

STUDENT HANDBOOK



www.astutetraining.edu.au

Domestic Students



TABLE OF CONTENTS

03

Domestic
Student
Program

04

Students Rights
and
Responsibilities

06

Access and
Equity

11

Assessments

14

Complaints
and Appeals

15

Fees and
Refunds

18

Emergency
Evacuation
Procedure

19

Contact
Information

DOMESTIC STUDENT PROGRAM



All students enrolled in a training program are covered by consumer protection measures. All training providers approved to deliver training are required to have processes in place to protect consumers and handle complaints.

Student rights and obligations

As a student receiving government-subsidised training under Smart and Skilled, you have certain rights and obligations. You have the right to:

- Expect that the quality of your training meets the standards, regulations and requirement set down by the Australian Skills Authority (ASQA)
- Be informed about the collection of your personal information and be able to review and correct that information
- Access your training provider's consumer protection complaints process

Student's obligations include:

- Providing accurate information to the training provider
- Behaving in a responsible and ethical manner

Enrolment Process

To ensure eligibility you are required to agree to the following conditions:

Eligibility Criteria

You must be able to provide evidence to support eligibility.

All Courses	<ul style="list-style-type: none">• Aged 15 years or older• No longer at school• Living or working in NSW• Australian citizen, Australian permanent resident, humanitarian visa holder or New Zealand Citizen• Is able to complete assessments and class activities at a proficient English standard
Other training such as part qualifications, prevocational training and full qualifications from Cert IV to Diploma level	Can have any level of qualification



STUDENT RIGHTS AND RESPONSIBILITIES



All students at Astute Training will:

- Be treated fairly and with respect by the staff of Astute Training
- Be well informed about the program and the program requirements
- Have privacy maintained concerning personal information and training records
- Accept joint responsibility for student learning
- Provide honest feedback regarding your learning experience. This includes any evaluations conducted as well as informal feedback to facilitators, your manager or any other person with a stake in the program
- Attend scheduled training sessions and submit assessments in a timely manner
- Keep all records associated with the completion of the program for the duration of the program. This includes assessment tasks and notes, etc
- Observe all workplace health and safety guidelines
- Be covered by relevant insurances
- Have access to clean and safe amenities and training rooms
- Undertake learning in an environment that is free from discrimination
- Act with integrity and treat others with respect and courtesy



Student ID Number

All students will receive an Astute Training unique student ID number upon course commencement. This ID number is used for identification purposes and must be quoted in all correspondence with Astute Training, including assessments and enquiries.

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is an Australian Government initiative that provides accurate, accessible training records to build data that will allow government to target the skills that industry needs to ensure the future prosperity of Australian businesses. It is a reference number made up of numbers and letters to give students access to their USI account.

A USI account is linked to the National Vocational Education and Training (VET) Data Collection site allowing an individual to see their training results from all providers including all completed training units and qualifications.

If you do not have a USI and need to create one, please click [here](#) for instructions or contact Astute Training directly if you need further clarification.



Language, Literacy and Numeracy

There are a number of ways that Astute Training may make reasonable adjustments to the assessment procedure to allow for the LLN skills of students without losing the integrity of the assessment. Learning support is offered to enrolled student to provide all reasonable assistance for course completion, incorporating: language, literacy and numeracy support, information technology and computer foundation skills support. After induction, students may be assessed in order to ascertain if their language, literacy and numeracy (LLN) skills are sufficient to successfully undertake the program.

Individuals seeking external support may access information about their nearest LLN provider through:

The Reading Writing Hotline: 1300 655 506

Website: www.readingwritinghotline.edu.au



ACCESS AND EQUITY POLICY



Astute Training is committed to incorporating fair and equal access, for all students, staff members and networks in the community, regardless of characteristics such as their gender, sexuality, race, nationality, ethnic background, age, marital status, religion, pregnancy, political convictions, physical disability or intellectual impairment.

This commitment seeks to create a training and education environment free from all forms of discrimination and harassment, including sexual harassment, and which enables all learners to understand the education program in which they are enrolled to their full potential. The Access and equity policy covers broad areas of Discrimination, Harassment and Human Rights. Each of these areas is supported by legislation at the State or Federal level.

Victimisation / Harassment

Students have the right to learn within a safe and supportive environment. If a student feels this is not the case, notify your trainer or student support immediately

Business Ethics

Astute Training is strongly committed to high standards and business ethics. Students will find our company professional in our approach and compliant with national standards.

Astute Training is dedicated to providing quality training and employment solutions to our clients. Our clients are valued customers and will be treated courteously and with respect at all times. In return we ask that our staff be treated with the same respect.

The management and staff at Astute Training are committed to working with students from all backgrounds with a focus on achieving successful learning outcomes.

Access to Records

Astute Training maintains a record of training for every student, which includes enrolment form; identification and personal details; student formal agreements; information on completed assessments etc. Information on students is maintained in the 'Student Management System – Wisenet'. Students have access to their personal information through the 'Student Portal' it is the responsibility of the student to keep their information up to date using the student portal log-in.

Students have the right to access their personal information and may make a request through an appointment with student support.



Parking

Parking all day is available in Judges Car Park located in Union Lane pay particular attention to the signs which indicate which level is all day parking and which level is 2 hours only.

Child Policy

Astute Training does not provide facilities for children. Children cannot accompany students in classes.

Smoking Policy

There is to be no smoking on the premises or in the toilets. Students may smoke outside the building please ensure that cigarette butts are disposed of and not left on the path or walkways.

It is NSW law that there is no smoking within 4 metres of an access point to the building. No smoking in front of the doorway to the premises as all entry and exit points are to be left clear at all times

Facilities and Equipment

Students and trainers are expected to leave the room neat and tidy, place chairs behind tables and remove all rubbish, cups etc. from tables and place in the bins provided. Please be respectful to the environment provided. All food left in the fridge will be disposed of on Friday of each week.

Feedback

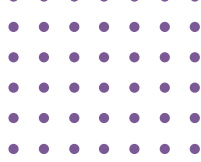
At Astute Training, we are constantly seeking ways to improve our service. Student feedback is appreciated. When you have completed your course and have been issued your certificate, you will have the opportunity to complete our quick Course Outcome survey to provide feedback. The information that is supplied to Astute Training is confidential and will be utilised by our staff to develop better systems for training under our continuous improvement policy.

Attendance

All students are required to attend scheduled face to face training sessions in order to complete the course. Non-attendance at a lesson will be marked as such by the trainer. The student will be required to catch up on any work missed during their absence.

If a student is unable to attend the class on the scheduled day please notify Astute Training reception on 02 4732 5088 or email reception@astutetraining.edu.au

All students are required to be recorded in the class attendance upon entry and exit to the building as this also serves as a roll in case of evacuation.



Mobile Phones

Mobile phones are to be switched off or left on silent in the training rooms as a courtesy to the trainer and the other students. Should there be a specific reason such as a family emergency, please let your trainer know.

Disability

If you have a disability and require additional support to complete the program, let your trainer know immediately, or contact student support.

Astute Training will make every effort to accommodate students' needs to ensure that a disability does not prevent a student from successfully completing the program.

Support Services (Including Literacy)

At Astute Training, our team is always here to help you with any issues you may be facing during your course. If you need assistance, please contact our reception desk to speak with someone.

We understand that unexpected problems can arise, which is why we offer student support services to ensure that you have a fulfilling and enjoyable learning experience. These services are confidential and include:

- Counselling – general or personal, support and referrals
- Cultural adjustment
- Study assistance – additional classes or tutorials
- Special support assistance- including language, literacy and numeracy support

Don't hesitate to take advantage of these services before any issues escalate and disrupt your studies.

Work Health & Safety

Astute Training aims to provide and maintain a safe working and learning environment. It is the responsibility of the student to comply with the Work Health & Safety Act 2011.

Emergency Evacuation Procedures are displayed in the walkways of the building. The Evacuation Meeting Point is located behind the building. Students are required to meet their trainer at this location and have names marked off the roll. Please wait at this point until instructed otherwise.

No hot drinks are to be taken outside without a lid as it is a health and safety hazard to other students.

If your training is off site the Emergency Evacuation Procedures will be explained to you at point of induction.



Confidentiality and Privacy Act

Astute Training abides by the Privacy Act 1988 (Commonwealth) and keeps student information private and only collects information that relates to a student's training and takes all reasonable steps to protect personal information from misuse, loss, unauthorized access, modification or disclosure including restricted access to electronic files, secure storage of paper files and back up of data.

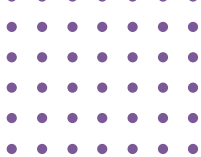
Astute Training is required to be audited by ASQA in order to maintain registration and student files may be accessed by their representatives.

Your personal Information (including the personal information contained on your enrolment form and my training activity data) may be used or disclosed by Astute Training for statistical, regulatory and research purposes. Astute Training may disclose your personal information for these purposes to third parties, including:

- School - if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship
- Employer - if you are enrolled in training paid by your employer
- Commonwealth and State or Territory government departments and authorised agencies, including the NSW Department of Education (Department)
- NCVER
- Organisations (including the Department) conducting student surveys
- Researchers.

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

- Issuing a VET statement of Attainment or VET qualification, and populating authenticated VET Transcripts;
- Facilitating statistics and research relating to education, including survey's;
- Understanding how the VET market operates, for policy, workforce planning and consumer information and;
- Administering VET, including program administration, regulation, monitoring and evaluation



You may receive an NCVER student Survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted

NCVER will collect, hold, use and disclose your Personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's Website at www.ncver.edu.au) The Department may disclose your personal information to other Australian government agencies, including those located in States and Territories outside New South Wales

The above government agencies may use your personal information for any purpose relating to the exercise of their government functions, including but not limited to the evaluation and assessment of your training, the determination of your eligibility to receive subsidised training or for any Fee Exemptions or Concessions. Your personal information may also be disclosed to other third parties if required by law.

Criminal History Record Check

Students who undertake study in the Certificate III in Individual Support, Certificate IV in Ageing Support, Certificate IV in Disability or Diploma of Community Services should be aware that if a student possesses a criminal record involving violence or abuse there may be restrictions to their work placement, and career options involving contact with vulnerable people.

Please note from the 1st March 2007 all Aged Care Workers or volunteers are required to produce a current Criminal History Record Check prior to commencing duties at an Aged Care facility or hostel.

Astute Training can process the Criminal Record Check onsite through Fit2Work once the required ID has been provided to reception and verified. The check usually takes 24 hours to complete and the original is issued to the student and a copy scanned to the student's file. Astute Training has nominated not to charge Smart and Skilled students for the Criminal Record Check.

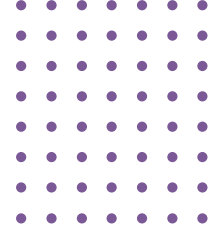
NDIS Worker Check (NDISWC)

Certain workers delivering supports or services under the National Disability Insurance Scheme (NDIS) are required to have a worker screening clearance. In NSW this is called the NDIS Worker Check (NDISWC).

An NDISWC is valid for 5 years and can be used across Australia with any NDIS employer and in any NDIS role. You apply through your MyServiceNSW Account. If your application is successful the 'NDIS Worker Check' tile will be added to the 'My Services' page in your account. You will not receive an NDISWC certificate or card. Your certification is digital, and you will manage your NDISWC by logging in to your MyServiceNSW Account.

To apply for an NDISWC visit <https://www.service.nsw.gov.au/transaction/ndiswc-apply>.

ASSESSMENTS



Assessment is based on the student achieving the required industry standards. Astute Training guarantees that all students will receive an open, clear and fair assessment of their skills. This may be achieved in a variety of methods including written, oral and practical demonstration.

All assessments are competency based. Students will be issued with a timetable and training plan upon commencement - both documents list the assessment dates. The course trainer will also advise students of assessment dates at the commencement of each unit of competency.

When a student's assessment is returned after marking if the student does not agree with the assessment outcome all students have the right to appeal.

If a student is deemed to be Not Yet Competent the trainer/ assessor will discuss what options students have in order to become Competent.

A student may need to undertake additional assessment tasks, do some more training or more practice before being assessed again.

Competency Based Assessment

In competency-based training students are assessed on whether they are applying the skills and doing the tasks listed in the units of competency that are being studied. Keep this in mind as you work on your assessment task(s) including:

- Performing at an acceptable level of skill
- Managing a number of different tasks within a job
- Responding and reacting appropriately to unexpected problems, changes in routine and breakdowns
- Fulfilling the responsibilities and expectations of the workplace
- Transferring skills and knowledge to new situations and contexts

C = Competent

Has achieved all the learning outcomes in the specified unit/module, to the required standard.

NYC = Not Yet Competent

Requires re-submission of further effort toward achieving competence.

Students must successfully complete both the practical and theoretical components of the course to receive a nationally recognised certificate. (Work placement is a compulsory component of certain full qualifications and in those cases, must be completed before a certificate can be issued).

Certificates and Statements of Attainment

Certificates are awarded to students who have demonstrated competence in a course and have been assessed by a trainer/assessor. If all competencies have been achieved, a certificate will be issued.

In the event of partial completion of a qualification, a Statement of Attainment will be issued. Both certificates and transcripts will be released within 28 days of course completion and receipt of final payment (if applicable).

Training Packages

The qualifications students are aiming to complete are part of a nationally-accredited training package. Training packages have been developed for all business sectors across Australia in consultation with industry groups and workplace representatives. This ensures that everyone Australia-wide completing a qualification is being assessed against the same standards and is completing the same number of units.

The qualification a student receives is portable. This means that any qualification or Statement of Attainment that a student receives from Astute Training will be recognised by any RTO in Australia.

Plagiarism and ChatGPT

Plagiarism is a form of cheating, by representing someone else's work as your own or using someone else's work (another student or author) without acknowledging it with a reference. Any material a student provides for assessment must be the student's own work. If a student provides any workplace documents as part of the assessment it must note the student's role in the preparation of these.

Any text generated by ChatGPT must be properly attributed. If ChatGPT is used to assist in the creation of documents, assignments, or other educational materials, appropriate citation or acknowledgment must be given for any content generated by the tool. Failure to do so constitutes plagiarism. Users are expected to combine the output of ChatGPT with their original insights, research, and ideas to create unique and original work. Astute Training may use plagiarism detection software to verify the originality of submitted work.

Credit Transfer

Credit transfer is granting competency of units already completed within a qualification. Astute Training recognises Qualifications and /or Statements of Attainment issued by another Registered Training Organisation (RTO), however Astute Training reserves the right to verify any qualifications submitted for authenticity. All requests for credit transfer must be submitted within 14 days of course commencement.

Recognition of Prior Learning (RPL)

RPL means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses

- Formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree)
- Non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, inhouse professional development programs conducted by a business)
- Informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative)

Assessment Attempts

Students are allowed two (2) additional assessment attempts. If after the second attempt, the Student has not completed the task satisfactorily, the assessor must make alternative arrangements for assessment. Depending on the task, this may include:

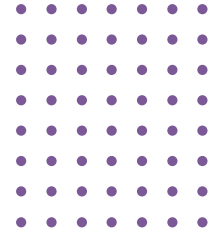
- Resubmitting incorrect answers to questions (such as short answer questions and case studies)
- Resubmitting part or all of a project, depending on how the error impacts on the total outcome of the task
- Redoing a role play after being provided with appropriate feedback about their original performance
- Being observed a second (or third time) undertaking any tasks/activities that were not satisfactorily completed the first time, after being provided with appropriate feedback.

If any further attempts are required after implementing all of the alternative assessment methods mentioned above, a fee will be incurred.

Re-assessment

When a student's submitted assessments are marked as 'Not Satisfactory', students will be provided feedback by their Assessor on the parts of the assessment which need to be reviewed and addressed. Students are supported and given feedback by the Assessor in order to address the gaps and develop their skills and knowledge in preparation for re submission. This will be undertaken within the scheduled training plan or may be completed under alternative arrangements agreed between the student and the assessor. In all circumstances, the re-assessment is to be a planned activity that is conducted in accordance with the assessment procedures, unit assessment requirements, principles of assessment and rules of evidence. In the event that all options are exhausted, Astute Training will record the unit of competency as Competency Not Achieved against the student's enrolment record.

COMPLAINTS AND APPEALS



At Astute Training we recognise the importance of a supportive learning environment where students feel safe, happy and respected. Should there be a concern at any stage through your study here we encourage you to follow this process in dealing with the issue

Trainer – In the first instance of a concern please speak to your trainer as an informal way of dealing with any issues immediately before the concern escalates.

Student Support – If your concern is not resolved or if your concern is of a more personal nature please ask at reception to see the Student Support.

CEO – If your concern has still not been resolved please ask for an appointment with the Chief Executive Officer, this will be the final call on the concern for Astute Training.

Students will be provided with a written outcome on your case including the rationale for the decision. If a student is satisfied with the resolution agreed actions will be implemented and the complaint or appeal will be closed.

Assessment Appeal

If a student does not agree with an assessment outcome they should first discuss the matter with the trainer/assessor concerned and if problem cannot be resolved at this point then the student request an appointment with the CEO at Reception.

External Appeals

Where no mutually acceptable resolution can be found, a student may wish to have the matter dealt with through an external resolution process we supply Consumer Guide brochures in all common areas of the building, they contain information on who to contact.

For issues to do with quality of training, contact the Australian Skills Quality Authority (ASQA) Website: www.asqa.gov.au

Smart and Skilled enquiries/Complaints

Phone: 1300 772 104

Online: [enquiry/complaints form](#)

For consumers who have an issue obtaining a refund or similar NSW Fair Trading website: www.fairtrading.nsw.gov.au

There is no cost for lodging an external appeal. Once the relevant authority has received the appeal form they will contact both Astute Training and the student to request applicable documentation.

Consumer Protection

Astute Training is committed to ensuring that it remains compliant with the relevant legislation and regulations that protect the rights of consumers as well as fair trade, competition and accurate information in the marketplace.

The NSW Smart and Skilled Consumer Protection Strategy can be accessed on [this page](https://education.nsw.gov.au/skills-nsw/students-and-job-seekers/support-to-help-with-your-studies/smart-and-skilled-consumer-protection) for your reference. (<https://education.nsw.gov.au/skills-nsw/students-and-job-seekers/support-to-help-with-your-studies/smart-and-skilled-consumer-protection>)

Consumer Protection Complaints

Despite the best efforts of Astute Training to provide quality services and outcomes to its students, complaints may occasionally arise that require formal resolution. If an individual feels that Astute Training or one of its third-party representatives has breached its obligations in the undertaking of marketing and sales activities, they may raise a complaint. We encourage individuals to discuss the situation with our Consumer Protection Officer in the first instance, before making a complaint.

Consumer Protection Officer:

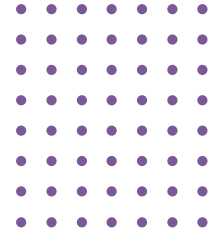
Kate Webster-Fitzharris

Training and Education Manager

02 4732 5088

kate@astutetraining.edu.au

FEES AND REFUNDS



Students are advised of student fees and refunds applicable to enrolment in the course.

Concession Fees

Students who are a recipient of a specified Commonwealth benefit or allowance must provide the following proof of eligibility for a concession:

- A letter from the Department of Human Services (Centrelink) confirming receipt for the benefit. The letter should clearly show the Centrelink Reference Number (CRN) and the benefit or allowance category or
- A current concession card that shows the CRN and clearly shows the benefit or allowance category or
- A current Centrelink income statement that clearly shows the benefit or allowance category and the CRN or
- Any other evidence that clearly shows the CRN and the benefit or allowance category or
- Documentary evidence from the Department of Veteran Affairs stating their pension/benefit status; or
- For people who are applying for a benefit and approval letter from Centrelink that shows the CRN and indicates that the commencement date of their benefit is within two weeks of their enrolment or two weeks within the date of the first-class attendance or participation in training.

Fee Exemptions

Students who qualify for fee exemption are:

- Fee exemption – Students with a disability(ies) Proof of eligibility is required. A student who seeks a fee exemption on the basis of disability will need to provide:
 - a letter from Centrelink confirming receipt of the Disability Support Pension. The letter should clearly show the Centrelink Reference Number (CRN); or
 - a current Disability Pensioner Concession Card that shows the CRN; or
 - a current Centrelink income statement for the Disability Support Pension, which clearly shows the income is for the disability pension and also shows the CRN; or
 - any other evidence that clearly shows the CRN and confirms receipt of the Disability Support Pension; or
 - documentary evidence of support demonstrating a clear additional need as a result of the students disability. This evidence must be a letter or statement from: a medical practitioner or a specialist allied health professional.

- **Fee exemption - Dependent of a person with a disability(ies)** Proof of eligibility is required. An individual who is seeking an exemption as a dependent child, spouse or partner of someone who is receiving a Commonwealth Government Disability pension must provide documentary evidence that Centrelink recognizes the individual as a dependent. The evidence should clearly show the CRN of the Disability Pension Recipient.
- **Fee free training – Refugees and asylum seekers** Proof of eligibility is required. A student who seeks a fee exemption on the basis of their visa status will need to provide visa documentation, or documentation such as an ImmiCard where appropriate.
- **Australian Aboriginal and Torres Strait Islander People –** prove their status and eligibility for a fee exemption through descent, self-identification and community identification. Students will need to declare their status and be able to provide documentary evidence of community identification if required.

Withdrawal without penalty prior to course commencement

If a student withdraws prior to the course commencement a full refund will be given for all payments that have been made. The student will need to fill out a refund application form.

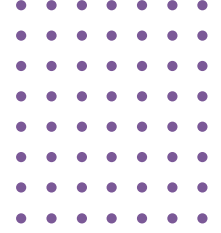
Withdrawal after course commencement

If a student withdraws from the course after the course has commenced the fees paid will be calculated pro rata and any monies owing will be refunded. The student will need to fill out a refund application form.

Course Cancellation

In the event of course cancellation by Astute Training all fees paid will be refunded in full.

EMERGENCY EVACUATION PROCEDURE



The primary objective of the Emergency Evacuation plan is to ensure the safe evacuation of all occupants, including Students, Trainers, Reception/Admin Staff, and Management, to designated assembly areas. All individuals within the building should be familiar with their roles and responsibilities during emergencies.

The company has appointed Fire Wardens and Chief Fire Warden to ensure the safety of the company's employees, visitors and students. It is the role of the Chief Warden and Fire Wardens to ensure that all employees and students are aware of the evacuation procedures. In the event of a fire, it is compulsory that all employees and students leave the premises immediately.

Semi-annual fire drills will be conducted to ensure that all Trainers, the Communication Coordinator, and Chief Wardens are fully aware of their roles. These drills will also familiarize current students with the most efficient evacuation procedures.

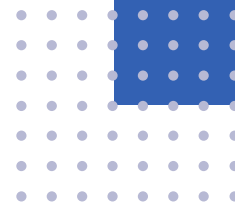
To ensure that all visitors, students and staff are accounted for it is necessary for all occupants of the building to sign in to the building on entry and sign out on exit of the building. All staff are to sign the staff sign-in book, visitors to sign the visitors register, and students are to report for the daily attendance record. It is the responsibility of trainers to ensure that all students have signed-on to the attendance record before the commencement of the class.

Full procedures are held by all staff and available upon request.

Students please see full map posters around the building:



CONTACT DETAILS



Phone 02 4732 5088

Toll Free 1300 282 750

Website www.astutetraining.edu.au

Email info@astutetraining.edu.au

Address 1/505 High Street, PENRITH NSW 2750

Mailing

Address PO Box 4093, PENRITH NSW 2750