Trainex Academy

Student Handbook

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Contents

Introduction
About Trainex Academy
Contact Information
Our mission and objectives
Our Services
Delivery Locations
Parking
Public Transport
Food Options
Your Role as a Student
Your safety
Responding to Hazards
Language, literacy, numeracy and digital proficiency
Full Qualification
Short Course
Student support services
Your wellbeing
Diversity and equity
Disability Inclusion
Children and Young Students
Harassment and Discrimination
Your privacy
Use of Student Images
Attendance Expectations
National VET Data Policy
Unique Student Identifier
Accessing your records
Fees and Charges
Requesting to substitute a course
Requesting to transfer between courses
Requesting to defer a course
Withdrawing from a course
Students who are not contactable or not responding
Plagiarism
Use of Artificial Intelligence (AI)
Behaviour misconduct
Continuous improvement
Assessment
Re-assessment
Recognition of Prior Learning
Credit Transfer
Issuing Qualifications and Statements of Attainment
Making a complaint or an appeal
Legislative and Regulatory Responsibilities

Introduction

This Student Handbook is designed to provide you with information about the services provided by Trainex Academy and our approach to providing you with a safe, fair and supported environment in which to participate in training and assessment. This handbook does not provide specific information about an individual course offered by Trainex Academy. This information is contained in the Course Brochure which is supplied separately.

About Trainex Academy

Trainex Academy (RTO code: 46591) is a Registered Training Organisation providing high-quality training and assessment services to students in Australia. Trainex Academy uses approved training venues, online learning systems, and qualified trainers and assessors to deliver quality training and assessment services. You can find out more about Trainex Academy at the following websites:

Trainex Academy

National Training Register

Trainex Academy is responsible under its registration with the Australian Skills Quality Authority for the quality of the training and assessment being delivered on your chosen course and is also responsible for the issuance of any AQF certificate that may result based on your achievement of the course requirements.

Contact Information

Address: SUITE 601 LEVEL 6 35 SMITH ST, PARRAMATTA, NSW, 2150

Phone: 0431 932 298

Email: admin@trainexacademy.com.au

General office hours are 10am to 4pm, Monday to Friday. Contact Student Support using the details above. Course-specific trainer support arrangements are provided separately.

Trainers and assessors are contactable at any time by email, text message or through the Learning Management System messaging function. Trainers and assessors will provide students with their direct email address and phone number on the first day of class. Please allow 2 business days for their response. Alternatively, contact the Student Support Officer.

Student 24 Hour Emergency Contact – Shannan Hazell 0431 932 298

Emergency Telephone Numbers

Police, Fire, Ambulance – 000

Our mission and objectives

Trainex Academy's mission is to deliver quality training and assessment that meets the needs of students and industry.

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.

- **Safety and equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.

- **Integrity and ethics**. We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.

- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.

- **Student focused.** We thrive on providing training and assessment that is student focused and which supports lifelong learning. We respect our students and strive to attract them time after time through high quality training and assessment experiences.

- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

Our Services

Trainex Academy provides training and assessment services in support of the following nationally endorsed training products:

- BSB30120 Certificate III in Business
- BSB40120 Certificate IV in Business
- BSB40920 Certificate IV in Project Management Practice
- SITHFAB021 Provide Responsible Service of Alcohol
- HLTAID011 Provide First Aid

Delivery Locations

Trainex Academy training may be delivered at approved training venues, online, or in blended mode depending on the course. Current venue details for face-to-face delivery will be provided in your course brochure, joining instructions, or confirmation of enrolment.

Parking

Where face-to-face training is delivered, parking arrangements will be advised in the course joining instructions or venue information provided before commencement.

Public Transport

Where face-to-face training is delivered, relevant public transport information will be provided in the course joining instructions or venue information provided before commencement.

Food Options

Where face-to-face training is delivered, information about nearby food options and student amenities will be provided in the venue information or joining instructions where relevant.

Your Role as a Student

As a student enrolled in nationally recognised training, you play an active and important role in your own learning journey. While your trainer is here to guide, support, and assess you, it's your responsibility to participate fully, show commitment, and take ownership of your progress.

Vocational training is designed to help you build the skills and knowledge you need to succeed in the workplace. To get the most out of your training, you're expected to come prepared, stay engaged, and be respectful of others around you. Training works best when everyone works together—this means asking questions, trying your best, listening to feedback, and taking pride in your learning.

Your actions also help create a safe, inclusive, and professional training environment for everyone. How you behave, interact with others, and approach challenges all contribute to your success and to the positive experience of the group.

As a student at Trainex Academy, you are expected to:

- Attend training sessions on time and be ready to take part
- Follow your trainer's instructions and get involved in all learning and assessment activities
- Take responsibility for your progress and ask for help if you are unsure about something
- Participate safely and let someone know if you see any risks or hazards
- Treat others with respect, including your trainer, classmates, and staff
- Keep going when things get hard, effort and persistence are key to learning

- Stay curious, ask questions, try new things, and be open to feedback
- Look after the training resources, tools, and equipment you use
- Submit your work on time and make sure it's your own
- Respond positively to feedback and be open to improving your skills
- Reflect on what you have learned and how you can keep growing
- Behave in a way that reflects the standards expected in your future workplace

By doing these things, you are not just completing a course, you are building habits and attitudes that will help you succeed in your career.

Your safety

Trainex Academy is committed to providing you with a safe environment in which to participate in training and assessment. We are aware under the Work Health and Safety Act 2011 of our responsibilities to maintain a safe environment.

The following guidelines are provided as a basis for safe practice in the training and assessment environment. The guidelines are particularly relevant to students, trainers and assessors.

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- Follow equipment operating procedures and trainer instructions for the safe operation of equipment;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to Trainex Academy staff.
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Observe hygiene standards particularly in eating and bathroom areas.

Electrical equipment:

- Electrical equipment that is not working should be reported to the Training Manager.
- Ensure electrical equipment is tested and tagged every 12 months by a suitably qualified and competent person.
- Electrical work should only be performed by an appropriately licensed electrician. Students, trainers and assessors must not undertake any task related to fixing electrical equipment such as lighting, power outlets, or electrical training aids.

Fire safety:

- Trainex Academy will communicate the procedures involved in evacuation and the location of fire equipment to students at each training venue and training event where face-to-face delivery occurs.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users are to consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any practice sessions on fire safety evacuation procedures and the use of fire safety devices.

First aid:

- Provision for first aid facilities are available where training is delivered.
- A first aid kit is to be available at the training venue or designated staff contact point where training is delivered.
- All accidents must be reported to Trainex Academy staff.
- The accident and any first aid administered must be recorded by staff involved.
- Safety incident report is to be completed on any incident requiring first aid or near miss.

Computer facilities:

- Extended periods of work with computers can result in general fatigue and eye strain. Repetitive tasks and incorrect posture will result in consistent aches and pains.

- Current work health and safety guidelines indicate that people working for long periods at computers should organise their work to allow a five-to-ten-minute rest every hour. This rest should include a change of position and stretching exercises as appropriate.

- Posture can be improved by adjusting chair height so that the operator's feet are comfortably placed on the floor (or footrest) and your arms are at an approximately 90-degree angle.

- The screen should be positioned to avoid reflection from lights and windows and at a suitable distance so that it can be easily read.

Lifting:

- Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by Trainex Academy unless directed to do so by the trainer.

- If you have experienced back problems in the past do not attempt to lift anything at all and advise the Trainer of any limitation.

- Never attempt to lift anything that is beyond your capacity.

- Always bend the knees and keep the back straight when picking up items.

- Never twist your torso while lifting.

- Never lift a heavy item above shoulder level.

- Never carry a load that obstructs your vision.

- Never hold your breath while lifting, moving, and setting the load down.

- Before lifting a load, make sure the load is secure.

- Use a safe lifting speed and avoid using momentum.

- Be aware of your surroundings before and during lifting.

- When in doubt, ask for help.

Work and study areas:

- Always ensure that all work areas are clean and clear to avoid the danger of accident by tripping or falling over.

- Place all rubbish in the bins provided.

- Ensure that kitchen bench spaces are left clean and tidy and that all dishes are washed.
- Do not leave tea towels or any cleaning cloths in a bundle on the bench tops or draped near any bin.
- Do not sit or climb on any desks or tables.
- Do not leave bags or garments on the floor obstructing passageways.

Work integrated training

- All students must complete workplace health and safety induction before any work integrated training commences.
- Students must have access to appropriate clothing and personal protective equipment required by the workplace.
- Appropriate supervision arrangements in the workplace must be established to ensure that the student's safe participation is monitored.
- Hazard risk assessment on planned work integrated training must be completed to identify the likelihood and consequence of injury or harm occurring and appropriate risk reduction measures.
- Students must be briefed and provided with contact details for a Trainex Academy representative at any time they feel that the situation in the workplace is not safe.

Training facilities

- The Training Manager or delegate is to conduct a walk around each training day to confirm the training environment is safe and ready for use.
- A venue assessment should be conducted periodically to assess the general suitability of the facility for safe access and delivery.
- A Training Venue Suitability Checklist should be completed for any new training venue before use, and thereafter as required.
- Hazard risk assessment must be completed and approved by the Training Manager on any training activity that is conducted outside of a classroom or a controlled environment.

Responding to Hazards

All personnel who encounter a workplace safety hazard are to respond using the following steps designed to ensure the safety of everyone and to address the hazard effectively:

1. **Identify the Hazard**: Recognise any potential safety hazard in the workplace. This could be anything from a spill on the floor to malfunctioning equipment.

2. **Assess the Risk**: Evaluate the potential risk associated with the hazard. Consider the likelihood of an accident occurring and the possible severity of its consequences.

3. **Control the Area**: If possible, isolate the hazard to prevent further risk. This could involve cordoning off the area, shutting down equipment, or evacuating the area if necessary.

4. **Notify the Relevant Personnel:** Report the hazard immediately to the nearest Trainex Academy staff member, trainer, assessor, or senior manager. Provide them with detailed information about the hazard and its location.

5. **Take Immediate Action if Necessary**: If the situation requires immediate intervention to prevent harm (like turning off power to prevent electrocution or using a fire extinguisher on a small fire), do so if you are trained and it is safe.

6. **Record the Incident**: Document the hazard and the actions taken in response. This record can be important for future safety planning and may be required for compliance with workplace safety regulations.

7. **Review and Follow Up**: After the immediate hazard has been addressed, conduct a review of the incident. This should include an analysis of how the hazard occurred, what was done to respond to it, and what can be done to prevent it in the future. This review should be led by management.

8. **Implement Corrective Actions**: Based on the review, take steps to prevent the hazard from recurring. This could involve changes to procedures, additional training for staff, students, or modifications to equipment or the environment.

9. **Monitor the Situation**: Keep an eye on the area or situation to ensure that the hazard has been effectively mitigated and that no new risks have emerged.

10. **Continual Improvement**: Use the experience as a learning opportunity for continual improvement in workplace safety practices. Record any identified opportunities for improvement in a continuous improvement report and refer this through to the management meeting.

Remember, safety in the workplace is not just a policy or a set of procedures; it's a mindset that belongs to each one of us. When we step into our work or training environment, we become guardians of each other's well-being. Every caution we take, every hazard we report, and every safety guideline we follow is a testament to our commitment to each other's safety and health. It's through our collective vigilance and shared responsibility that we create an environment where everyone can work, grow, and return home safely each day.

Language, literacy, numeracy and digital proficiency

Trainex Academy will assess each student's language, literacy, numeracy and digital (LLND) proficiency as part of the enrolment process to identify whether the student's current skills are aligned with the intended course or whether the student may need support. The results of the LLND assessment will be reviewed to determine if you need training support. Evidence of the student's language, literacy, numeracy and digital proficiency assessment is to be retained on the student's record.

There may be valid situations where language, literacy, numeracy and digital proficiency assessment is not required where the student has completed a certain level of education or has demonstrated their ability to study with prior education and training. The following outlines the approach that Trainex Academy will apply to determine if a student requires language, literacy, numeracy and digital proficiency assessment:

Full Qualification

The following guidelines are provided in determining which students applying for enrolment in a full qualification must complete a mandatory LLND assessment:

- If the student has completed their Higher School Certificate (Y12 / HSC), LLND assessment is not required, unless a risk is identified in the initial core skills assessment completed by the student as part of the Enrolment Form.

- If the student has completed a nationally recognised training product in Australia at least to the AQF level, or one AQF level below the qualification being enrolled in, LLND is not required, unless a risk is identified in the initial core skills assessment completed by the student as part of the Enrolment Form.

- All students that do not satisfy the above criteria, must complete the LLND as part of their enrolment in addition to the initial core skills assessment completed by the student as part of the Enrolment Form.

Short Course

All students are required to complete an initial core skills assessment which is included in the Enrolment Form. The initial core skills assessment will be used to identify students who do not have the required core skills and competencies for the short course they are enrolling in, or who require additional supports.

Student support services

During your enrolment, Trainex Academy will engage with you on a number of occasions to identify if you require any support. We do this through requesting you to complete enrolment documentation which includes an initial core skills assessment, discussions over the phone, enrolment interview and finally during your orientation.

One of the important objectives of these engagements is to understand what support services you may need to fully participate in your study. You will be asked various questions about your support needs or your "individual needs". This is simply the term we use to define what your needs are, and this enables us to organise the appropriate support services or to refer you to specialist support services. Please make the most of this opportunity and let us know if you need support.

What support is available?

Trainex Academy will use a combination of our own services and the services of referral agencies to either provide or refer you to the following support services:

- administrative support (admin team),
- language, literacy and numeracy support (Trainer),
- studying and learning support (Trainer),
- English as second language support (external referral),
- alternative payment plan (admin team),
- counselling support (external referral),
- disability access support, where feasible (Training Manager), and
- employment services referral (external referral).

Where specialist support services are recommended by Trainex Academy (such as Counselling Support for example), students are advised that these services may incur additional cost by the service provider that is separate from the services provided by Trainex Academy. Students should verify the cost of these services with the provider before proceeding with these

specialist support services. Students are also welcome and encouraged to use a services provider of your choosing. Services recommended by Trainex Academy are provided for your convenience only, and this recommendation does not mean that Trainex Academy gives any warranty in relation to those services. You should make your own enquiries and satisfy yourself that the service is suitable for your needs.

If you need support during your course, please contact the Student Support Officer or Trainex Academy using the main contact details and you will be connected to the most appropriate person to assist you. If the matter is sensitive and you do not feel comfortable discussing it with the first point of contact, you may request to speak directly with the Student Support Officer or CEO / Director. It is our absolute priority to provide you the support needed to enable you to progress in your study and complete your chosen course. Trainex Academy is committed to student welfare during study and, where possible, outside standard study hours. Your designated student support officer is

Shannan Hazell

CEO/Director

0431 932 298

admin@trainexacademy.com.au

Your wellbeing

We are committed to fostering a supportive and safe environment that promotes the mental, physical, social, and emotional wellbeing of all students. If you need assistance or support at any time during your studies, you can seek help from your trainer or the Student Support Officer. Requests for help will be kept confidential.

Depending on the nature of the issue/s, adjustments may be made to your training plan, assessment due dates, additional training support may be provided to you, or you may be referred to external support services (e.g. counselling services that provide vocational, emotional and psychological support, or services to assist in accessing financial support).

Diversity and equity

Trainex Academy is committed to providing a supportive learning environment for all our students. This includes ensuring that our training and assessment environment is inclusive, respectful and free from discrimination and harassment. Trainex Academy staff members are there to ensure every student, regardless of their background or identity, has equitable access to learning opportunities, feels valued, and can contribute to the classroom community. If at any time you feel that the training environment is not safe, you should contact the Student Support Officer as soon as possible.

Disability Inclusion

If you think you'll need changes made in the classroom or extra learning support, you should contact the Student Support Officer as soon as possible. You can do this when you apply to enrol and before you start studying. You can also ask for help at any time during your studies.

Disclosure of disability or ongoing ill health, including mental ill health, is your choice and is not a requirement for participation in our courses. However, we encourage you to share information about the impact of your disability with us when you enrol so we can put reasonable adjustments in place in a timely way to support you in your learning and assessment.

Children and Young Students

Trainex Academy does not enrol or deliver training to students under the age of 18. All students must meet the minimum age requirements applicable to the training product and any relevant regulatory or licensing requirements before enrolment is accepted.

Harassment and Discrimination

Trainex Academy is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Trainex Academy staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. If discrimination or harassment is found to have occurred, disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from Trainex Academy staff members, and we apply complaint handling procedures advocated by the Australian Human Rights Commission.

Students are also responsible for their own behaviour and must not engage in any behaviour that could reasonably be perceived as harassment or discrimination toward another person. Students witnessing such behaviour should contact the Student Support Officer as soon as possible.

Students who feel that they have been discriminated against or harassed should report this information to a staff member of Trainex Academy that they feel they can trust. This will initiate the complaint handling procedure which will be fair and transparent and will protect your rights as a complainant.

To find out more about discrimination and harassment complaints, including contact details, refer to the Australian Human Rights Commission:

- Making a complaint
- Disability rights in Australia

Your privacy

Trainex Academy collects and handles personal information to provide training, assessment and student services. Our public Privacy Policy explains our handling practices, service providers, access and correction rights, and privacy complaints. You can request a copy from admin@trainexacademy.com.au.

The following is a summary. The National VET Data Policy notice below provides additional information about required student-data collection and disclosure.

- We collect identity and contact details, your USI, education and training history, enrolment and attendance information, assessment evidence, results, payment records and relevant support needs. The information requested depends on the course and purpose. We use it to manage enrolment, provide support, deliver and assess training, issue certification and meet lawful reporting and record-keeping obligations.

- Information is held in approved electronic systems and, where necessary, paper records, with access restricted to authorised people. We use aXcelerate for student and learning administration. Website enquiries are handled through WordPress.com and Jetpack services and our business email. Technology providers may process or access information outside Australia, including in the United States. The public Privacy Policy explains these arrangements. Please contact us for an appropriate confidential process before sending identity documents or sensitive information.

- Different records have different retention requirements. Records of AQF certification issued are retained for 30 years. Submitted assessment records are retained for at least two years after completion of the training product, and longer where another applicable requirement applies. Other information is retained for the period reasonably needed for its purpose or a legal obligation. When information is no longer required and can lawfully be removed, we take reasonable steps to securely delete or de-identify it.

- Information may be accessed by authorised staff, trainers and assessors, and providers who help deliver the relevant services. Student information may be disclosed to NCVER, ASQA, the USI Registrar and other relevant bodies under applicable requirements. Other disclosure requires your authority or another lawful basis. We do not give a family member, employer or another person unrestricted access to an adult student's records merely because they ask.

- You may request access to your information or ask for correction by contacting admin@trainexacademy.com.au. We may need to verify identity or authority through an appropriate secure process before releasing records. Further instructions are provided in the section titled Accessing your records.

- If you have concerns about how we handle information, contact us using the details above or use the complaints process in this handbook. We will acknowledge, investigate and respond to the concern. If you remain dissatisfied, you may contact the Office of the Australian Information Commissioner at www.oaic.gov.au or 1300 363 992.

Use of Student Images

Where a course requires recordings or other personal evidence for assessment or identity verification, the requirements and purpose will be explained before collection. Assessment evidence is handled for authorised training, assessment, quality assurance and regulatory purposes. We seek separate permission before using identifiable student photographs or recordings for public marketing, including our website, brochures or social media.

Declining marketing permission does not affect enrolment. You may withdraw permission for future use by contacting us in writing. We will record your request and explain what can reasonably be removed from material already produced.

Trainex Academy does not capture or use images of students under the age of 18 for any marketing or promotional purposes. Parental or guardian consent provided for training participation does not extend to the use of images in marketing.

Attendance Expectations

To get the most out of your training and stay on track with your learning, it's important that you attend all scheduled training sessions and arrive on time. Your attendance will be recorded by your trainer using an attendance sheet, and the following rules apply:

- You will be marked present if you attend the full session as scheduled.
- You will be marked late if you arrive more than 10 minutes after the session has started.
- You will be marked absent if you do not attend the session at all, or if you leave before completing most of the scheduled time (unless prior arrangements have been made with your trainer).

If you are absent, you should provide a reason to your trainer either verbally or in writing (such as by email or SMS). Where needed, you may be asked to provide further evidence, such as a medical certificate, or to complete a make-up session.

If you attend a session but leave early, your trainer will note this and assess whether this affects your learning or progress. Ongoing lateness or absences without explanation may lead to further follow-up to ensure that you receive the support you need and remain actively engaged in your training.

National VET Data Policy

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.

If you do not provide information required for enrolment, delivery, reporting or certification, we may be unable to enrol you, provide the relevant service or issue certification. We will explain what is required and any lawful alternatives or exemptions. General enquiries can be made using a preferred name.

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 may be 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 Centre for Vocational Education Research Ltd (NCVER). NCVER is the National VET Data Custodian responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

Some website, email and other technology providers process or access information outside Australia, including in the United States through WordPress.com, Jetpack and related Automattic services. Locations depend on the provider and service. Our Privacy Policy explains these arrangements. Contact us for information about the overseas recipients relevant to a particular service.

How NCVER and other bodies handle your personal information

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act), the NVETR Act and the Student Identifiers Regulation 2014. NCVER may use and disclose your personal information for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

NCVER may disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), other relevant Commonwealth authorities, State and

Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes for which the legislation above permits.

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.

Data submitted through a VET data system may undergo validation and quality assurance checks, which involve checking the submitted data against data held in other information systems, for example, the Unique Student Identifier Registry or the Australian Business Register.

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

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil its functions and activities, including administration of VET, such as program administration, regulation, monitoring and evaluation; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding how the VET market operates for policy, workforce planning and consumer information.

DEWR may be authorised by law to share public sector data with third parties, including under the Data Availability and Transparency Act 2022 (Cth) (DAT Act). Public sector data is defined in the DAT Act to mean data lawfully collected, created or held by or on behalf of a Commonwealth body and therefore includes any data collected by the department as part of performing VET-related functions.

For more information about how DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at https://www.dewr.gov.au/national-vet-data/vet-privacy-notice. Ask Trainex for a downloaded or printed copy if you cannot access that notice electronically.

Surveys

You may receive a student survey from 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 Trainex Academy to request access to your personal information; correct your personal information; make a complaint about how your personal information has been handled; or ask a question about this Privacy Notice.

Trainex Academy Pty Ltd | RTO 46591 | admin@trainexacademy.com.au | 0431 932 298 | Suite 601, Level 6, 35 Smith Street, Parramatta NSW 2150. Privacy Policy: https://trainexacademy.com.au/privacy-policy/.

This notice is additional to our general Privacy Policy. It is adapted from Schedule 1 of the National VET Data Policy version 3.3, Australian Government Department of Employment and Workplace Relations, licensed under CC BY 4.0 AU. Provider-specific details and formatting have been added. Source: https://www.dewr.gov.au/vet-activity-data/resources/national-vet-data-policy. Licence: https://creativecommons.org/licenses/by/4.0/.

Unique Student Identifier

If you are studying nationally recognised training in Australia, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime. Fact sheets are available to download - Student Information for the USI

It's free and easy to create your own USI and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's licence number.

Students are advised that there are a number of unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of students in Australia. The USI Exemption Table is available from the USI website which explains these circumstances Click Here. Students who exercise an exemption from submitting a USI should be aware that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar. Further details about the implications of being exempt can be obtained from the USI website: Click Here.

Accessing your records

You are entitled to have access to your records. These records include your:

- student file,
- learning and assessment record,

- administrative records,
- AQF certificates including a reissuance of a statement of attainment or qualification which has been previously issued.

You may require these records to monitor your progress with training or simply to go back and confirm something in a previous training module. While these records will be retained by Trainex Academy, you are welcome to request access at any time, and this will be arranged for you.

You can access hard copy records and reports from our student management system but only relating to you personally. You can request this access using the Student Records Request Form. Access to requested records during a workday will be arranged as soon as possible and definitely within 24 hours. Students should note that these records cannot be taken away unless a copy is requested. Where photocopies are requested, Trainex Academy reserves the right to charge a one-off photocopy fee of $10.00. There is no cost to simply view records through Trainex Academy administration arrangements.

In the case of accessing a reissuance of a previously issued Statement of Attainment or Qualification certificate, if you have lost or misplaced your AQF certificate you may obtain a reissued certificate from Trainex Academy. To obtain this you must complete the Student Records Request Form and return this to the Student Support Officer. The cost of $50.00 will apply for each issued AQF certificate. These monies must be paid in advance. Reissued AQF certificates will be an exact duplicate of the original with the exception of small wording at the bottom of the document which identifies the certificate as reissued. AQF certificates may only be collected in person or can be posted via registered post. A student may also nominate another person to collect the certificate; however these persons must be notified to Trainex Academy beforehand, and the person must provide photo ID to validate their identity.

Fees and Charges

Course fees and applicable additional charges are explained in your course information, written offer and current Schedule of Fees and Charges before you accept enrolment. Keep a copy of your accepted terms, offer and receipts. Ask us for a copy if you have not received them.

Payment methods

Payment is by credit or debit card through an approved payment link or electronic invoice, or by EFT. Employer invoicing and direct debit or instalment arrangements are available only where specifically agreed by Trainex. Use the payment method and due date stated in your offer or invoice. Do not send card details through email or general website enquiry forms.

Short-course fees are generally payable when the offer is accepted after required pre-enrolment checks. For longer courses, the initial payment is generally due within 5 days of invoice or before commencement, whichever is earlier, unless an agreed instalment arrangement applies.

Fees paid in advance

Trainex does not collect more than $1,500 in advance for services not yet delivered for the same course. We monitor the total prepaid balance, including applicable course-related charges. Where the total course fee is below this threshold, full payment may be requested before commencement.

Refund policy

Your rights under the Australian Consumer Law and other applicable laws are not excluded or limited by this policy. The voluntary cancellation conditions below do not remove a right to a refund, replacement service or other remedy required by law. A legally required refund does not depend on CEO discretion, and you are not required to accept a course credit instead.

For voluntary cancellation purposes, online learning starts when you first access learning content or attempt an assessment. Payment, account activation and a general portal login alone do not count. Face-to-face delivery starts at the first scheduled training session. For blended courses, commencement is the earlier of the online learning start and the first scheduled training session. Your course dates and access arrangements will be explained before enrolment is accepted.

Students who cancel at least 10 business days before course commencement receive a full refund of fees paid. The existing late-booking exception also applies: if you register within the 10 business days before commencement and cancel before learning or the scheduled training session starts, you receive a full refund.

In other cases, students who cancel 9 business days or fewer before commencement receive a 75% refund of fees paid. Trainex retains 25% to cover committed costs. This deduction applies only to a voluntary cancellation and remains subject to your statutory rights; it does not apply to the late-booking exception above.

If you voluntarily cancel after commencement, the standard change-of-mind policy does not provide a refund of tuition fees. Contact Trainex promptly in writing if you need to withdraw. Statutory refunds and remedies, provider cancellation and the exceptional-circumstances provisions below still apply.

For a voluntary change-of-mind cancellation, separately purchased textbooks or workbooks that have been supplied are not refundable. This does not exclude rights relating to faulty, misdescribed or otherwise non-compliant goods, or other remedies required by law. A deduction must not duplicate a charge already included in the tuition fee.

The CEO may approve an additional refund or, with the student's agreement, a course credit where illness, hardship or other significant circumstances affect participation. This discretion is additional to, and does not replace, any refund or remedy required by law.

Approved refunds are paid within 14 calendar days from written cancellation notice, consistently with the existing published commitment. A refund required by law is processed without undue delay. Refunds normally return to the original payment method; another method, including EFT to an authorised nominated account, may be used by agreement. Trainex will explain the calculation and any lawful deduction in writing.

Request a refund by emailing admin@trainexacademy.com.au or completing the Refund Request Form. Include your name, course, payment details and reason. The form is available on request and with the fee schedule. Assistance is available if you cannot complete it; using a particular form is not a condition of exercising statutory rights. Do not send payment-card details through a general website form.

No separate application or enrolment fee will be charged unless disclosed and agreed before acceptance. Any such fee remains subject to the applicable cancellation policy and statutory refund rights.

Missed classes: no standard change-of-mind refund applies to a session missed for personal reasons. Discuss support, transfer or hardship options promptly. Consumer-law rights are unaffected.

Where enrolment ends for misconduct, fees are not automatically forfeited. Trainex will assess services delivered, undelivered services, any reasonable and lawful loss and the student's consumer-law rights, and provide a written outcome. The student may appeal the decision.

Consumer protection and provider cancellation

If Trainex cancels a course before it starts, including because intake numbers are insufficient, you receive a full refund. If Trainex ceases to provide a course after it starts, fees for services not provided will be refunded. We will explain the basis of the calculation and respect any further remedy required by law. An alternative course or credit is offered only with your agreement.

You may use our complaints and appeals process or seek assistance from NSW Fair Trading. This does not limit other statutory or legal rights.

Learning material replacement

Any charge for a replacement workbook or other learning material is disclosed in the current Schedule of Fees and Charges before it is incurred. No replacement fee removes a consumer-law remedy.

Statutory cooling off period

A qualifying unsolicited consumer agreement, such as certain agreements made through unsolicited telemarketing or door-to-door sales, has a statutory cooling-off period of 10 business days. Trainex does not use those sales methods. An ordinary online or student-initiated enrolment does not automatically attract that statutory cooling-off period. If a qualifying unsolicited agreement occurs, the statutory rights apply regardless of this policy. Other cancellation and consumer-law rights remain available.

Changes to terms and conditions

Trainex may make reasonable changes needed to comply with law or regulator directions, transition a training product, or respond to circumstances affecting safe and effective delivery. Changes will not remove accrued rights or retrospectively increase agreed fees. We will explain the reason, effect and available options in writing, normally at least 28 days before a planned change. If advance notice is not reasonably possible because an urgent or external change is required, we will notify you as soon as practicable. A material change to the service you agreed to purchase will be discussed with you; appropriate options may include an agreed alternative, transfer or cancellation and refund for services not provided, together with any other remedy required by law. You may use the complaints and appeals process without losing those rights.

Requesting to substitute a course

Course substitutions are not permitted after the course has commenced under any circumstances. Requests for course substitutions are to be made in writing using the form *Application for Course Substitution* and can be made at any time up to 5 working days before the course commencement date.

Requesting to transfer between courses

Requests for transfers to an alternate course can be made at any time. Requests for course transfer are to be made in writing using the form *Application for Course Transfer*. Requests for course transfer are subject to the availability of an alternate course, the crossover of units of competency already completed and where a credit transfer would align with the new course. In some circumstances where there is no available course and there is no viable pathway for credit transfer of completed units of competency into the new course, course

transfer will not be approved. Students accessing a training subsidy may also have restrictions preventing course transfer. These restrictions will be considered considering the student's individual circumstances.

Requesting to defer a course

Deferral from a course after the course has commenced is not permitted. In this circumstance, the student has the option to withdraw from the course. Requests for deferral from a course prior to it commencing can be arranged if Trainex Academy is advised in writing more than 5 working days prior to the course commencing. Requests for course deferral are to be made in writing using the form - *Application for Course Deferral*. Requests to defer a course commencement longer than six months will be declined.

Withdrawing from a course

There are circumstances where a student may finalise their enrolment early for personal or academic reasons. Students who have requested to withdraw from the course will be offered counselling on their options which may include transferring to a different course or receiving additional student support to assist them in the current course. Where the student declines these options and requests withdrawal from the course, the student will be issued a statement of attainment only for units of competency they have achieved. Requests for course withdrawal are to be submitted using the *Application for Course Withdrawal*.

Students who are not contactable or not responding

Where a student is not contactable or fails to respond to requests by Trainex Academy, the student's enrolment may be terminated in absentia. This action may only be taken where Trainex Academy has made every reasonable attempt to engage with the student or contact the student to seek their instructions about their intentions to continue with or complete the applicable course. Advice received from a student via email or phone conversation communicating their request is to be accepted where the student is not willing to complete an Application for Withdrawal. Email records and written records of phone conversations are to be retained on the student's file as evidence of these expressed instructions from the student.

Before a student's enrolment can be closed without their written or expressed consent a minimum of three attempts (one week apart) must be made using the last known contact details (email, phone and mail) to contact the student and issue the student with a warning letter notifying them of the intent to terminate the enrolment. Where the student fails to respond, the student's enrolment is to be closed. Any final AQF certificate to which the student is entitled is to be sent registered mail to the student's last known mailing address.

Plagiarism

Students must submit only original work for assessments, assignments, and projects. Examples of plagiarism include:

- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence;
- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence with an end reference but without quotation marks around the copied text;
- Copying ideas, concepts, research results, computer codes, statistical tables, designs, images, sounds or text or any combination of these;
- Paraphrasing, summarising or simply rearranging another person's words, ideas, etc., without reference or explanation;
- Offering an idea or interpretation that is not one's own without identifying whose idea or interpretation it is;
- A 'cut and paste' of statements from multiple sources;
- Presenting as independent, work done in collaboration with others;
- Copying or adapting another student's original work into a submitted assessment item;
- Copying or adapting a student's own work submitted in a previous essay or assessment; or
- Unintentionally failing to cite sources or to do so adequately.

Where plagiarism is detected in student work submitted for assessment, the following action will be taken:

- **Plagiarism resulting from poor academic practice** - If it has been determined that the plagiarism has arisen from poor academic practice, the student is to be requested to revise the work and submit it for reassessment. The student will be offered support and additional training in the use of referencing systems.
- **Intentional plagiarism** – If it is determined that the plagiarism was intentional, the student's work is not to be accepted, and the student is to be issued with an alternative assessment to complete. The student is to be given a formal warning in writing (Warning Letter for Academic Misconduct) by the Chief Executive Officer explaining the seriousness of the incident and the consequences if the student is found to plagiarise again (i.e. withdrawal from the course). Students who are found to continue to plagiarise work in support of their assessment will have their enrolment

closed. Where a student has been found plagiarising to a level which is considered to be deliberate and egregious, the student's enrolment will be closed following being notified of the decision. The student will have the right to appeal any decision that they are notified of in accordance with the appeals policy.

How to reference

Students are encouraged to apply the Harvard Referencing System in-text citation. This approach requires three pieces of information about a source within the text of the student's work. This information is:

- the name of the author or authors
- the year of publication
- the page number

Examples

Citations may be placed at the end of a sentence (before the concluding punctuation) in brackets, e.g.: To succeed, the team will rely on both task process and group process (Dwyer, Hopwood 2010, p. 239)

A reference may also be placed in the text to integrate the author's surname into the sentence, followed by the year of publication and page number, in brackets, e.g.:

- Dwyer and Hopwood (2010, p. 239) identify that to succeed, the team will rely on both task process and group process.

At the end of the students' work, a List of References must be included. This should include all the books; journal articles and other sources of information you have used to research your assignment. The reference list should be laid out alphabetically and the title of the source should be italicised. Each reference must include:

- the name of the author or authors
- the year of publication
- the title of the publication
- the edition of publication
- the publisher
- place of publication

Example

- Dwyer, J and Hopwood, N, 2010, *Management Strategies and Skills*, Sydney, McGraw Hill Australia

To prevent cheating or plagiarism, students are responsible for:

- Submitting only work that is their own or that properly acknowledges the ideas, interpretations, words or creative works of others;
- Avoiding lending original work to others for any reason;
- Being clear about assessment conditions and seeking clarification if in doubt;
- Being clear about what is appropriate referencing and the consequences of inappropriate referencing;
- Only use AI tools in accordance with the acceptable use guidelines.
- Discouraging others from plagiarising by observing the practices above.

Use of Artificial Intelligence (AI)

Trainex Academy employs a range of strategies and software solutions to monitor the use of artificial intelligence content in assessment submissions made by students. This is a normal part of our assessment quality control. The following are guidelines on the **unacceptable use of artificial intelligence** content:

- **Direct Generation of Assessment Responses**. Using AI to generate complete or partial answers for assessments, such as:
    - Having AI write workplace documentation like risk assessments or incident reports
    - Using AI to complete practical task descriptions or work procedures
    - Submitting AI-generated responses for knowledge questions
    - Using AI to create workplace portfolios or evidence collections
- **Bypassing Skill Development**. Using AI in ways that prevent learning essential vocational skills such as:
    - Having AI solve workplace calculations instead of developing mathematical competency
    - Using AI to create technical drawings or designs without learning the underlying principles

- Relying on AI for measurements or specifications instead of developing measurement skills
- Having AI interpret technical manuals or workplace documents without developing comprehension skills

- **Professional Communication Tasks**. Using AI to complete communication tasks that demonstrate professional competency, such as:
  - Having AI write client communications or workplace emails
  - Using AI to generate workplace reports
  - Submitting AI-generated meeting minutes or briefing notes
  - Using AI to create workplace presentations or training materials
- **Evidence Collection**. Using AI to fabricate or manipulate evidence of competency, such as:
  - Creating artificial workplace scenarios or examples
  - Generating fictional workplace experiences or observations
  - Producing simulated workplace documentation
  - Creating artificial supervisor feedback or third-party reports
- **Practical Skills Documentation**. Using AI to document practical skills without performing them, such as:
  - Writing up practical task procedures without completing them
  - Generating safety check documentation without performing checks
  - Creating maintenance logs without conducting maintenance
  - Documenting customer service interactions that did not occur
- **Group Work and Collaboration**. Using AI to bypass genuine workplace collaboration:
  - Having AI generate team contributions
  - Using AI to complete assigned portions of group tasks
  - Creating artificial peer feedback or evaluations

- Generating team meeting outcomes without participation

The unacceptable use of artificial intelligence content is considered a form of plagiarism, and action will be taken in accordance with the plagiarism policy outlined above where students are found to be breaching this policy. Where there may be acceptable uses of artificial intelligence content, this will be specifically identified to each student within the assessment instructions of the task.

Behaviour misconduct

Trainex Academy seeks to provide an environment that is free from unacceptable behaviour and promotes a positive learning environment for all students. Behaviour misconduct is defined as unacceptable behaviour and includes, but is not limited to:

- Behaviour that impairs the reasonable freedom of other persons to pursue their studies and participate in the activities of the RTO
- Any act or failure to act that endangers the safety or health of any other person
- Actions that impair any person's participation in a legitimate RTO activity or, by act or omission disrupts the peace or good order of the RTO
- Acting in a way that causes students or staff or other persons within the RTO to fear for their personal safety
- Wilfully obstructing or disrupting any official RTO meeting, ceremony, activity, class or examination/assessment
- Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
- Wilfully damaging or wrongfully dealing with any RTO property, or the property within the RTO of any person, including theft
- Being under the influence of prohibited drugs and/or substances including alcohol
- Trespassing or knowingly entering any place within the premises of the RTO that is out of bounds to students
- Making a false representation as to a matter affecting student status
- Possession of dangerous articles or banned substances
- Abusive behaviour to others

Students are responsible to:

- Be informed of and comply with Commonwealth or State law;
- Behave in a way that supports the freedom of other persons (students) to pursue their studies and participate in the activities of the RTO;
- Identify themselves truthfully;
- Behave in a way that supports the safety or health of any other person;
- Maintain the peace or good order of the training environment;
- Treat Trainex Academy property with respect and prevent damage or destruction of property;
- Behave in a way that supports the conduct of official Trainex Academy meetings, ceremony, activity, class or examination/assessment;
- Treat others with respect and not discriminate based on gender, race, age, sexual preference or religious belief;
- Be free from (not under the influence of) prohibited drugs and/or substances including alcohol during attendance at the Trainex Academy;
- Not trespass or knowingly enter any place within the premises of Trainex Academy that is out of bounds to students.
- Give truthful information relating to student status; and
- Communicate in a way that demonstrates respect for others and is free from verbal abuse.

Where student is identified for behaviour misconduct, a Trainex Academy staff member will complete a Behaviour Misconduct Report and submit this to the Training Manager. Students who demonstrate behavioural misconduct will be counselled and issued a formal warning. Students who demonstrate behavioural misconduct after being formally warned may have their enrolment cancelled, subject to procedural fairness and appeal rights. Any refund will be assessed under the refund policy; fees are not automatically forfeited. This does not limit the requirement to provide suitable warning in writing and the opportunity to make oral or written representations regarding the misconduct or the student's right to appeal a decision.

Where the student's behaviour is so egregious or leads to the actual damage to property or harm to another person, the student's enrolment can be closed immediately, and the incident will be reported to the Police. This does not remove the student's right to appeal a decision made by Trainex Academy. Only after any appeal process has been completed can the student's enrolment can be closed, and the student will be issued a statement of attainment only for units of competency they have achieved. While any appeal is being processed, the

student's enrolment is to be temporarily suspended, and the student is not to attend the Trainex Academy premises.

Continuous improvement

Trainex Academy is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

Students are encouraged to provide feedback and suggestions for improvement to Trainex Academy at any time during their studies so we can improve our services in the future. Students can report opportunities for improvement by discussing suggestions with their Trainer or the Student Support Officer, sending us an email or completing the *Opportunity for Improvement Form*. The *Opportunity for Improvement Form* template is available on request. Suggestions for improvement will be considered by our management team at our regular management meeting.

During a long course, students will be invited to complete the *Student Continuous Improvement Survey* which will usually be administered early in a course such as after the first term to collect feedback so any issues can be addressed to improve our service to you for the remainder of the course.

At the completion of your course, you will be issued with a *Student Satisfaction Survey*. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey are important to Trainex Academy for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

Assessment

Trainex Academy assessment is conducted using a combination of Written Knowledge Assessment, Research Tasks, Case Studies, Work Logbook, Supervisor Feedback and Workplace Observation.

The following provides a brief explanation of the primary assessment methods:

- **Written Knowledge Assessment:** The student is required to provide a written response to a range of questions relating to required knowledge of the units of competency. These would be short answer response activities and may include other questioning methods including multiple-choice.

- **Research Tasks:** The student is required to undertake research within their own workplace and the available reference material and provide a written response to each question. These assessment activities are usually short to medium answer response activities. The responses provided by the student will largely be specific to their workplace.

- **Case Study Response:** The student is required to provide a written response to a situation presented in a case study scenario. This will usually require the student to consider carefully the situation presented, undertake research to inform their response and then to propose their recommended actions.

- **Workplace Logbook:** The student is required to record details of their work activity completed during the work placement. These details are recorded against specified tasks which are predesigned for the student to complete. This forms an important part of the assessment evidence as it often includes critical evidence that is otherwise difficult for the assessor to observe.

- **Supervisor Feedback:** The assessor will periodically engage with workplace supervisors to seek their feedback about the student's performance. This is undertaken as an interview with a duration of 15 to 20 minutes. This interview can be undertaken over the phone or face to face. Feedback from a supervisor is recorded into the assessment record.

- **Workplace Observation:** The student will be observed performing specific tasks in their day-to-day work activities. The assessor will attend the workplace and observe the students performing tasks relevant to the units of competency being assessed. The student will be briefed on these observation activities and is required to plan to undertake these activities when the assessor attends the workplace.

Re-assessment

Students who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These students are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of Trainex Academy to provide three opportunities for training and re-assessment at no additional cost to the student or employer. The initial assessment is one and therefore the student will have two remaining opportunities if they are not able to demonstrate competency on the first attempt. Students who require additional training and re-assessment after they have exhausted their three opportunities will be required to pay a

fee for additional training and re-assessment. Please refer to the Trainex Academy Schedule of Fees and Charges to identify the re-assessment fee.

Where students repeatedly do not demonstrate competence following significant learning and assessment support, a student's enrolment can be closed through mutual agreement.

Recognition of Prior Learning

In accordance with the requirements of the Outcome Standards for Registered Training Organisations, Trainex Academy provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competency for which they are enrolled.

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competency or a qualification which are not included in Trainex Academy's scope of registration.
- While students may apply for recognition at any time, they are encouraged to apply before commencing a course. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a course are eligible to apply for recognition in that course at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competency.

Forms of evidence for recognition

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected, and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined, with a number of evidence items, the candidate will start to provide a strong case for competence. Trainex Academy reserves the right to require candidates to undertake practical assessment activities of skills and knowledge to satisfy itself of a candidate's current competence.

RPL and assessment-only arrangements must meet the training product's assessment requirements and any applicable licensing or regulatory rules. For some courses, compulsory attendance or practical activities may affect the available pathway. Contact Student Support to discuss the course-specific requirements before applying.

Credit Transfer

Credit Transfer is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations, units of competency issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a student to be issued a unit of competency based on successful completion of the unit which has been previously awarded. If you are seeking credit transfer, you are required to present your statement of attainment or qualification with a record of results for review to Trainex Academy.

These documents will provide the detail of what units of competency you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. You are required to submit copies only which are certified as a true copy of the original.

The following guidelines are to be followed in relation to credit transfer:

- Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.

- Students may not apply for credit transfer for units of competency or qualification which are not included in Trainex Academy's scope of registration.

- While students may apply for credit transfer at any time, they are encouraged to apply before commencing a course. This will reduce unnecessary training and guide the student down a more efficient path to competence.

- The student does not incur any fees for credit transfer and Trainex Academy does not receive any funding when credit transfer is granted.

- Credit transfer may only be awarded for whole units of competency. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.

Issuing Qualifications and Statements of Attainment

Trainex Academy will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the course in which the student is enrolled is complete. Please note, however, that Trainex Academy is not obliged to issue certification to a completed student until:

- All agreed fees owed to Trainex Academy have been paid.

- The student has provided a valid Unique Student Identifier.

Students should be aware that a:

- Qualification is the result of a student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course. A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.

- Statement of Attainment is issued when the student has achieved one or more units of competency as a result of completing a course which included units of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification-based course, but the student did not achieve all of the units of competency to receive the full qualification.

Making a complaint or an appeal

Trainex Academy is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if required. To make a complaint or an appeal, you are requested to complete one of the following forms:

- Complaint Form

- Request for Appeal of a Decision

Request a Complaint Form or Request for Appeal of a Decision from Student Support:

- Email admin@trainexacademy.com.au

Once you have completed the required form you are requested to submit this to the Student Support Officer either in hard copy or electronically via the following contact details:

- SUITE 601 LEVEL 6 35 SMITH ST, PARRAMATTA, NSW, 2150

- Admin@trainexacademy.com.au

If you are having any difficulty accessing the required form or submitting to us, please contact us at the following number:

- 0431 932 298

If you are a child or young person and you require support to understand and use the complaints process, please contact the Student Support Officer or your trainer for assistance.

What is a complaint?

A complaint is negative feedback about services, staff, or decisions which has not been resolved locally. A complaint may be received by Trainex Academy in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

What is an appeal?

An appeal is a request to reconsider an assessment or other adverse decision affecting a student. Appeals should identify the decision, why it is disputed and the outcome sought. Submit an appeal within 28 calendar days of being advised of the decision; contact us if assistance or an extension is needed because of your circumstances. We can help record an appeal made verbally.

Early resolution of complaints and appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

Complaint and appeals handling

Trainex Academy applies the following principles to its complaints and appeals handling:

- A complaint or appeal may be received in any form (written, verbal) although persons seeking to make a complaint are recommended to complete the complaint form or request for an appeal of a decision which are available from Student Support.

- A person who makes a complaint or an appeal must be **provided a written acknowledgement** as soon as possible and **not later than 24 hours** from the time the complaint or the appeal is received. The acknowledgement must inform the person that they will receive a written response within 14 calendar days and explain the complaint/appeal handling process and the persons rights and obligations.

- There is no time limit on a person seeking to make a complaint. An appeal however must be made within **28 calendar days** of the person being informed of the decision or finding of which they intend to appeal.

- Written records of all complaints / appeals are to be kept by Trainex Academy including all details of lodgement, response and resolution. Trainex Academy will maintain a complaints / appeals register to be used to record the details of the complaint / appeal and to maintain a chronological journal of events during the handling process. Records

relating to complaint / appeal handling are stored securely to prevent access to unauthorised personnel.

- A person making a complaint or seeking an appeal is to be provided an opportunity to formally present his or her case at no cost.

- Each person may be accompanied and/or assisted by a support person at any relevant meeting.

- Where a complaint or appeal is made about or involves allegations about another person, Trainex Academy is obliged to inform this person about this complaint/appeal or allegation and provide them the opportunity to respond and present information in response to the issues raised. This may be achieved through direct meetings or meetings via an electronic means. Trainex Academy will maintain a detailed record of these meetings in the form of a record of conversation. At all times information must be handled sensitively and treated in confidence. Persons involved in a dispute or complaint should be reminded to treat each other with respect and conduct themselves in a professional and courteous manner.

- The handling of a complaint / appeal is to commence within **seven (7) calendar days** of the lodgement of the complaint / appeal, and all reasonable measures are taken to finalise the process as soon as practicable.

- A written response must be provided within 14 calendar days of receipt. It will explain the outcome and reasons where available, or provide a substantive progress update, any outstanding steps and the expected decision date. The final outcome is due within 30 calendar days, subject to the written delay explanation and regular updates described below.

- Complaints / appeals must be resolved to a final outcome **within thirty (30) calendar days** of the complaint / appeal being initially received. Where Trainex Academy Chief Executive Officer considers that more than 30 calendar days are required to process and finalise the complaint / appeal, the CEO must inform the person making a complaint or seeking an appeal in writing, including reasons why more than 30 calendar days are required. As a benchmark, Trainex Academy will attempt to resolve complaints / appeals as soon as possible. A timeframe to resolve a complaint / appeal within thirty (30) days is considered acceptable and in the best interest of Trainex Academy and the person making a complaint or seeking an appeal. A person making a complaint or seeking an appeal should also be provided with regular updates to inform them of the progress of the complaint / appeal handling. Updates should be provided to the person making a complaint or seeking an appeal at a minimum of two (2) weekly intervals.

- Trainex Academy shall maintain the enrolment of the person making a complaint or seeking an appeal during the handling process.

- Decisions or outcomes of the complaint / appeal handling process that find in the favour of the person making a complaint or seeking an appeal shall be implemented immediately.

- Complaints and appeals are handled confidentially. Information is shared only with people who need it to consider, investigate or resolve the matter, or where disclosure is otherwise authorised or required by law. Consent is sought where required. The CEO oversees access, subject to procedural fairness, regulator directions and legal obligations.

- Complaints / appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the handling process. This means that the person making a complaint or seeking an appeal is entitled to be heard with access to all relevant information and with the right of reply. The person making a complaint or seeking an appeal is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not consider irrelevant considerations.

Informing Persons and Responding to Allegations

Where a complaint involves one person making allegations about another person, it is a requirement for Trainex Academy to hear both sides of the matter before making any judgements about how the complaint should be settled. A person who will be affected by a decision made by Trainex Academy because of a complaint has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond. The person has the right to:

- put forward arguments in their favour,

- show cause why a proposed action should not be taken,

- deny allegations,

- call for evidence to disprove allegations and claims,

- explain allegations or present an innocent explanation, and

- provide mitigating circumstances (information aimed at reducing the severity, seriousness, of something).

Trainex Academy also has an obligation to fully consider the substance of allegations and the response provided by parties before deciding. Decisions must be communicated to the

complainant and relevant persons subject of allegations in writing. This is to include advising these persons of their right to seek a third-party review of decisions made by Trainex Academy.

Where an allegation is made that involve alleged criminal or illegal activity and it is considered outside the scope and expertise of Trainex Academy to investigate the matter, then in these circumstances Trainex Academy reserve the right to report these allegations to law enforcement authorities. Persons related to the matter involving alleged criminal or illegal activity will be advised in writing if this course of action is being taken.

Review by an independent third party

Trainex Academy provides the opportunity for the person making a complaint or seeking an appeal who is not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. Before a person seeks a review by an independent person, they are requested to first allow Trainex Academy to full consider the nature of the complaint or appeal and to fully respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they can then seek a review by an independent person. To request a review by an independent person, the complainant or the person making an appeal should inform the Student Support Officer of their request who will initiate the process with the Chief Executive Officer.

In these circumstances the Trainex Academy Chief Executive Officer will advise of an appropriate party independent of Trainex Academy to review the complaint (and its subsequent handling) and provide advice to Trainex Academy in regard to the recommended outcomes. Trainex will arrange an appropriate independent reviewer and meet the full cost. We will request a written outcome within 14 calendar days of referral. If more time is required, we will explain the reason and expected completion date and provide progress updates at least fortnightly. Trainex will accept the independent outcome as final for its internal process and promptly implement lawful recommendations. This does not prevent the student from exercising external complaint, review or legal rights.

Where Trainex Academy appoints or engages an appropriate independent person to review a complaint / appeal, the Trainex Academy will meet the full cost to facilitate the independent review.

The independent outcome will be communicated in writing and implemented consistently with the review arrangements above. External complaint, review and legal rights remain available.

Where a complaint is received by Trainex Academy and the Chief Executive Officer feels that they may be bias or there is a perception of bias, the complaint is to be referred directly to an independent third-party for consideration and response as outlined above.

Unresolved Complaints and Appeals

Where the person making a complaint or seeking an appeal is not satisfied with the handling of the matter by Trainex Academy, they have the opportunity for a body that is external to Trainex Academy to review his or her complaint or appeal following the internal completion of complaint or appeals process.

Students who are not satisfied with the process applied by Trainex Academy may refer their matter to the following external agencies:

- In relation to consumer related issues, the student may refer their complaint to the relevant **Office of Fair Trading**.

- In relation to the delivery of training and assessment services, the person may refer their complaint to the **National Training Complaints Service** via the following phone number: 13 38 73 or visit the website at https://www.dewr.gov.au/national-training-complaints-hotline or alternatively to the Australian Skills Quality Authority at the following website https://asqaportal.asqa.gov.au/Make-a-Report//?from=tip-off

- In relation to matters relating to privacy, the person may refer their complaint to the **Office of the Australian Information Commissioner** via the following details: https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint or call on 1300 363 992

Legislative and Regulatory Responsibilities

Trainex Academy is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Trainex Academy has recognised it has compliance responsibilities to. They also represent obligations to you as a student While training with Trainex Academy.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at http://www.australia.gov.au/information-and-services/public-safety-and-law/legislation/states-and-territories (State) and www.comlaw.gov.au (Federal).

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

Australian Consumer Law

As a student undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These

protections include areas such as unfair contract terms, the consumer guarantees, a statutory cooling-off period where applicable, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection. Please visit the following site for more information: Australian Consumer Law.

Work Health and Safety Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from types of substances or plant.

The WHS Act covers workers by providing a nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12th March 2014. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds;
- how the entity collects and holds personal information;
- the purposes for which the entity collects, holds, uses and discloses personal information;
- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information;

- how an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and

- whether the entity is likely to disclose personal information to overseas recipients.

Disability Discrimination Act 1992

Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

Objects The objects of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and

- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and

- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and

- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and

- to promote recognition and acceptance within the community of the principle of the equality of men and women.

Age Discrimination Act 2004

The objects of this Act are:

- to eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and

facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and

- to ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and

- to allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances; and

- to promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and

- to respond to demographic change by:

    - removing barriers to older people participating in society, particularly in the workforce; and

    - changing negative stereotypes about older people.

Racial Discrimination Act 1975

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and

- make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A

reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and consider Australia's international labour obligations;

Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;

Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

National Vocational Education and Training Regulator Act 2011

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs. A core component of this legislation is that it defines the condition for the registration of an RTO which include:

- compliance with the VET Quality Framework
- satisfying Fit and Proper Person Requirements
- satisfying the Financial Viability Risk Assessment Requirements
- notifying National VET Regulator of important changes
- cooperating with National VET Regulator
- compliance with directions given by the National VET Regulator