace Injury Rehabilitation and Compensation Regulations 2014
- Disability Act 2006
- Fair Trading Act 1999
- Working With Children Act 2005

Queensland

- Vocational Education, Training and Employment Act 2000
- Vocational Education, Training and Employment Regulation 2000
- Work Health and Safety Act 2011
- Workers' Compensation and Rehabilitation Act 2003
- Child Employment Act 2006
- Child Protection Act 1999
- Fair Trading Act 1989

Tasmania

- Work Health and Safety Act 2012
- Industrial Relations Act 1984 (certain functions)
- Industrial Relations (Commonwealth Powers) Act 2009
- Workers Rehabilitation and Compensation Act 1988
- *Fair Trading Act 1990*

Student Rights and Responsibilities

Student Rights

- National Courses will ensure that all enrolled students will:
- Receive quality training and assessment that meets the NVR Standards for RTO's 2015.
- Receive the training and support necessary to enable competency to be achieved.
- Be personally issued with AQF Certificates and Statements of Attainment on successful completion of the training course. This may be by mail to your given postal address.
- Have access to our [Feedback, Complaints and Appeals Process](#).
- Receive a refund for services not provided in the event of the training program being terminated early or if the agreed services are not provided either by us or by a third party delivering on our behalf.
- Have your personal information protected in accordance with the National Privacy Principles and have access to that information on request.
- Be fully informed of fees and charges to complete the training course, including charges for equipment and materials.
- Be provided with sufficient information regarding the requirements of the training and assessment to enable you to make an informed decision regarding enrolment in the training program.
- Be provided with information regarding the implications of government training entitlements and subsidy arrangements in relation to the delivery of the service and enrolment in other training.
- Receive training in a safe, hazard-free environment that values diversity and prohibits harassment or discrimination.
- Be informed, as soon as practicable, of any changes to agreed services, including in relation to any changes to existing third party arrangements, new third party arrangements or a change in ownership.

Student Responsibilities

- All students must ensure that they:
- Provide true and accurate information.
- Always behave in an ethical and responsible manner when engaged in training and assessment activities.
- Adhere to the principles of diversity and inclusion
- Meet their Workplace Health and Safety (WHS) duty of care responsibilities by immediately reporting any WHS concerns or incidents and follow any WHS related instructions.
- Do not behave in any way that might intimidate, threaten, harass or embarrass other students or staff
- Are always free from drugs and alcohol while in the training environment.
- Are punctual and attend all scheduled training and assessment sessions
- Complete online assessments as scheduled
- Meet assessment deadlines
- Do not cause damage to equipment or facilities
- Provide an USI or give permission to obtain one on their behalf.

Continuous Improvement

We are committed to providing training and assessment of the highest quality. This includes improving programs and services through:

- Collecting feedback from students, employers and industry with the regard to the quality of our training, assessment and administrative services.
- Implementation and maintenance of Standards for RTOs 2025 and the Standards for AQF certification documents.
- Implementing a continuous improvement strategy across all services
- Systematic review of our systems and procedures to ensure they meet legislative standards.

If you are unhappy with any aspect of our service to you, please discuss it with us, we will take your opinion seriously and do our best to improve our practice to your satisfaction. If, however, you wish to make a formal complaint or appeal against an assessment outcome then you should follow the Complaints and Appeals Process as described in the [Feedback, Complaints and Appeals Policy](#).

Student Feedback

As part of our continuous improvement process you will be asked towards the end of your training program to complete a short online survey that asks about your level of satisfaction with the training and support you have received. Please take time to complete this form so that we can improve our training, assessment and administrative processes.

Student Support

We will make every effort to ensure you successfully complete your training program. We clearly define the eligibility requirements for each of our training program and may ask for proof of your skill levels prior to enrolment. We do this to check that you will be able to successfully complete your studies or to determine if we can provide the necessary support to help you complete. This may include undertaking a Language, Literacy, Numeracy and Digital (LLND) Assessment

If you need assistance, please contact us prior to enrolment or if you prefer, provide information on the enrolment form or speak with your trainer during your course. Together, we will identify your support requirements, and reasonable adjustments may be made to our training and assessment delivery to facilitate your success. Should additional support be necessary beyond what we can reasonably offer, we can refer you to relevant external support services.

Support may include the following:

- one-to-one time with trainers and assessors (after class hours support)
- assuring the Customer Service Representative has sufficient knowledge to ensure timely responses to queries
- language, literacy and numeracy (LLN) support e.g. reading questions to students and allowing extra time to complete assessments.

For courses longer than one unit we may also provide:

- additional workshops
- adjustments to the training and assessment schedule to allow for more study time.

You can contact our student support officer at any time before or during your training to discuss any support needs. Contact details are on Page 4 of this handbook.

We will notify you if there are any additional costs because of the provision of individual support. For further details regarding student support, please access our Student Support Policy on our [website](#).

In a situation where we cannot provide the necessary support, we will make referrals to relevant support organisations. These organisations include:

- Lifeline: <https://lifelinedirect.org.au/>
- Legal Aid: <https://www.legalaid.nsw.gov.au/>
- The Salvation Army: <https://www.salvationarmy.org.au/>
- NSW Government Free financial and legal advice: <https://www.nsw.gov.au/money-and-taxes/fines-and-fees/support-and-community-services/financial-legal-advice>
- Beyond Blue: <https://www.beyondblue.org.au/>

For details of any other support services local to you, please contact the Student Support Officer.

Diversity and Inclusion

We provide equitable access to our services for everyone and do not discriminate on the basis of race, religion, socio-economic status, gender, colour, sexual preference, physical or mental disability, marital status, family or carer responsibilities, pregnancy, political opinion, national extraction or social origin. Our Diversity and Inclusion Policy can be accessed on our [website](#).

Anti-Discrimination and Harassment

We take any complaints of harassment or discrimination very seriously and are committed to providing a learning environment where staff and students are treated with dignity and respect and free from all forms of discrimination or harassment. Please refer to the confidential [Feedback, Complaints and Appeals process](#) if you feel you have been discriminated against or harassed.

Disciplinary Action

We provide our training services in an environment of mutual respect and cooperation. If a student exhibits disrespectful or disruptive behaviour, then the Trainer/Assessor has the authority to warn the student that their behaviour is unsuitable. If there is no improvement or the immediate safety or well-being of others is at risk, then the student should be directed to leave the training environment.

Examples of when disciplinary action may be required include when a student:

- Brings or consumes illegal drugs or alcohol on the premises
- Is under the influence of drugs or alcohol
- Damages property or removes property or resources belonging to the training venue.
- Assaults (physically or verbally) any person or persons on the training or business premises
- Fails to comply with any instructions relating to the safety of anyone on the premises
- Exhibits aggressive, disorderly, disruptive, harassing behaviour or interferes with the comfort, safety or well-being of any person who is acting lawfully and entitled to be present.
- Colludes, plagiarises or cheats in assignments or assessments.
- Enters any part of the training or business premises when not entitled to do so, or having entered, refuses to leave the premises.

In all instances, if there has been a cause for disciplinary action the CEO must be informed immediately.

If you wish to make a complaint in relation to any disciplinary action taken, please follow the [Complaints Procedure](#).

Access to Records

If at any time you would like to access your student records, email admin@nationalcourses.edu.au.

Workplace Health and Safety

We are committed to ensuring the health, safety and welfare of staff and students at all worksites and training venues and are bound by the requirements of the Work Health and Safety Act 2011.

As a student it is your responsibility to:

- Inform us of any accidents or incidents that may affect health and safety of anyone working or studying at our training sites and/or workplace.
- Take reasonable care of others at the training site and/or workplace and cooperating with RTO staff in ensuring health and safety.
- Ensure the training environment is not misused or interfered with.
- Cooperate with the employer or any other person to meet a requirement made for health and safety under the Act.

You should report any WHS related issues to your trainer and assessor or a staff member as soon as possible after the event or after identifying a hazard.

Entry Requirements

Each course outlines specific entry requirements in the student information section. If you do not hold a Year 12 School Leaving Certificate or evidence of completing a similar-level course, you may be required to complete a Language, Literacy, Numeracy and Digital (LLND) test before enrolment. This helps us ensure you have the skills needed to successfully complete the course. If you do not meet the required skill level, we can plan appropriate support or refer you to external support services.

Privacy

We respect the privacy of our students and ensure that all information is collected and stored in accordance with the Privacy Act of 1988 and the Australian Privacy Principles.

We do not give out personal information to any person or agency without your permission, unless we are required to do so by law.

The personal information that you provide to the Student Identifiers Registrar is collected, used, and may be disclosed, in accordance with the provisions of the Student Identifiers Act 2014 and the Privacy Act 1988. The [USI Privacy Notice](#) provides information about the protection of your information, including how you can access and seek correction of your personal information held by the Student Identifiers Registrar and how to make a complaint about a breach of your privacy and how such complaints are handled. We include a Privacy Notice with your enrolment form; it explains how any personal information or data collected by us will be used. A copy of the Privacy Notice can be found at the end of this document as Appendix A.

Information used for marketing:

At enrolment you sign to let us know if the following is OK:

- Personal images taken while undertaking training or assessment may be used for advertising, promotional or any other promotional purposes.
- Information from google or other reviews may be used for advertising, promotional or any other promotional purposes.

Photos, Reviews, and Marketing

By signing the declaration on enrolment, you consent to National Courses Pty Ltd using the following:

- Photos or videos taken during classes (by trainers or students) for marketing or promotional purposes. For example, students may take photos during class and upload them to our

Google Business Profile.

- Reviews or feedback you provide may be quoted in our marketing materials. Only your first name will be used. For example, a Google review you write may appear on Google Maps and on our website's review carousel.

If you do not wish your image or comments to be used, please reply to your confirmation email to let us know, and we will ensure your preference is respected.

Unique Student Identifiers (USI)

A USI is a number that creates an online record of your training and qualifications. You must have a USI, to be awarded your certificate.

For information about USIs including how to create one visit <https://www.usi.gov.au/>.

For information on exemptions visit:

<https://www.usi.gov.au/about/privacy-and-unique-student-identifier/individual-exemptions-students>

If you are having trouble creating a USI, please contact us prior to attendance at your course.

The USI Privacy Notice is included as [Appendix B](#) at the end of this Handbook.

Attendance

You must attend all of your training course as scheduled. If you are unavoidably unable to attend, you must inform, call or email the office. Contact details are at the start of this Handbook.

Cancelling an Enrolment or Withdrawing from Training

Cancellation of enrolments or changes in enrolments must be made by phone (1300 677 191) or in writing to admin@nationalcourses.edu.au. Requests for refunds must be in writing. (For further details on refunds refer to the Fee and Refunds section later in this handbook).

Issuing Certificates and Statements of Attainment

It is the responsibility of National Courses to issue AQF Certification Documentation. In most instances we issue certificates (Statements of Attainment) on the day you complete your course. This is done by email. If, however, for whatever reason we cannot do this, we will issue all Certificates or Statements of Attainment within 30 days of the successful completion. Certificates will only be issued when course fees have been paid in full unless by arrangement with an employer.

Fees and Refunds

We will supply you with information about all fees and charges prior to enrolment. This information will be in the course information on our website and in our Course Brochures. It is also listed below. Fees comprise of course fees only. All materials for our courses are supplied unless you are otherwise notified.

Fee Protection

We are aware of our obligations as a Registered Training Organisation to protect any student fees paid in advance. To this effect, we do not collect fees in advance of more than \$1500.

Fees for Recognition

There are no fees for Credit Transfer.

For most of our short, one unit courses we do not offer Recognition of Prior Learning. For longer courses (more than two units), please contact us to enquire about the possibility of RPL. The cost will depend on the number of units applied for and a price will be supplied on initial enquiry or application.

Replacement of Certificates/ Statements of Attainment

Statements of Attainment

We charge \$25 to replace a Certificate or Statement of Attainment. All requests for replacements must be made in writing and should include the address you want it posted to. You should allow 7 days from receipt of request to delivery.

Card Replacement

- Replacement of cards that are lost, damaged, or stolen is the responsibility of the RTO (not the licensing body).
- A replacement fee of \$40.00 applies.

Refund Policy

We will make refunds to students in certain circumstances as listed in the table below. To apply for a refund, you should email a request to admin@nationalcourses.edu.au.

Refunds, Booking Changes and Rebooking

- A refund may be provided where a minimum of 24 hours' notice is given prior to the scheduled class start time.
- Students may change their booking multiple times, provided at least 24 hours' notice is given for each change.
- Where less than 24 hours' notice is provided, the student will be granted one (1) opportunity only to transfer to an alternative date or time ("second chance"), on the condition that:
 - The request is made before the original class start time, and
 - The new booking cannot be modified, refunded, or transferred under any circumstances.
- Where the student fails to notify the RTO before the class start time, the booking will be forfeited. To rebook, a 50% course fee rebooking charge must be paid and confirmed prior to securing a new date.
- There are no third chances under this policy.

Card Replacement

- Replacement of cards that are lost, damaged, or stolen is the responsibility of the RTO (not the licensing body).
- A replacement fee of \$40.00 applies.

If you are unhappy with any decision made regarding fees and refunds, then please follow the [Complaints and Appeals process](#).

Assessments

All assessments in nationally registered training will be done in accordance with the criteria laid down in the course outline and in the training package.

Assessment Outcomes

Each assessment task will be assessed as satisfactory (S) or not yet satisfactory (NYS) by your assessor. Satisfactory completion of all assessment tasks will lead to a verdict of competent at the unit level. If you are deemed NYS your assessor will explain the areas you need to strengthen and you will be given time for revision and practice prior to resitting the assessment task.

If after two attempts, you have not completed the task satisfactorily you may be required to undergo more training and then resit the assessment and there will be additional costs for this.

Please make sure you keep a copy of all completed work you hand in for assessment; in the unexpected event of assessments going missing it is your responsibility to be able to provide a copy.

Reasonable Adjustment

We understand that not all students are able to demonstrate competency in the same way, therefore, it may be necessary to adjust the assessment tasks for individual students. This is called Reasonable Adjustment, and it is the process of adjusting or changing the assessment to meet the needs of the student being assessed.

Students with any of the following could expect reasonable adjustment to occur and should speak to their trainers and assessors regarding any changes they feel they need:

- physical disabilities
- limited language
- limited literacy and numeracy skills
- limited communication skills
- limited learning strategies
- wellbeing issues

The types of adjustments that are made must be within the entry requirement of the course, industry workplace standards, and our capacity to provide them and include:

- Oral response to questions rather than written
- Allowing extra time for assessment
- Using a support person
- Enlarging reading material
- Use of technology such as voice activated software screen reading, voice synthesisers
- Use of ramps, height adjustment to desks

Students who identify or are identified as having support needs, will be interviewed at enrolment to ensure trainers and assessors are informed of any required adjustments.

Submission of Assessments

Assessments must be completed on time as per the information you are given at the start of your training. In most cases, this is on the day you attend the training. Students completing online training, will also be given information regarding assessment submission requirements at the start of training.

Extensions to assessment deadlines must be by agreement with your assessor and it is at their discretion if extra time will be allowed.

Assessment Appeals Procedure

For information on how to appeal and assessment decisions refer to the [Feedback, Complaints and Appeals Policy](#) included in this handbook.

Authenticity of Work and Cheating

When you submit a written assessment you will have to sign a statement that it is all your own work and has not been copied from other sources.

Cheating includes, but is not limited to, using mobile phones, referring to pre-prepared notes, copying from another student, or engaging in other dishonest practices. Any student found to be cheating will have their assessment result recorded as non-competent. The student will be asked to leave the class, and the incident must be documented on the assessment sheet.

Recognition of Prior Learning (RPL)

RPL is the process by which your existing skills, knowledge and experience are recognised towards the achievement of a qualification. These skills may have been obtained through: Training programs; work experience; voluntary work; schoolwork, life or sporting experience

In most cases, we do not offer RPL. This is because:

- Our training involves hands-on practical skills that must be demonstrated in person.
- Industry feedback shows it's important for students to understand and show safe work practices and up-to-date practical skills before working in the field.
- Many of our units are high-risk or involve using heavy equipment, which requires assessors to directly observe students' current skills.
- Some licensed or accredited courses, such as First Aid and White Card, do not allow RPL.
- Most of our courses include only one unit, and collecting and reviewing RPL evidence can be time-consuming and costly for both students and the organisation.

However, when we deliver non-high-risk units, skill sets, or combined programs, we may offer RPL.

- We will include information about these options in your pre-enrolment materials.
- You are encouraged to apply for RPL before or at enrolment, so we can adjust attendance or assessment as needed.
- Trainers and assessors will also remind you about RPL opportunities during the course.

Credit Transfer (CT)

We recognise the training you have successfully completed with other RTO's (or previously by us) and can apply credit to units on provision of Certificates or Statements of Attainment. Note, you cannot get credit transfer for licensing courses that require renewal at mandated intervals.

Our Credit Transfer Process is as follows:

1. Any student is entitled to apply for credit transfer in a course of more than two units in which they are currently enrolled.
2. You will be required to complete the Credit Transfer Application Form and present it to us with your Statement(s) of Attainment or Certificate. You will be asked to submit originals for copying and endorsement by our staff or copies which are certified as true copies of the original by a Justice of the Peace (or equivalent).
3. You can apply for Credit Transfer at any time, but we encourage you to apply before commencing a training program. This will reduce unnecessary training and ensure a reduction in your student fee if Credit Transfer is awarded.
4. Credit transfer can only be awarded for whole units of competence that meet the packaging rules of the Qualification you are enrolled in. Where only a partial credit is awarded, this will not be considered for credit transfer, and you will be advised to seek RPL.
5. You cannot enrol in a training program only for credit transfer.

Other Policies and Procedures

Our Policies and Procedures guide our operations and determine how we conduct our services and business. Copies can be accessed on our website or on request from the office. [The Feedback, Complaints and Appeals Policy and Form](#) are included below. If any changes are made to these Policies during the time you are training with us, we will email you to ensure you are informed. Policies include:

- Training and Assessment Policy
- Student Information Policy
- Student Support Policy (includes Diversity and Inclusion)
- Feedback, Complaints and Appeals Policy
- Continuous Improvement Policy
- Information Management Policy

- Third Party Arrangements Policy
- Workplace Health and Safety Policy

Organisational Change

Where there are any changes to agreed services, we will advise you as soon as practicable, including a change in ownership or changes to existing third party arrangements or in relation to any new third party arrangements.

Third-Party Arrangements

Currently we do not have any arrangements with other organisations (third parties) to conduct services on our behalf. We will inform you regarding any arrangements, or changes to existing arrangements, we have with a Third Party to deliver training and assessment on our behalf. This information will include:

- name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the student on the RTO's behalf; and
- your rights, including arrangements if the RTO, or a third-party delivering training and assessment closes or ceases to deliver any part of the training product that you are enrolled in.

Feedback, Complaints and Appeals Policy

National Courses understands that effective and confidential feedback and complaints processes enhance the overall quality of VET services and strengthens our reputation. It also means we can proactively identify and rectify systemic issues and strengthen our continuous improvement practices.

In most instances, we accept the definition of feedback to be a compliment, criticism, comment or suggestion where a response is not sought, or not reasonable to expect. Therefore, the key difference between complaints and critical feedback for the purpose of this policy is the reasonable expectation of a response.

We also understand our obligation to manage appeals regarding assessment decisions made by ourselves or a third-party providing services on our behalf.

We ensure that information regarding feedback, complaints and appeals processes is accessible by publishing it in Student and Staff Handbooks and on our website. Staff are also informed at induction as per the VET Workforce Policy and students at course commencement.

Feedback

We encourage ongoing and timely feedback with respect to our services as we recognise that prompt resolution of minor issues can prevent escalation into formal complaints and can ensure improvements are made to services that enhance the experience and satisfaction of students

Procedures

We collect feedback from students and stakeholders in a number of ways:

- through Student Post Training Feedback Form emailed to all students at end of course
- by informal discussions with students, trainers and staff
- from feedback when applying reasonable adjustment or, for longer courses, developing Student Support Plans
- from Quality Indicator survey feedback
- the input from industry representatives into the development of our training and assessment strategies and assessment validation
- from Google Reviews on website
- All information submitted on our websites, course surveys and Quality Indicator surveys are reviewed and summaries are monitored on a monthly basis for any negative feedback. Negative feedback or improvements are sent to the Director. All feedback is collated and sent to trainers via a Quarterly Report with notes and their quarterly post assessment validation forms.
- Trainers, assessors including third parties are encouraged to share informal feedback on their returned attendee sheets.
- Any agreed action is allocated to a staff member with a completion date in the Continuous Improvement Register. and
- Improvements generated by feedback from review of Training and Assessment Strategies or assessment validation are monitored as per the Training and Assessment Policy.
- Improvements are dated and dated and recorded in the Continuous Improvement Register.

Complaints

We adopt the Australian and New Zealand Standard Guidelines AS/NZS 10002:2014 definition of a complaint as an implied or express statement of dissatisfaction where a response is sought, reasonable to expect or legally required.

We are committed to protecting the rights of our students by managing and responding to

complaints involving the conduct of our marketing, administration and training and assessment processes. This includes complaints directed at other students, our trainers, assessors, other staff or third parties who deliver training and assessment on our behalf. All complaints and appeals will be treated as an opportunity for improvement, will help determine future programs and contribute to our continuous improvement systems.

All Complaints and Appeals will be treated as confidential.

Procedures

- All staff including trainers, assessors and third parties are informed of the complaints process at induction
- The Feedback Complaints and Appeals (this) Policy is included in Staff and Student Handbooks.
- Adequate staff are employed to handle front of house complaints.
- To ensure staff can provide relevant and up to date services and support in response to complaints, they are kept informed of any changes to training programs, services and policy or procedures by email.
- The student complaints process is written in plain English and included in our Student Handbook/Information webpages.
- We make it clear in information that complaints are welcomed, and the process is unbiased and confidential.
- The Complaints Form is simple and easy to use and is available in the Student Handbook and on our websites.
- The Complaints Form on our websites is accessible so that anyone can reach it.
- Students have a variety of ways to make a complaint including:
 - by phone
 - by email
 - by post
 - the Complaints and Appeals form (on request and on websites)
 - via the Contacts page on websites

The Complaints Process

Step 1 – Informal Resolution

Students and staff are encouraged in the first instance to talk to the person involved; this might be the Trainer/Assessor, member of staff or another student. The Trainer/Assessor or staff member will make notes of the concern and follow up with the Director. Most frequently, this relates to students being sent away from class because of lateness of not providing the correct ID.

Customer service staff are trained to resolve issues amicably and calm the irate customer generally by providing a refund or an alternative date to attend. They will inform the Director of any negative feedback.

If the student still wants to proceed with a formal complaint or has a complaint of a more serious nature, the following steps are initiated.

Step 2—Submit the complaint

Complaints may be received by phone, email or via our Complaints and Appeals or Contact forms on our websites. Contact details and links are available on our websites and in/on our Staff and Student Handbook.

If by telephone, the person taking the call will take the personal details of the complainant and

detailed notes of the complaint using the Complaints & Appeals Form and will email the completed form to the Director.

If by email, the person making the complaint will email us the details of the complaint in writing.

All complaints are forwarded immediately to the director who will call the complainant within 24 hours of the complaint being received.

In all instances we clarify the source of the dissatisfaction, that is, is it with our services, actions, decisions, inaction, delay, policy or processes.

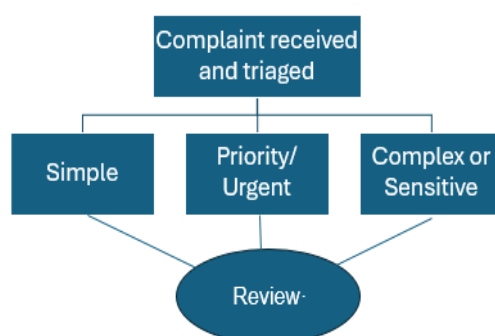
If possible, we establish the desired outcome of the person making the complaint (the complainant).

We also establish if the complainant has any communication preferences, requires an interpreter or needs support with making the complaint.

The complaint is logged in the Complaints and Appeals Register.

Step 3—Assess and triage

To facilitate quick resolutions, complaints are triaged as Simple, Priority/Urgent or Complex. Those classified simple can generally be resolved promptly, often in the first conversation with the director. Complex and sensitive complaints are allocated more time and resources.



The Director is responsible for triaging complaints and notifying other relevant staff members who are to be involved in the resolution process.

Simple: those that can be resolved by the director in the 24 hour period. Details of the complaint and the resolution are logged in the Complaints Register.

Priority/Urgent: can normally be resolved internally within 7 days and are usually:

- those that have urgent wellbeing, health or safety implications for the person involved and/or other staff and students
- an appeal regarding an assessment outcome

Complex/Sensitive: may take up to 28 days to resolve and usually require an investigation that may involve people other than the complainant e.g. other students, staff, external organisations, contractors or third parties. If an external agency such as Workcover or a government department is involved, the process may take longer, and the complainant will be notified of the expected timeframe and kept informed of the progress of the investigation.

Step 4 - Resolve or investigate

A complaint is considered resolved when the outcome wanted by the complainant is reached or a solution is provided that is appropriate and fair in the circumstances and that corresponds with legislation and organisational policy.

If a complaint falls outside our organisational responsibility, we will provide suitable referral information or support the person accessing the appropriate services.

Investigation may be required if the complaint cannot be resolved easily or promptly. Investigation plans and reports will be developed for complex complaints to indicate how the following is considered.

- significant complaint issues
- further information required
- the estimated timeframe to resolution
- the complainants preferred outcome
- communication required to keep complainant informed of progress
- potential outcomes and solutions
- internal and relevant external policies and procedures
- legislation

A meeting with the complainant may be required to gather more information through the investigation process. This meeting can be face to face, by phone or Zoom, and the complainant can elect to have a representative present. The meeting will be with the relevant State Manager or the Director. A record of the meeting is kept. Any investigation of matters raised is followed up and a response made within an agreed timeframe. Both parties are to sign the record of the meeting

Step 5 - Communicate the outcome

Prior to finalising a complaint, we will contact the complainant to discuss the intended outcome. At this stage, the complainant has the opportunity to provide other information and ask further questions. In most instances, this will be done verbally, either by a meeting or phone, and followed up in writing taking into consideration any identified LLN issues or language barriers of the complainant.

If the complainant is satisfied with the outcome, it is considered completed.

Step 6—Independent mediation

If the matter is still unresolved, an independent mediation body will be assigned to examine the matter. This party will be independent of the RTO and the complainant, and their selection will be managed by the Director with the mutual agreement of the complainant. The written decision of this body will be final and will be made within 28 days of the complaint first being submitted. If the 28-day target cannot be met, the complainant will be informed in writing giving reasons why more time is required and will then be given regular updates on the progress of the matter.

Step 7-Finalise

The Complaints and Appeals Register is updated with details of the complaint, personnel involved, actions taken and final outcome. Links to, or copies of, relevant documents and correspondence are included.

Monitoring

All complaints are used to inform our Continuous Improvement Process.

Feedback and complaints are part of the continuous improvement process and required improvements actions are recorded in emails and allocated to staff.

Appeals

The Assessment Appeals Process

Step 1 – Informal Resolution

Students are encouraged in the first instance to talk to the assessor who made the assessment decision within one week of receiving the result. Students are entitled to two attempts at assessment so in most cases the matter can be resolved by the assessor providing feedback and a resubmission or reattempt organised at a mutually convenient time.

Step 2—Review the competency decision

If the outcome is not resolved, then the assessment will be re-assessed by another, fully qualified assessor. This should be completed within 14 days.

Step 3 – Submit a formal appeal

If the student is still not satisfied with the assessment outcome, the appeal should be put in writing within 7 days using the Appeals Form which is available in the Student Handbook and on our websites.

Appeals may be received by phone, text, post, email or via our Appeals or Contact forms on our websites. Contact details and links are available on our websites and in the Student Handbook. The details of the appeal are logged in the Complaints and Appeals Register

Step 4 - Resolve

On receipt of the Appeals Form a meeting with the State Manager or Director is arranged. This meeting can be face to face, by phone or Zoom and students can elect to have a representative present. A record of the meeting is kept including the reasons for appeal and the agreed proposed solution. Any investigation of matters raised is followed up and a response made within an agreed timeframe. Both parties are to sign the record of the meeting.

Step 5 – Independent mediation

If the matter is still unresolved, a mutually agreed, independent mediation body will be assigned to examine the matter. The written decision of this body will be final and will be made within 28 days of the complaint first being submitted. If the 28-day target cannot be met, the complainant will be informed in writing giving reasons why more time is required and will then be given regular updates on the progress of the matter.

Step 6 – Finalise

All appeals will be recorded in the Complaints and Appeals Register with copies of, or links to, the assessment(s), outcome results records, and assessor feedback. Copies will also be kept on the student file.

Monitoring

All appeals are used to inform our Continuous Improvement Process and processes are developed and implemented to mitigate the risk of future appeals. Identified improvements are recorded

Complaints and Appeals: Alternative Contacts

If in the instance of an Appeal or Complaint not being resolved by the above processes, the student will be informed that there are other avenues of complaint. These include:

- [NSW Department of Fair Trading](#) for complaints regarding non-training issues such as disputes over refunds or charges.
- The Australian Skills Quality Authority (ASQA) is the national regulator with regard to training and assessment delivery. They handle complaints that relate directly to RTO's providing

training and assessment processes that do not meet the Standards for Registered Training Organisations. Details of their Complaints Process are available on their [website](#).

- Complaints to do with Smart and Skilled should be directed to:
Phone: 1300 772 104
Email: enquiries@smartandskilled.nsw.gov.au
Online: [enquiry/complaints form](#).
- For any Work Health and Safety issue, the jurisdictional WHS State Body should be contacted. Details of each state body can be found on the [SafeWork Australia website](#).

Appendix A: Privacy Notice

The following Privacy Notice will be included with your enrolment form; it explains how any personal information or data collected by us will be used:

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. **Failure to provide personal information will mean we cannot process your enrolment.**

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

National Courses employs staff in Australia, Indonesia, and the Philippines to support customer service, administration, and data-entry functions. Each team member is granted only the minimum system access necessary for their role and is required to comply with Australian privacy laws, regulations, and strict confidentiality obligations.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with 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.

The 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 the purposes of 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.

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

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

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at 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 the 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>.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact National Courses to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Contact details:

Name: Sam Bohr Director

Tel: 0492 955 761

Email: samuel@nationalcourses.edu.au.

For more details view our Privacy Policy on our website.

Appendix B: USI Privacy Notice

The Office of the Student Identifiers Registrar's privacy obligations require National Courses to: be open and transparent about how we hold, use and disclose personal information have a privacy policy in place that is reasonably available to the public take reasonable steps to ensure the security of personal information and protect it against intentional or unintentional misuse, loss, interference, unauthorised access, modification or disclosure. Take reasonable steps to ensure the personal information that is held, used or disclosed is accurate, up to date, complete and relevant.

National Courses is committed to ensuring the proper handling of your personal information in accordance with the Privacy Act 1988 ('Privacy Act'). National Courses is an 'APP entity' that must comply with the Australian Privacy Principles (APPs) which are set out in Schedule 1 of the Privacy Act. The Privacy Act and APPs regulate how National Courses must collect, use, disclose and hold personal information, and how people may access and correct their personal information. The information you provide through the USI application process is collected by the Student Identifiers Registrar for the purposes of:

- processing your application for a USI
- verifying and providing a USI
- resolving problems with a USI and creating authenticated Vocational Education & Training (VET) transcripts.

The information may be disclosed to:

- a number of organisations, departments, regulators and other persons where it is reasonably necessary for the purposes of performing functions or exercising powers
- the Oversight Authority in instances pertaining to digital identity to enable them to perform their functions
- current and former registered education and training providers to: enable them to deliver VET and Higher Education courses
- meet their reporting obligations under the VET and Higher Education standards and government contracts
- assist in determining eligibility for training subsidies and higher education funding

- schools for the purposes of delivering VET courses to you and reporting on these courses
- the National Centre for Vocational Education Research (NCVER) for the purpose of creating authenticated VET transcripts
- resolving problems with USIs
- collecting, preparing and auditing national VET statistics
- researchers for education and training related research purposes
- any other person or agency that may be authorised or required by law to access the information
- any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system and will not otherwise be disclosed without their consent unless authorised or required by or under law.

Detailed information on the use of your information can be found in Division 5 - Collection, use or disclosure of student identifiers of the Student Identifiers Act 2014, and in the USI's Privacy Policy.

Your personal information and the USI application process

The USI application process requires personal information, including your:

- name
- date and place of birth
- gender
- contact details
- identification documents.

This information is used to confirm your identity and ensure your USI is unique. The USI Registry System only keeps information about your name, date and place of birth, gender, contact details and the type of identification provided. The USI Registry System doesn't retain details from the ID used to create your USI. If you've authorised National Courses to create a USI on your behalf, National Courses is required by law to destroy your personal information as soon as possible after making the USI application.

USI VET transcripts

For USI account holders who are undertaking VET studies, the National Centre for Vocational Education and Research (NCVER) holds your training information, which is used to electronically create authenticated VET transcripts.

The Office of the Student Identifiers Registrar does not hold or store the information received from NCVER for this purpose. NCVER is authorised to disclose information to the:

- Australian Government Department of Employment and Workplace Relations (DEWR)
- Commonwealth authorities and State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulator
- for the purposes of:
- the administration of VET, including program administration, regulation, monitoring and evaluation
- the facilitation of 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 conduct 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 NCVER's Privacy Policy.