



# Training Australia First

## Domestic Student Handbook

RTO# 40953  
CRICOS# 03499K  
[www.taf.edu.au](http://www.taf.edu.au)



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## Welcome

I am excited to welcome you to Training Australia First, (TAF) and trust that your course is what you hoped for and even more. I hope your experience with us is enjoyable and you spread the word to your friends.

This information booklet is designed to provide you with all the information that you need to know about studying with us, the services available to you and our approach to providing you a safe, fair and supported environment to participate in training and assessment.

Please let me know if you need any assistance.

Manish Thadani  
**General Manager**

## About Training Australia First

TAF is an RTO providing high-quality training to both domestic and international students in Australia.

TAF has modern, up to date facilities, and boasts a team of qualified and dedicated Trainers.

### Our mission

Training Australia First mission is to deliver quality-training assessment that meets the needs of learners and industry.

### Our objectives

In recognition of this mission, our objectives are:

1. **People.** We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.
2. **Safety & equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
3. **Integrity & ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
4. **Quality committed.** We aspire to deliver consistent, high-quality services and apply quality systems which support training and assessment excellence.
5. **Learner Focused.** We thrive on providing training and assessment that is learner 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.
6. **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.

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## Finding Us

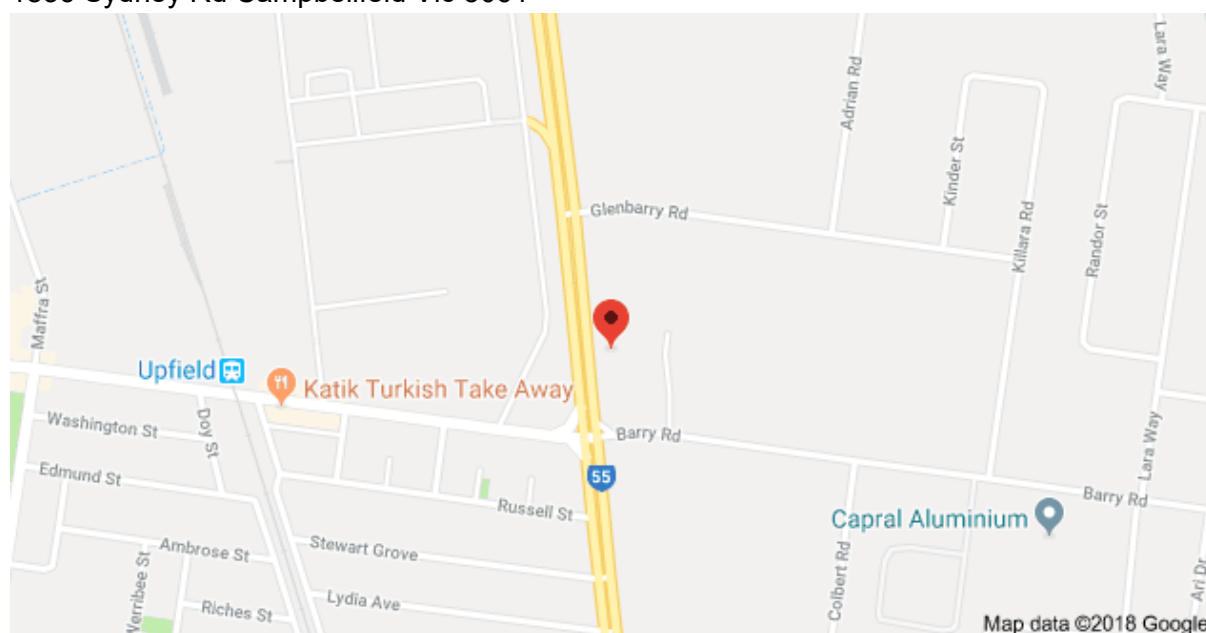
### Head office

13/ 2 Enterprise Dr, Bundoora Vic 3083



### College Campus

Our classrooms and automotive workshop is located at  
1836 Sydney Rd Campbellfield Vic 3061



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## Courses we Offer

At Training Australia First, we offer the following courses:

AUR30620 - Certificate III in Light Vehicle Mechanical Technology

AUR31120 - Certificate III in Heavy Commercial Vehicle Mechanical Technology

AUR40216 - Certificate IV in Automotive Mechanical Diagnosis

AUR50116 - Diploma of Automotive Management



For further information on our courses, you can go to our website [www.taf.edu.au](http://www.taf.edu.au) or contact our office.

## Parking

Whilst you are attending our site by vehicle, we have limited parking on our Campbellfield site and you may need to park in the side streets that are adjacent to our premises. Please note that the parking onsite is on first come basis.

## Public Transport

The closest station to the Campbellfield college campus is Upfield which is a 10 minute walk.

## Lunch Options

If you are looking to buy lunch whilst you are at our premises we have a few eateries around, for you to choose from

## Libraray Facilities

### Hume Library

The Hume Mobile Library operates on a weekly timetable across Campbellfield, Coolaroo, Dallas, Greenvale, Meadow Heights and Roxburgh Park. To view the timetable and location go to: [http://www.humelibraries.vic.gov.au/Locations\\_Hours/Libraries/Hume\\_Mobile\\_Library](http://www.humelibraries.vic.gov.au/Locations_Hours/Libraries/Hume_Mobile_Library)

Students can also access the textbooks on request from the Student Services and Records Manager.

## Campus information

The Campbellfield campus has

1. 2 classrooms
2. Fully equipped automotive workshop
3. Computer facilities
4. Restrooms
5. Kitchenette

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## Enrolment Process

At Training Australia First, we deliver a nationally accredited qualification via training face to face and/or in the workplace. When you study with Training Australia First, your Trainer/ Assessor will always be there to assist you throughout your course. You can either attend a classroom training environment, or receive job visits and even phone or email your Trainer/ Assessor for advice which means you get the support you need when you need it.

Prior to your course commencement Training Australia First staff will conduct a training need analysis using a Pre-training Review form. This interview will enable us to assess whether the course you are enquiring about is suitable to meet your interests, objectives, goals and job outcomes you are after.

During the pre-training interview you will be provided with:

- Information on your rights and obligations
- Pre- enrolment information and our obligations to you
- Student Handbook which includes information on our policies and procedures
- Prospectus
- Fees & Charges Schedule

If we have identified a suitable course for you, you will need to:

- Fill out an application form. Read the application form carefully and ensure you understand the information properly before signing it. If you cannot understand any information, please feel free to ask any TAF representative for more information.
- Complete a Language, Literacy and Numeracy assessment. This assessment will enable us to identify if you require additional support to complete your course successfully.
- Provide us with a USI number.
- Submit one piece of evidence/ document as a proof of eligibility to study as a domestic student in Australia.
- Meet the entry requirements of the relevant course. The information on the entry requirements is available to you on our website and course prospectus.
- Read the information available to you in the Domestic student handbook.

Once TAF receives all the documents, TAF representative will assess your application and inform you of the outcome.

If the course has been deemed suitable for you, SSR will provide you with a letter of and written agreement along with the Fees Payment plan and Agreement.

Again, ensure that you have read the Letter of offer and written agreement thoroughly, as it is a legal binding document. Sign the document and make the payments as agreed upon.

Once you sign the document you will be informed of the orientation date to attend. Note Orientation is mandatory for all a student. If you cannot attend the date, inform us and we will organise another day for orientation.

For work-based training we can organise the whole process in your workplace.

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## Unique Student Identifier

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a secure online record of the nationally recognized training completed by an individual. From 2015, all students participating in nationally recognized training must have a USI. The USI will make it easier for you to find and collate your VET achievements into a single authenticated transcript and will also ensure that your VET records are not lost.

As part of your enrolment, you must either supply your USI (if known) or provide authority for us to create or access your USI on your behalf. If you are providing the authority, you must also provide a suitable form of identification – as listed on the relevant section of the Enrolment Form.

If you would like to create your own USI, please visit:

<http://www.usi.gov.au/Students/Pages/default.aspx>

Please Note: We are unable to issue a qualification or a statement of attainment unless we have a valid USI.

If a student is exempted from having a student identifier, then the results of the training will not be accessible through the commonwealth and will not appear on any authenticated VET transcript prepared by the registrar

## Our Trainers

Our Trainers are qualified, dedicated professionals who have current industry experience and qualifications in a range of industries. Their industry experience is continually up to date by participating in professional development activities and working in the sector they train, therefore giving our students the best practical industry experience.

At Training Australia First we deliver a nationally accredited qualification via training face-to-face for international students. When you study with Training Australia First, your Trainer will be always there to assist you throughout your course. You can either phone or email your Trainer Assessor for advice which means you get the support you need when you need it.

## Our expectation of you

Training Australia First expects you:

1. To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
2. To comply with the rules and regulations of Training Australia First.
3. To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others?
4. To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
5. To monitor your own progress by ensuring that assessment deadlines are observed.

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6. To utilise facilities and Training Australia First publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
7. To respect other students and Training Australia First staff members and their right to privacy and confidentiality.
8. To pay your fees on time.
9. Inform the college of address or personal detail changes within 7 days.

## Our Obligations to you

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation:

- To provide you with accurate and accessible information about TAF, its services and performance.
- Ensure you are properly informed of any third-party arrangements that TAF may have.
- Ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015 which are part of the VET Quality Framework and National Code 2018. To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request.
- In addition, we must ensure that any third parties that we work with, who have any involvement in your training and assessment comply as well. This includes our training partners, Education agents, and sales people where applicable.
- As the RTO we have the responsibility to issue your AQF certification documents in line with our Certification policy & Procedure. (TAF may withhold your certificate/ testamur if there are any outstanding fees)
- If the courses on our scope have ceased or if a sanction has been imposed on TAF, or we cease to operate, TAF will issue a statement of attainment for all eligible students who have completed one or more units according to our Certification policy and procedure'.
- If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further in this Handbook.

## Your safety

Training Australia First is committed to providing you a safe environment in which to participate in training and assessment. We are aware of our responsibilities to maintain a safe environment.

The following guidelines are provided as a basis for safe practice in the training environment:

- 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;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to the RTO staff;
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;

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- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

## **Electrical equipment**

- Electrical equipment that is not working should be reported to Training Australia First staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Students, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

## **Fire safety**

- Training Australia First will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event; and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will 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 sessions on fire safety procedures and the use of fire safety devices.

## **First aid**

- Provision for first aid facilities are available where training is delivered.
- All accidents must be reported to staff.
- The accident and any aid administered must be recorded by staff involved, in the injury register.

## **Lifting**

- Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by Training Australia First unless they do so voluntarily and taking all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

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## Work & study areas

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that bench spaces are left clean and tidy.
- Do not sit or climb on any desks or tables.

## Your equity

Training Australia First is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Training Australia First staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and 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 Training Australia First staff members and we apply complaint-handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Students who feel that they have been discriminated against or harassed should report this information to a staff member of Training Australia First that they feel they can trust. This will initiate a complaint handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to Training Australia First, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

## Your Privacy

- Information on how TAF will collect and use your information is available in our Privacy policy on our website.
- Information is also available to you on the TAF application form and Letter of Offer and Written Agreement.
- If you have concerns about how Training Australia First is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints> .

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## Refunds

Refunds		
Provider default	Refund entitlement	Refund arrangements
the Course does not start on the agreed starting date specified in the Letter of Offer;	Full refund	<p>TAF will arrange to make the refunds in full, which will be paid within 14 days of the default.</p> <p>Refunds will be made only to the student or if a person (other than the student) is specified in the agreement to receive any refund.</p> <p>Alternatively, the Student may be offered enrolment in an alternative course by TAF at no extra cost. The student has the right to choose a full refund of course fees, or to accept a place in another course. If enrolment in another course is chosen the student will be asked to sign an offer letter indicating acceptance of the enrolment.</p>
<p>If the Student has not withdrawn from the Course and the Course ceases being provided after it has started and before it is completed.</p> <p>If the Student has not withdrawn from the Course and the Course is not provided in full to the Student because TAF has had a sanction imposed by a government regulator;</p>	A partial refund of the fees paid by the student	<p>The refund will be calculated using this formula:</p> $\text{Refund} = (\text{pre-paid amount/number of weeks to which payment relates}) \times \text{number of weeks between the day on which the Course ceases and the end of the period to which the payment relates.}$ <p>TAF will arrange to make the refunds in full, which will be paid within 14 days of the default.</p> <p>Alternatively, the Student may be offered enrolment in an alternative course by TAF at no extra cost. The student has the right to choose refunds based on the calculation as mentioned above, or to accept a place in another course. If enrolment in another course is chosen the student will be asked to sign an offer</p>

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Refunds		
		letter indicating acceptance of the enrolment.
Student default	Refund entitlement	Refund arrangements
The course starts at the location on the agreed starting day, but the student does not start the course on that day	No refunds	
The student withdraws from the course at the location after the agreed starting date as mentioned in the letter of offer	No refunds	
The student withdraws from the course at the location less than 28 days before the agreed starting date as mentioned in the letter of offer	No refunds	
The student withdraws from the course at the location, 28 days before the agreed starting date as mentioned in the letter of offer	The lesser of: 5% of the total amount of Course Fees received in respect of the Student for the Course; or the sum of \$500	TAF will arrange to make the refunds which will be paid within 28 days after receipt of the completed and signed Application for Refund Form together with appropriate supporting documents
TAF refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:  the student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course;	No refunds	

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Refunds		
misbehaviour by the student.		
Withdrawing or cancelling due to compassionate & compelling circumstances	Partial refund	<p>The refund will be calculated using this formula:</p> <p>Refund amount = weekly tuition fee × weeks in default period.</p> <p>TAF will arrange to make the refunds which will be paid within TAF will refund the amount within 28 days after receipt of the completed and signed Application for Refund Form together with appropriate supporting document</p>
Process for claiming refunds		
<p>Refunds for provider default will be made automatically within 14 days of the default.</p> <p>In case of student default, refunds applications for full or partial refunds must:</p> <p>be made in writing on the Application for Refund Form; and</p> <p>set out the reasons for the application; and</p> <p>be accompanied by supporting documents as may be appropriate; and submit it to the Student Services and Records Manager</p> <p>Refund applications must be filled out by the student; no proxy applications will be accepted.</p> <p>A Refund Calculation Statement will be prepared and forwarded to the student and any refund will be directly transferred to student's designated account.</p> <p>Where a student is dissatisfied with a decision to provide or not to provide a refund the student may appeal that decision in accordance with the TAF's Student Complaints and Appeals Procedures.</p> <p>"This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies".</p>		

## Our Guarantee to Clients

If for any reason Training Australia First is unable to fulfil its service agreement with a student, Training Australia First must issue a full refund for any services not provided or place the student in an equivalent course without having to pay any additional fees for the portion of the course they have paid in advance.

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The basis for determining “services not provided” is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service is terminated.

## Notifying you if Things Change

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

Depending on the type of change, we may send a letter to your home address, send you an email, or an SMS message.

You must let us know of any changes to your details by using the Change of Details Form.

## Protecting fees being paid in advance

Training Australia First acknowledges that it has a responsibility under SRTTO 2015 Clause 7.3 to protect the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities Training Australia First will accept payment of no more than \$1000 from each individual student prior to the commencement of the course.

Following the course commencement, Training Australia First may require payment of additional fees in scheduled payments in advance from the student but only such that at any given time, the total amount required to be paid does not exceed \$1,500.

The basis for determining the amount for scheduled payment must be based on the costs of the student’s training and assessment which is yet to be delivered to the student.

## Late Payments

1. If the student does not comply with the Fees Agreement, Training Australia First Pty Ltd.:
  - has the right to refuse to allow the student to continue their attendance in the course; or
  - has the right to refuse the student from being assessed in any unit until all amount outstanding is paid; or
  - if the student is allowed to continue their attendance in course, and be assessed, their results may not be entered in VETtrak till all fees are paid.
2. The tuition fee, or any part of the tuition fee not paid in accordance with the fee payment schedule remains due and payable whether or not the student has completed the course.
3. If any amount payable under this Agreement is not paid within 14 days of the due date, this shall amount to student misbehaviour and Training Australia First Pty Ltd. has the

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right to suspend and /or cancel the enrolment of the student and recover any outstanding amounts remaining unpaid under this Agreement, after the internal appeals process has been completed.

4. If the fees are not paid according to the agreed payment plan within 7 days of the due date, TAF may charge late processing fees of \$100.

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## Schedule of Fees and Charges

Training Australia First is a Registered Training Organisation and operates in accordance with applicable legislation CRICOS, ESOS Act, and the SRT0 2015. Training Australia First is entitled to charge fees for services provided to students undertaking a course of study. These fees are for items such as course materials, administrative support, student services and training and assessment services. We review our fees schedule regularly and endeavour to keep the cost of training down.

### When and how do I pay?

Fees are payable according to the letter of offer and written agreement, provided to you by Training Australia First. Your enrolment is not confirmed if the payments have not been received by the college. Payment methods include Visa, MasterCard, cash, or cheque.

Training Programs		Fee
AUR30620 - Certificate III in Light Vehicle Mechanical Technology		\$10,000
AUR31120 - Certificate III in Heavy Commercial Vehicle Mechanical Technology		\$10,000
AUR40216 - Certificate IV in Automotive Mechanical Diagnosis		\$4,500
AUR50116 - Diploma of Automotive Management		\$6,500
<b>Note.</b> The fees for RPL are the same as the fee listed above for completing the listed course. Students are not required to pay more than \$1000 in prepaid fees for a course.		
Additional fees and Charges		
Reassessment	You have one opportunity for reassessment at no extra cost to you. If you have been assessed NYC after the reassessment, you must pay for a second opportunity for reassessment.	\$200
Certificates or Statement of attainment	You are entitled, at no additional cost, to a formal statement of attainment on withdrawal, cancellation or transfer, prior to completing the qualification, provided you have paid in full the tuition fees for the unit, or units, of competency to be shown on your statement of attainment. You are entitled to a testamur after successfully completing the course at no additional cost, provided you have paid in full the tuition fees for the course. There is an Administration Fee for the reissue of any statement of attainment or testamur and/or other formal documentation reissued or reprinted by TAF.	\$150
Late payment of fees	If the fees are not paid according to the agreed payment plan within 7 days of the due date, TAF may charge late processing fees.	\$ 100

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## Access to your records

You are entitled to have access to your student file and learning and assessment records on request. You may require these to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by TAF, you are welcome to have access anytime. Fill out the student request form or send an email to the SSR to access your records.

Access to requested records will be organised no later than 5 working days. Students should note that these records cannot be taken away unless a copy is requested.

## Continuous improvement

Training Australia First 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.

### Suggesting improvements

You will be provided with feedback forms at various stages of your training such as agent review form during the orientation, quarter end feedback form etc. Your feedback is important to us and will help us improve our services.

### Learner satisfaction survey

At the completion of your training program, you will be issued with a Learner 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 these surveys is important to Training Australia First 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.

## Assessments

At Training Australia First assessment is conducted using a combination assessment methods. This may vary between Written Questions, Projects, Case Studies, Supervisor Feedback and Workplace Observation or Simulated observation.

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

**Written Questions:** You are required to provide a written response to a range of questions relating to required knowledge of the units of competency. These would generally be short answer response and may include other questioning methods including multiple-choice and fill in the blanks.

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**Projects:** Projects are generally used for Diploma level qualifications at TAF. Projects are an extended piece of work involving inquiry-based activities. They may be small or large, depending on the requirements of the unit. Your assessor will provide you with detailed explanation before the unit commences.

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

**Supervisor Feedback:** The assessor will periodically engage with workplace supervisors to seek their feedback about your performance. This is undertaken either as an interview or an observation checklist. This interview can be undertaken over the phone or face to face. Feedback from a supervisor is recorded into the assessment record. This method is used for workplace training and or RPL.

**Observation tasks:** Some competencies are best demonstrated practically, either by observation in the workplace or in a simulated environment. For example,

- Students enrolled in automotive course may need to demonstrate how to change a tyre in an automotive workshop simulated environment.
- Students enrolled in management course may need to demonstrate how to organise and manage a meeting in an office based simulated environment.

The assessment information for individual courses will be provided to you during orientation and is also available in the course prospectus as well as our website under individual courses. Assessment information on individual units will be provided to you prior to the commencement of each unit including the assessment dates, you can be provided with additional support if required as documented in your individual learning plan and negotiated with your trainer/assessor.

## Assessment Outcomes

The training and assessment offered by TAF focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Each Unit of Competency will include more than one assessment task. Each assessment task will be assessed as either Satisfactory (S) or Not Satisfactory (NS) and you will need to achieve ‘Satisfactory’ result for all assessment tasks related to the specific unit of competency to achieve an overall outcome of Competent.

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## Reasonable Adjustments

TAF has processes in place to identify student individual needs during the enrolment process. This helps us to customise the training according to your needs. It also assists to identify if we can provide the required support and course suitability.

Reasonable adjustment is the process of adjusting or changing the assessment process to meet the needs and characteristics of the students being assessed and any equity requirements to enable participation on the same basis as other staff and students. The determination of 'reasonableness' requires judgment that must take into account the impact on the organisation and the need to maintain the integrity of the unit of competency.

Reasonable adjustment that could be provided at TAF are:

- extended time for the written questions
- oral questioning
- a different time
- a quiet separate room

At times needs may be identified later on if you think you may need some adjustments made to the way you are being assessed talk to your assessor. Note these adjustments are made at the discretion of your assessor based on your identified needs.

## Submission, feedback and re-assessment

- You will be provided with instructions on submission, feedback and re-assessment at the beginning of each unit.
- This information will be available to you in the Student Assessment booklet. Your assessor will provide you with the booklet at the commencement each unit.
- You will be provided with one opportunity of reassessment, per unit.
- Where a task is marked as Not Satisfactory, your assessor will provide you with feedback and you will be given the opportunity to resubmit/re-attempt the task.
- Where you exhaust your attempts at re-assessment, you will be required to participate in further training and be re-assessed. This may attract a fee.
- Your assessor will provide feedback to you at the end of each assessment. This feedback is documented in your student assessment booklet.

## Plagiarism Cheating & Collusion

At TAF we have zero tolerance policy against plagiarism, cheating and collusion. Your assessor will provide you with information on what is expected in relation to the assessments.

Your assessor will provide you with information on different referencing techniques.

It is your obligation to:

- Submit only work that is their own or that properly acknowledges the ideas, interpretations, words or creative works of others;
- Avoid lending original work to others for any reason;

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- Be clear about assessment conditions and seek clarification if in doubt;
- Be clear about what is appropriate referencing and the consequences of inappropriate referencing;
- Discourage others from plagiarising by observing the practices above.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

In a case where the assessor suspects plagiarism you will be reported to the General Manager.

The General Manager, in consultation with your assessor will determine if the plagiarism has resulted from poor academic practice or was intentional. This preliminary step may involve an informal interview with you.

The General Manager and the assessor will:

- consider the extent of the plagiarism (noting that the more extensive the plagiarism, the more likely it was intentional);
- review the course profile and other information provided to students by the senior trainer to determine if adequate information had been given;
- identify if the student has been previously warned of plagiarism; and
- determine whether the student is new to vocational education and training (it would be expected that continuing students would be more likely to understand plagiarism and its consequences).

If the above factors have been considered and it has been determined that the plagiarism has arisen from poor academic practice, you will be requested to revise the work and resubmit it for the assessment.

If, after consideration of the above factors it is determined that the plagiarism was intentional, your work will not be accepted and you will be issued with an alternative assessment assignment to complete. You will be provided with a formal warning (in writing) by the General Manager explaining the seriousness of the incident and the consequences if the you are found to plagiarise again.

Students who commit plagiarism after being formally warned will be withdrawn from the program according to the suspension /deferral /withdrawal /cancellation policy and procedure

## Assessment Appeals

If you wish to make an appeal against the assessment decision refer to the Complaints and Appeals process.

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## Credits

You are entitled to apply for Credit/s in a course or qualification in which you are currently enrolled or want to enroll with TAF.

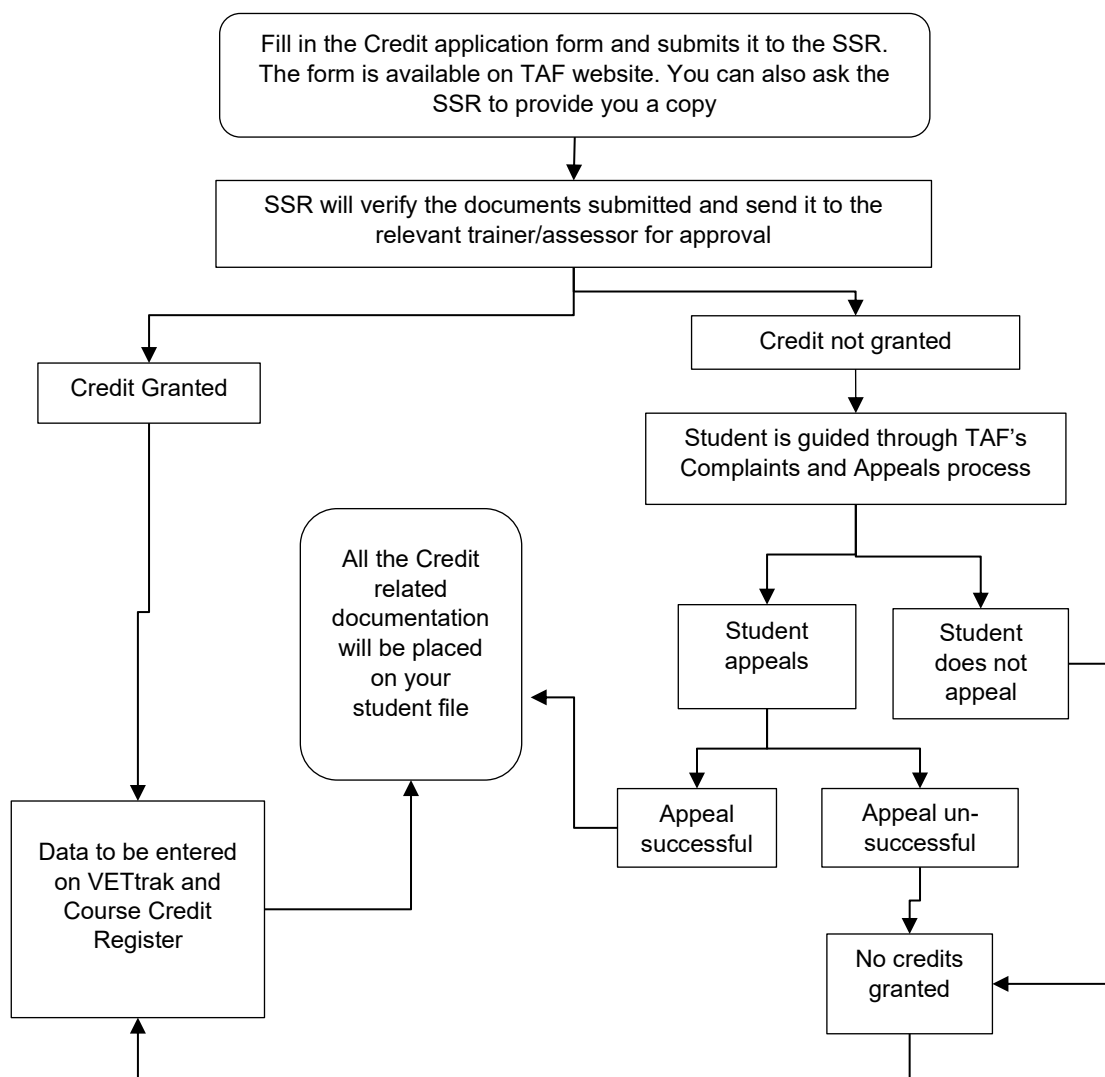
A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

TAF can grant you credit towards your course for units of competency or modules that you have already completed with another RTO. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit and / or module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit.

If you wish to make an appeal against the assessment decision refer to the Complaints and Appeals process.

### Credit Process



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## Recognition of Prior Learning

### What is RPL?

Recognition of prior learning is a process where a person with work experience, can have their skills and knowledge assessed, with the aim of getting a formal qualification.

### Am I Eligible to Apply

- Do I have experience based on volunteer work?
- Can I demonstrate the skill to someone?
- Do I have Formal or non-formal training in this field?
- Can I provide some kind of evidence to support my claim?
- Paid or un-paid work experience
- Work skills or knowledge

If you answer YES to any of the questions above you may be eligible for Recognition of Prior Learning.

### What are the benefits of RPL?

If you receive recognition for your industry experience, skills and knowledge, it may lead to:

- A full or partial nationally recognized industry qualification
- Only do the training you need to do
- Well supported
- Save time by not attending unnecessary classes
- Complete your accredited qualification and get into workforce sooner
- Boosts your morale by acknowledging your experience

### How long will the process take?

The duration of RPL process will depend on the number of units and the time you can devote to the process. Your assessor will develop an RPL assessment plan and schedule based on your needs.

A full qualification to be assessed under this process generally takes between 1 to 3 months for an applicant.

### What is Gap Training?

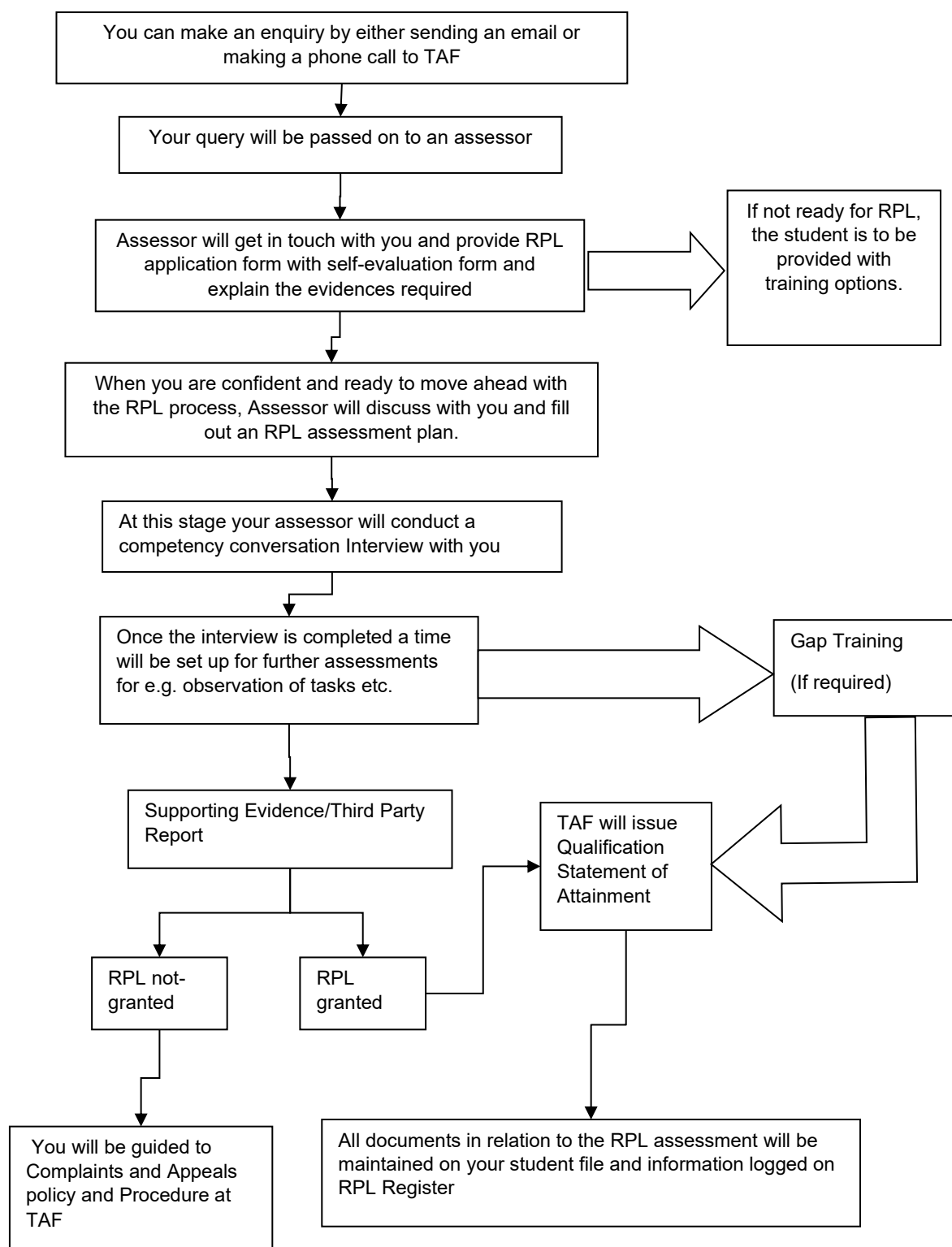
While in many cases you will be able to demonstrate or provide evidence to gain full competence, in some cases your assessor may determine there is a gap between what you know and what is covered in a unit or qualification. In this case, TAF can provide you with an opportunity to undertake training to ensure that your RPL application is successful. This is called gap training. If gap training is required, your RPL Assessor will assist you to identify what it might involve.

If you wish to make an appeal against the assessment decision refer to the Complaints and Appeals process.

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## RPL Process



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# Complaints & Appeals Policy & Procedure

## Purpose

Training Australia First (TAF) is committed to providing a professional, fair and a transparent complaints and appeals process that includes access to an independent external body if necessary.

This policy and procedure ensure the compliance of the RTO with SRT0 standard 6 and National Code 2018: Standard 10 Complaints and Appeals

## Policy

- This policy covers both academic and non-academic matters from enrolled or prospective Students.
- Academic complaints may relate to;
  - i. Student learning materials and resources
  - ii. Assessment tools, methods and processes
  - iii. Outcome of assessment processes
  - iv. Training delivery methods
  - v. Quality of training staff
- Non-academic complaints may relate to;
  - I. Administrative processes
  - II. Customer service-related issues
  - III. Fees and charges
  - IV. Application and or enrolment process
  - V. Marketing materials
  - VI. Actions of third party
  - VII. Any other issues not directly related to training delivery and assessment for e.g. misbehaviour, harassment etc.
- Students will be provided with the information along with their letter of offer and written agreement as an appendix.
- They will be provided with the information during their orientation as well.
- All students, staff and stakeholders will have access to the most updated copy of this policy and procedure via the RTOs website.
- Staff will also be provided with information on this policy and procedure during staff induction. They will be informed of any changes to the policy, procedure or form either by email, memo or staff meeting. The most updated version will be available to all staff via TAF server.
- TAF will ensure that students and staff understand the steps involved in this policy and procedure.
- This policy covers both formal and informal process.
- TAF will first endeavour to resolve any complaints informally through discussions and conciliation. Where the matters are not resolved informally, TAF has proper procedures in place to resolve the complaint formally.

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- If the outcome of the complaint has been unsuccessful, TAF will advise the students, within 10 working days of concluding the internal review their rights to access an external complaint handling and appeals process at minimal or no cost.
- If the complaints and appeals process has been successful, TAF will, immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the student of that action.
- TAF will ensure that the resolution process commences within 10 working days of receiving the complaint.
- Frequently, the complaints and appeals handling process will expose weaknesses in the RTO or training and assessment system that can flow into the continuous improvement system as opportunities for improvement. This outcome of complaints and appeals handling is very positive and should be actively applied by all persons involved.

## Definition

Complaint	A complaint is generally negative feedback about services or staff which has not been resolved locally. A complaint may be received by Training Australia First 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, staff and/or employers.
Complainant	Complainant may be either a Domestic or an international Student, Staff or any stakeholder for e.g. agent, customer, employer etc.
Appeal	An appeal is an application by a complainant for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 20 working days of the decision or finding is informed to the student.
ASQA	Australian Skills Quality Authority
ESOS Act:	The Education Services for Overseas Students Act 2000 of the Commonwealth of Australia, as amended from time to time.
National Code:	The National Code is a set of nationally consistent standards that governs the protection of international students and delivery of courses to those students by providers registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
Domestic Student:	Refers to all students who are not overseas fee-paying students.
International (overseas) Student:	means an enrolled or intending student who holds a temporary visa with study rights and <b>is not</b> : <ul style="list-style-type: none"> <li>• an Australian or New Zealand citizen (whether solely or as a dual citizen with another country);</li> <li>• a permanent resident of Australia; or</li> <li>• a holder of a permanent humanitarian visa.</li> </ul>

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## Procedure

Steps	Responsibility
<b>Complaints Procedure</b>	
<ol style="list-style-type: none"> <li>1. Students, staff or stakeholders may raise any matters of concern relating to the RTO, training delivery and assessment, the quality of the teaching, quality of services, student amenities, discrimination, sexual harassment, dealings or services provided by education agent, training provided by a 3<sup>rd</sup> party on behalf of TAF and any other issues that may arise.</li> <li>2. Students are encouraged to raise the matter informally with their trainer/assessor. The outcome of any informal complaint will not be kept on the student file unless requested to do so by the student. If the matter has been raised informally by way of email; then, the email and any response there to will be deleted unless otherwise requested by the student.</li> <li>3. If the informal complaint raises a matter of importance for TAF; then, the complaint and outcome will be documented, but, if possible, the name of the students will not be included in any documentation.</li> <li>4. If the complaint cannot be resolved informally; then, the student is encouraged to lodge a formal complaint.</li> <li>5. Students are encouraged to resolve their concerns and complaints using this Complaints and Appeals Procedure.</li> <li>6. TAF will make sure that the current complaints and appeals procedure including the required form is easy to find and use. It will be: <ul style="list-style-type: none"> <li>• Published on TAF's website.</li> <li>• Available in the Student Handbook.</li> <li>• Provided as a printed (hard copy) if requested from the Student Services Representative (SSR).</li> </ul> <p>This ensures that all students and prospective students can easily access and understand how to make a complaint or lodge an appeal.</p> </li> <li>7. All complaints will be dealt with: <ul style="list-style-type: none"> <li>• Fairly: Each person involved will have an equal opportunity to tell their side of the story.</li> <li>• Professionally: The process will be respectful and free from bias.</li> <li>• Confidentially: Only the people directly involved will know the details.</li> <li>• In writing: The outcome of the complaint will be clearly explained and recorded in writing.</li> </ul> <p>TAF will follow the principles of procedural fairness, which means:</p> <ul style="list-style-type: none"> <li>• Making decisions based on facts and not assumptions.</li> <li>• Giving everyone a chance to respond.</li> <li>• Having the matter handled by someone who is not personally involved.</li> </ul> </li> <li>8. Unless otherwise decided by the General Manager, all formal complaints will be handled by the SSR. If the formal complaint is in respect to the SSR; then, the General Manager will handle that complaint. If the complaint is in respect to the General Manager; then, the complaint will be handled by the CEO.</li> </ol>	<p>Student Services &amp; Records Manager (SSR)</p> <p>General Manager</p> <p>CEO</p> <p>Trainer/ Assessor</p>

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Steps	Responsibility
<p>9. All formal complaints should be lodged in writing by the student and the resolution process will commence within 10 working days of the lodging of the formal complaint.</p> <p>10. The complaint will be resolved fairly and equitably and at the earliest possible time. (No later than 20 working days).</p> <p>11. If the complaint has been made via ASQA by the student, the CEO will be informed immediately. The complaint is to be resolved fairly and equitably within the time frame provided by ASQA.</p> <p>12. TAF will ensure that students have a clear understanding of the steps involved in the procedure.</p> <p>13. At any stage in the complaints process students are entitled to have their own nominee included in the resolution process. In addition, students may request support such as:</p> <ul style="list-style-type: none"> <li>• An interpreter or translator if English is not their first language;</li> <li>• A staff member to help complete forms or understand the process;</li> <li>• Documents provided in an accessible format upon request (e.g., large print);</li> <li>• The right to be accompanied by a support person, such as a friend, family member, or advocate, in all meetings and discussions.</li> </ul> <p>TAF is committed to ensuring that all students, regardless of background or ability, can access and participate fully in the complaints and appeals process.</p> <p>14. Where a complaint cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties.</p> <p>15. If the student is not satisfied with the outcome of the complaint, the student may request TAF to assist the student in referring the matter to an external independent mediator.</p> <p>This includes both international and domestic students.</p> <p>TAF will ensure there is no cost to the student if they choose to appeal through the external independent mediator. The external independent mediator for international students is the Overseas Student Ombudsman.</p> <p>Contact details: 1300 362 072 Email: <a href="mailto:ombudsman@ombudsman.gov.au">ombudsman@ombudsman.gov.au</a> Website: <a href="http://www.oso.gov.au">http://www.oso.gov.au</a></p> <p>The independent party recommended by TAF is the Melbourne Commercial Arbitration and Mediation Centre (<a href="http://www.mcamh.com.au">http://www.mcamh.com.au</a>); however, complainants and appellants are able to use their own external party at their own cost.</p> <p>16. Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to;</p> <p>Contact the Law College of Victoria, 470 Bourke St Melbourne 3000, and telephone 9602 5000 for a referral to a solicitor.</p>	

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Steps	Responsibility
<p>17. If any issue raised in a complaint indicates a systemic or recurring problem, it will be documented and referred to the Continuous Improvement Committee for review and action. These issues may lead to updates in policies, procedures, staff training, or learning resources.</p> <p>18. The outcome of the complaints will be provided in written to the student and documented in the Complaints and Appeals Register.</p> <p>19. If the outcome of the complaint has been unsuccessful, TAF will advise the students, within 10 working days of concluding the internal review their rights to access an external complaint handling and appeals process at minimal or no cost.</p> <p>20. If the complaints and appeals process has been successful, TAF will, immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the student of that action.</p> <p>21. Students may phone the National Training Complaints Hotline' on 13 38 73 to discuss their issue of concern at any time. For more information about the National Complaints Hotline, refer to the following webpage:  <a href="http://www.industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/FrequentlyAskedQuestions.aspx#">http://www.industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/FrequentlyAskedQuestions.aspx#</a></p>	
Appeals Procedure	
<ol style="list-style-type: none"> <li>1. Appeals may arise from a number of sources including decisions relating to assessment outcomes, disciplinary actions, decisions arising from complaints, or decisions made by Training Australia First, its contractors, or third-party providers. An appeal is a formal request by a student for reconsideration of an adverse decision. Appeals relating to training and assessment will be managed by the SSR unless the appeal concerns the SSR, in which case it will be handled by the General Manager.</li> <li>2. TAF will attempt to resolve the appeal informally and, if this cannot be achieved, the formal appeals process will commence.</li> <li>3. A student's enrolment must be maintained whilst an appeal is in progress and the outcome has not been determined.</li> <li>4. The appeals process (informal and formal) is initiated by the student completing the Student Appeals Form, available on the TAF website or upon request from the SSR. The full procedure and student rights are publicly available on the website, in the student handbook, and during orientation.</li> <li>5. International students only: Students wishing to lodge an appeal in respect to TAF's intention to Report the student for unsatisfactory course progress, or on being notified that TAF intends to suspend or cancel the enrolment of the student, must do so within 20 working days. (The 20 working days will be calculated from 2 days of the issuance of the Intention to Report letter, and the 20 working days will be calculated from the day the letter notifying of the intention to suspend or cancel.)</li> <li>6. The resolution phase must commence within 10 working days of the appeal being lodged in writing.</li> </ol>	<p>Student Services &amp; Records Manager</p> <p>General Manager</p> <p>CEO</p> <p>Trainer/ Assessor</p>

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Steps	Responsibility
<p>7. A maximum time of 20 working days from the appeal being lodged in writing will be allowed for the resolution unless all parties agree in writing to extend this time.</p> <p>8. The formal internal appeal process will be conducted by the Continuous Improvement Committee at TAF and will be provided at no cost to the student. In addition, appeal outcomes will be reviewed for trends or systemic issues and used to inform and strengthen TAF's continuous improvement practices.</p> <p>9. Students appealing an assessment, including RPL outcome, will be given the opportunity for reassessment by a different assessor selected by Training Australia First. Costs of reassessment will be met by TAF. The recorded outcome of the assessment appeal will be the most favorable result for the student from either the original assessment or the reassessment. If the student is not satisfied with the result of the reassessment, the student may make a request of TAF pursuant to clause 12. The reassessment shall be regarded as the completion of the internal formal appeal.</p> <p>10. For all internal formal appeals;</p> <ul style="list-style-type: none"> <li>• The student will have an opportunity to present their case in person, or, if the students elect, in writing</li> <li>• A student may be accompanied and supported by a person of their choice, including a support person or interpreter, at any relevant meetings</li> <li>• In all other respects the appeals procedure will be determined by the legal representative</li> <li>• The outcome of the formal internal appeal and reasons for the outcome will be recorded in writing and signed and dated by the legal representative and the student and placed in the student file as well as logged in the Complaints and Appeals Register. The student will be provided with a copy of the signed written document</li> </ul> <p>11. If the student appeal is successful TAF must implement the decision immediately.</p> <p>12. If the student is not satisfied with the outcome of the formal internal appeal; the student may request TAF to assist the student in an appeal to an external independent mediator. This process is available to both domestic and international students. TAF will ensure that there is no cost to the student if the student elects to appeal the external independent mediator. The external independent mediator for international students is the overseas student ombudsman. Contact details: 1300 362 072 Email: <a href="mailto:ombudsman@ombudsman.gov.au">ombudsman@ombudsman.gov.au</a> Website: <a href="http://www.oso.gov.au">http://www.oso.gov.au</a> The independent party recommended by TAF is the Melbourne Commercial Arbitration and Mediation Centre (<a href="http://www.mcamh.com.au/">http://www.mcamh.com.au/</a>); however, complainants and appellants are able to use their own external party at their own cost.</p> <p>13. If the student appeal is unsuccessful TAF may implement the decision, notwithstanding that the student had appealed to an external mediator.</p> <p>14. TAF will ensure, if requested by the student, that the appeal is lodged within 3 working days after the request from the student.</p> <p>15. If the outcome of the complaint has been unsuccessful, TAF will advise the students, within 10 working days of concluding the internal review</p>	

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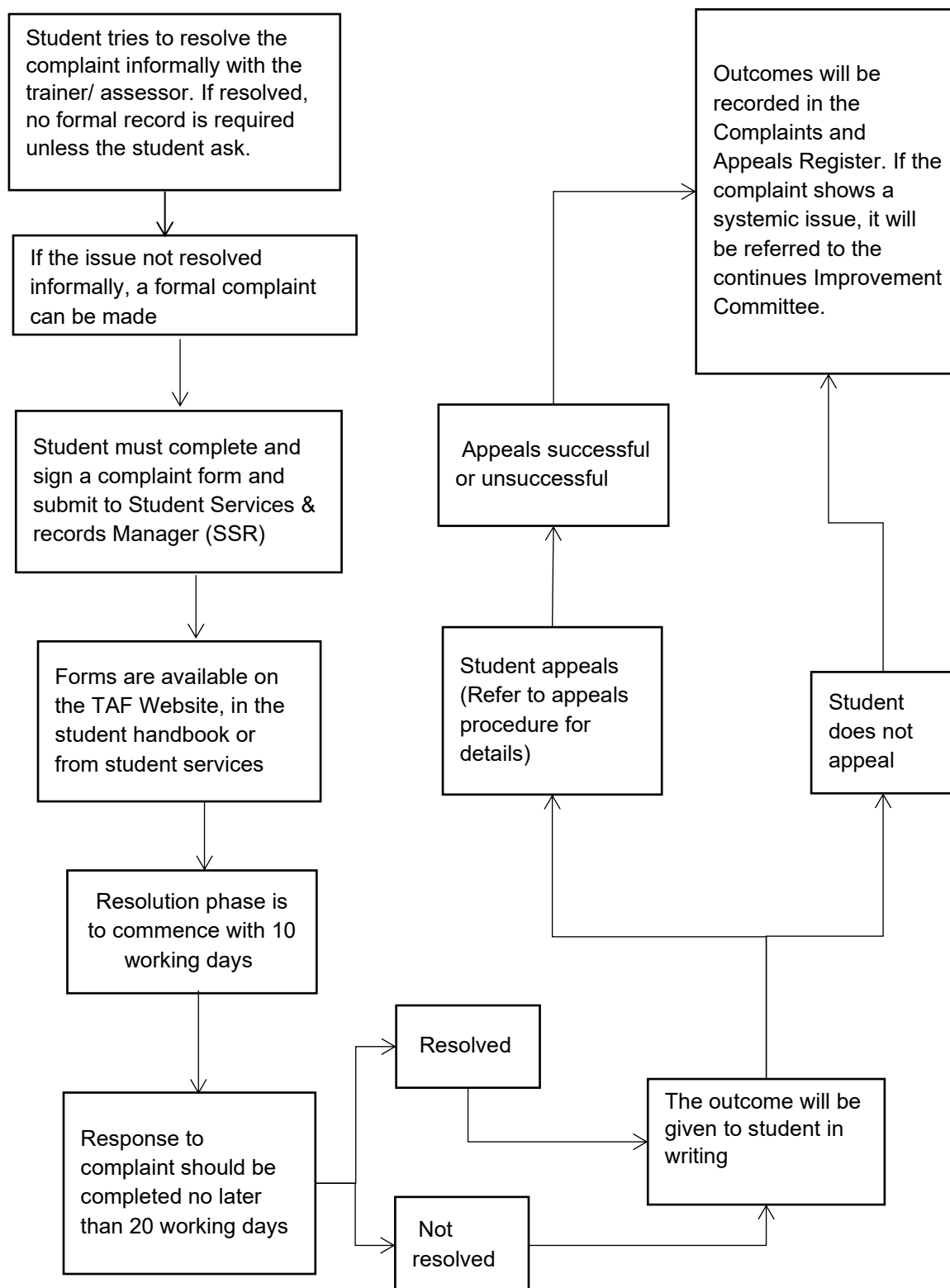
Steps	Responsibility
<p>their rights to access an external complaint handling and appeals process at minimal or no cost.</p> <p>16. If the complaints and appeals process has been successful, TAF will, immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the student of that action.</p> <p>17. There are no further avenues within TAF for appeals after an internal formal appeal phase has been completed.</p> <p>18. Notwithstanding that a student has appealed, or intends to appeal, to the external mediator, TAF may implement the decision if the internal formal appeal is dismissed, unless the external appeal is in respect to the decision of TAF to report the student for unsatisfactory course progress or attendance.</p>	
<b>Storage and recording</b>	
File all the documents related to the Complaints and Appeals in the Complaints and Appeals folder and update the Complaints & Appeals Register	Student services and Records Manager
TAF will retain all documents related to complaints and appeals and its outcome for 2 years for international students and 6 months for domestic students after the outcome has been finalized.	Student services and Records Manager

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## Complaints Process

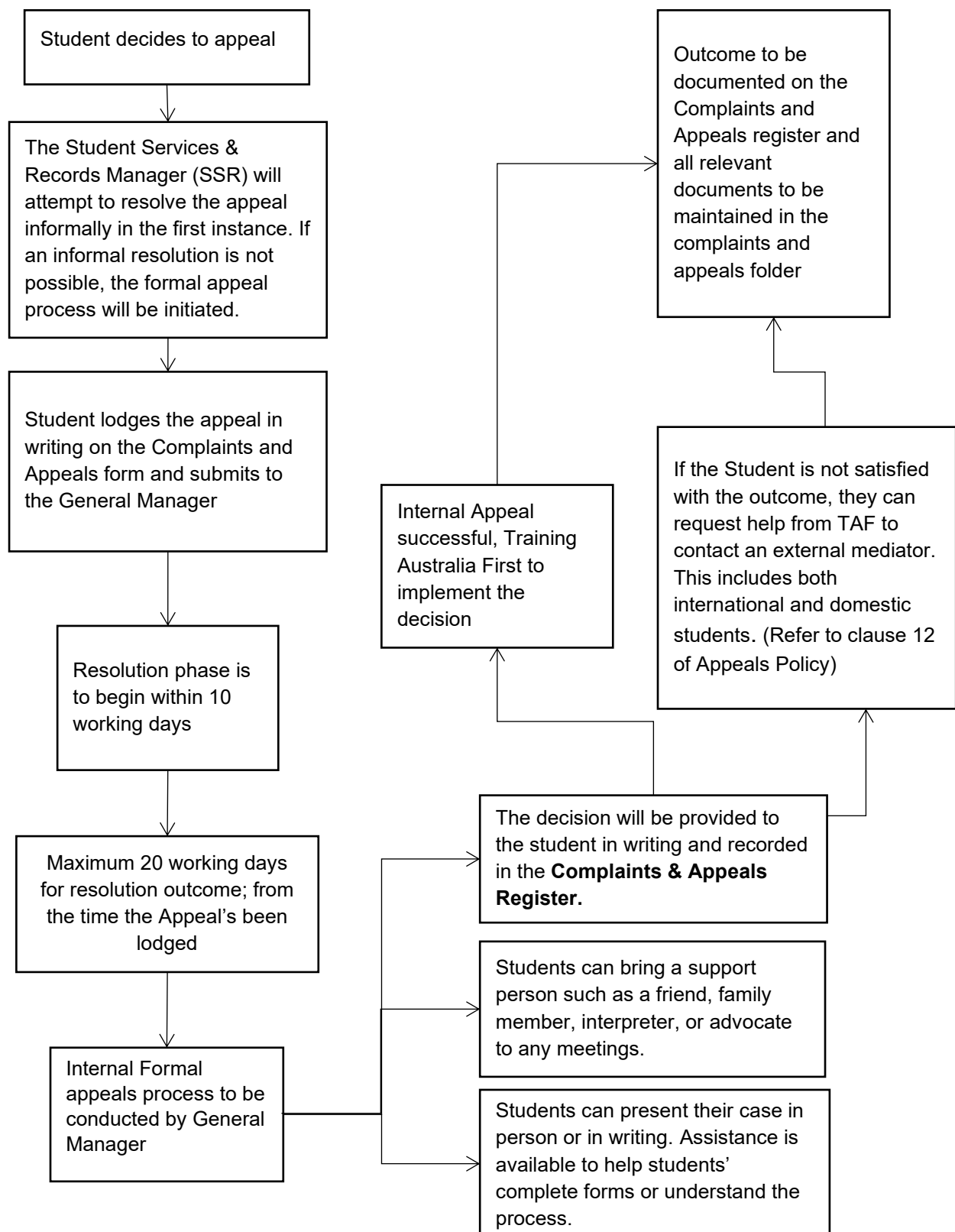


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## Appeals Process



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## Issuing a Qualification

Once you have completed all assessment requirements and have been assessed as 'Competent' in all units required for a qualification, you will be awarded a certificate corresponding to the completed qualifications. If you meet the requirements for part of a qualification, you will be awarded a Statement of Attainment indicating which modules or units of competency you have attained competencies for.

TAF will ensure to issue your certificate within 30 days of your course completion, provided you have met with all the requirements of the assessments, paid all your fees due and provided TAF with a valid USI.

TAF will not charge you to issue a qualification, statement of attainment or a testamur, however there is charge of \$150 to re-issue a qualification, statement of attainment or a testamur.

## Behaviour Misconduct Policy & Procedure

### Policy

- Training Australia First seeks to provide an environment that is free from unacceptable behaviour and promotes a positive learning environment for all students.
- This policy seeks to encourage acceptable behaviour and to inform all staff and students about Training Australia First standards of behaviour.
- A student must at all times maintain a high standard of behaviour while engaged in RTO activities either within the premises of the RTO or at another location.
- Staff will be provided with information on this policy and procedure during staff induction. They will be informed of any changes to the policy, procedure or form either by email, memo or staff meeting. The most updated version will be available to all staff via TAF server.

### Definition

<b>Behaviour Misconduct</b>	Behaviour misconduct is defined as actions that breach Training Australia First policies. This includes but is not limited to: <ul style="list-style-type: none"><li>• Breaches of Commonwealth or State law which impact on RTO operations.</li><li>• Behaviour that impairs the reasonable freedom of other persons (students) to pursue their studies and participate in the activities of the RTO.</li><li>• Refusing or failing to identify themselves truthfully.</li><li>• Any act or failure to act that endangers the safety or health of any other person.</li></ul>
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	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Acting in a way that causes students or staff or other persons within the RTO to fear for their personal safety.</li> <li>• Acting in a way that causes damage to RTO property.</li> <li>• Wilfully obstructing or disrupting any official RTO meeting, ceremony, activity, class or examination/assessment.</li> <li>• Any form of harassment, whether based on gender, race, age, sexual preference or religious belief.</li> <li>• Wilfully damaging or wrongfully dealing with any RTO property, or the property within the RTO of any person, including theft.</li> <li>• Being under the influence of prohibited drugs and/or substances including alcohol.</li> <li>• Trespassing or knowingly entering any place within the premises of the RTO that is out of bounds to students.</li> <li>• Making a false representation as to a matter affecting student status.</li> <li>• Possession of dangerous articles or banned substances.</li> <li>• Abusive Behaviour.</li> <li>• Non-attendance for 7 consecutive days without prior approval, or without a medical certificate from a registered medical practitioner.</li> <li>• Where student has been identified as plagiarising or cheating.</li> <li>• Fees in excess of \$500, are due and payable.</li> </ul>
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## Procedure

Steps	
Training Australia First staff are responsible to:	Responsibility
<ul style="list-style-type: none"> <li>• Inform all students of expectations related to behaviour;</li> <li>• Explain to students what constitutes behaviour misconduct;</li> <li>• Model exemplary behaviour act as a benchmark for students and other staff;</li> <li>• Supervise student behaviour and the behaviour of other staff;</li> <li>• Promote a positive environment that supports a student's individual personality whilst setting clear boundaries relating to acceptable behaviour;</li> <li>• Respond immediately to observed behaviour misconduct to maintain a safe environment for staff and students and to protect the rights of individuals or groups;</li> <li>• If the observed behaviour misconduct is serious in nature, the staff member may suspend the students continued participation in RTO activities (training sessions, assessment, study sessions, lab sessions, field activities, etc.);</li> <li>• Report (in writing) behaviour misconduct when it is observed and actions taken in the immediate response using the Student Behaviour</li> </ul>	Staff

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Steps	
<p>Misconduct Report.</p> <ul style="list-style-type: none"> <li>If the staff member reporting the incident considers that the student may be violent or is likely to cause harm to other students and /or staff, or damage property at the RTO, the Chief Executive Officer should be contacted immediately to assess the risk. If necessary the Police are to be contacted and requested to respond to control the situation.</li> </ul>	
Students responsibility	
<ul style="list-style-type: none"> <li>Be informed of and comply with Commonwealth or State law</li> <li>Behave in a way that supports the freedom of other persons (students) to pursue their studies and participate in the activities of the RTO</li> <li>Identify themselves truthfully</li> <li>Behave in a way that supports the safety or health of any other person</li> <li>Maintain the peace or good order of the RTO</li> <li>Treat RTO property with respect and prevent damage or destruction of property</li> <li>Behave in a way that supports the conduct of official RTO meeting, ceremony, activity, class or examination/assessment</li> <li>Treat others with respect and not discriminate based on gender, race, age, sexual preference or religious belief</li> <li>Be free from (not under the influence of) prohibited drugs and/or substances including alcohol during attendance at the RTO</li> <li>Not trespass or knowingly entering any place within the premises of the RTO that is out of bounds to students</li> <li>Give truthful information relating to student status</li> <li>Communicate in a way that demonstrates respect for others and is free from verbal abuse</li> <li>Attend classes regularly and obtain prior approval, or provide a medical certificate from a registered medical practitioner if not attending for consecutive 7 days.</li> <li>Pay all fees due on time.</li> <li>Attend Early ISM or ISM meetings with the college representatives if applicable</li> </ul>	Student
General Manager in respect of any behaviour misconduct by a student may	
<ul style="list-style-type: none"> <li>Immediately suspended the student enrolment for a period not exceeding fourteen (14) days as may be determined.</li> <li>Advise the student in writing of the alleged incident of misconduct and that they have twenty (20) working days to make oral or written representations regarding the alleged incident of misconduct.</li> </ul>	Staff & General Manager

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## Steps

- Where State or Commonwealth laws appear to have been breached, the matter **will** be referred to the police or other appropriate authority.
- Impose one or more of the following behavioural management strategies:
  - Reprimand and warn (formal warning in writing) the student against repetition of the misconduct;
  - Suspend the student from using all or some RTO facilities and / or services for a designated period of time;
  - Instigate a behavioural management contract with the student including agreed monitoring arrangements and consequences based on repetition of the misconduct;
  - Cancel the student's enrolment (serious misconduct involving violence to others, damage to property or breach of State or Commonwealth law).
  - Cancel the student's enrolment due to non-payment of fees according to their fee payment plan and agreement.

Students are to be provided a written statement detailing the decision, including information on their right to appeal the decision.

Students who commit behavioural misconduct after being formally warned are to have their enrolment cancelled and will not be entitled to a refund. This does not limit the requirement to provide the student suitable warning in writing, the opportunity to make oral or written representations regarding the misconduct or their right to appeal a decision.

International students after being formally warned are to be withdrawn from the program according to the suspension /deferral /withdrawal /cancellation policy and procedure.

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# Student Support Policy & Procedure (Domestic and International)

## Policy

- TAF will identify any support services a student may require prior to enrolment or commencement of qualification by conducting a pre-enrolment interview.
- The students will have access to educational and other support services necessary to meet the requirements of the qualifications throughout their training.
- TAF will ensure proper orientation is provided to both domestic and international students before the commencement of the course.
- TAF will provide opportunity for the students to access welfare related support services in order to assist them with any issues that may arise during their study, including course progress issues. These services are provided at no additional cost to the student. If TAF refers a student to external support services, TAF will not charge for the referral.
- TAF will provide the opportunity for students to access support services in order to assist students in meeting course requirements regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student.
- TAF will facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts, including any documented procedures to provide support to students undertaking online or distance units of study. Nt: Currently TAF does not provide online or distance mode of study.
- Student Services and Records Manager (SSR) is the designated member of staff to be the official point of contact for students. The SSR will have access to up-to-date details of TAF support services.
- TAF ensures that it has sufficient staff to meet the needs of the students enrolled with TAF.
- TAF ensures that staff members who interact directly with students are aware of the obligations of TAF under the ESOS framework and the potential implications for students arising from the exercise of these obligations. This information is communicated to staff through inclusion in Staff meetings, and through inclusion of the policies on TAF's server.
- TAF has a documented Critical Incident Procedure that covers the action to be taken in the event of a critical incident, required follow up to the incident and records of the incident and action taken.
- Students will have access to this policy and procedure as a part of their student handbook.
- Staff will be provided with information on this policy and procedure during staff induction. They will be informed of any changes to the policy, procedure or form either by email, memo or staff meeting. The most updated version will be available to all staff via TAF server.

TAF will:

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- Take reasonable steps to ensure staff and student safety on campus.
- Provide information to students on how to seek assistance during incident or critical incident.
- Provide information to students on safety and awareness relevant to life in Australia.

### **Nominated Student Services Manager**

Whilst all staff employed by TAF have the responsibility to provide support to all students, TAF will nominate a Student Services & Records Manager (SSR) who will be available to all students, on an appointment basis, through the standard TAF hours of business.

Students can book an appointment directly with the SSR by emailing [ssr@taf.edu.au](mailto:ssr@taf.edu.au) or by calling (03) 9357 9119.

### **Student Orientation**

TAF will conduct an orientation for both domestic and international students. At times the orientation for both domestic and international students may take place at the same time. In such instance, the SSR will inform the students of the sections that are not relevant to them. The information is included in the orientation power point.

The orientation for international student will support the overseas student in adjusting to study and life in Australia by giving the overseas student information on or access to an age and culturally appropriate orientation program that provides information about:

- Student support services available to students in the transition to life, adjust and study in a new environment;
- Legal services;
- English language and study assistance programs;
- Emergency and health services;
- TAF's facilities and resources;
- Complaints and appeals processes;
- Any student visa condition relating to course progress and/or attendance as appropriate;
- the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia;
- Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

The program will also include an introduction to TAF, introduction to Australian culture, society and life. Students are also introduced to the academic culture and rules of TAF that are necessary for successful study.

The orientation program will be mandatory for all new domestic and international students. A complete orientation will ensure the students are introduced to key personnel, familiarised with the facilities and procedures of TAF and adequately prepared for safety, study in Australia and commencing to adapt to Australia.

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## Definition

<b>Currently Enrolled Student</b>	A person who has been admitted to an accredited program of study, has not completed that program and has registered into classes which occur in the current term.
<b>Personal Counselling</b>	Assisting enrolled students and recent graduates to manage themselves and deal with issues of a personal, family and/or psychological nature.
<b>Program Information</b>	This includes details of programs, student services and educational services.
<b>ESOS Act:</b>	The Education Services for Overseas Students Act 2000 of the Commonwealth of Australia, as amended from time to time.
<b>National Code:</b>	The National Code is a set of nationally consistent standards that governs the protection of international students and delivery of courses to those students by providers registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
<b>Overseas/ International Student:</b>	means an enrolled or intending student who holds a temporary visa with study rights and <b>is not</b> : <ul style="list-style-type: none"> <li>• an Australian or New Zealand citizen (whether solely or as a dual citizen with another country);</li> <li>• a permanent resident of Australia; or</li> <li>• a holder of a permanent humanitarian visa.</li> </ul>
<b>Domestic Student:</b>	Refers to all students who are not overseas fee-paying students.
<b>Reasonable Adjustment</b>	Adjustments are considered 'reasonable' if they do not impose an unjustifiable hardship on a training provider or employer. When assessing people with special needs, assessors are encouraged to apply good practice assessment methods with sensitivity and flexibility. Reasonable adjustment must not compromise the integrity of the assessment.
<b>Special Needs</b>	The term Special Needs is a short form of Special Education Needs and is a way to refer to students with disabilities. The term Special Needs in the education setting comes into play whenever a student's education program is officially altered from what would normally be provided to students through an Individual Education Plan which is sometimes referred to as an Individual Learning plan.

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## Procedures

Below are the steps to explain what and how the information will be provided to the students.

Steps	
Student orientation Procedures	Responsibility
<ul style="list-style-type: none"> <li>Generally, the Orientation is conducted a day before the enrolment commences.</li> <li>Students are provided information on Orientation date on their letter of offer</li> <li>It is mandatory for all students (domestic and international) to attend the orientation program.</li> <li>Any student who does not attend will be contacted directly and/or through their agent.</li> <li>Students who are not able to attend the orientation will be given an opportunity for orientation at the earliest possible time.</li> <li>The SSR will show the students around the campus on the orientation day.</li> <li>A PowerPoint presentation will be used to provide all the relevant information to the students.</li> </ul> <p>During the orientation, the student will be introduced to the college website and information available on it. They will be provided with an orientation pack which will include:</p> <ul style="list-style-type: none"> <li>the student handbook and the links available on the website;</li> <li>the orientation power point presentation;</li> <li>the orientation checklist; (student must sign and return to SSR)</li> <li>Student safety information</li> <li>Student Visa requirements (international students)</li> <li>Agent feedback form (student must sign and return to SSR)</li> <li>Fair work factsheet on employment in Australia. (international students)</li> </ul> <p>The SSR will take a picture of the students for the Student Id cards. The cards will be provided to the students within 14 days on receipt of their photograph.</p>	Student Services & Records Manager
Student welfare services	
<p>Students must get in touch with the Student Services and Records Manager for any welfare support required.</p> <p>Students must put all requests for support in writing.</p> <p>Where the nature of the concern is beyond the SSR's experience and abilities, the student shall be referred to an appropriate person for professional assistance.</p> <p>There are no charges for referrals.</p> <p>All information on welfare and support services will be available to the student via:</p> <ul style="list-style-type: none"> <li>Student pre-enrolment handbook</li> <li>International and Domestic Student Handbook on RTO website</li> <li>Orientation Program</li> </ul>	Student Services and Records Manager

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Steps	
<b>Counselling</b>	
Students who require counselling support and advice about their personal situation or issues will be provided referrals by the Student Services & Records Manager	Student Services & Records Manager
<b>Legal services:</b>	
If the student requires any legal advice they should approach the Student Services & Records Manager, who can provide referrals to the student at no additional cost.	Student Services & Records Manager
<b>Accommodation (International students)</b>	
<ul style="list-style-type: none"> <li>Whilst TAF does not offer accommodation services or take any responsibility for accommodation arrangements, TAF staff are able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements.</li> <li>All students are encouraged to organise their accommodations prior to arrival in Australia. But the Student Services &amp; Records Manager can refer students to appropriate accommodation services if required.</li> </ul>	Student Services & Records Manager
<b>English language and study assistance programs: (learning support)</b>	
All students are required to complete a Language Literacy and Numeracy test as a part of their entry requirement. This test helps TAF to identify the students who may need additional support and identify whether the course is suitable for the student.	Student Services & Records Manager
TAF is aware that some student may exhibit learning difficulties or may have lower level of Language, literacy and numeracy skills, which were not accurately identified through their English Assessment result and course entry requirements or at the time of the pre-training review conducted prior to commencing the qualification.	Trainer/Assessor
TAF will provide access to additional academic and LLN support where these are identified and affect the students' ability to successfully progress in the course.	General Manager
Trainers will identify and report to the General Manager, if a learner is facing challenges such as the: completing projects and assessments, study skills, time management, research skills and ensure that academic support and where required counselling services are provided. Student course progress will be carefully monitored in line with the pre-determined course progress requirements and encouraged to access additional support where students does not meet course progress requirement	
If the student has commenced the course but has been identified at a risk of not being able to meet the course requirements the following support services can be provided:	

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Steps	
<p><u>Minor LLN deficiency that would inhibit the participation:</u></p> <p>Scheduled training such that TAF can provide a supervisor to provide individual support during learning activities and make reasonable adjustment during assessment activities. This support must be coordinated through the General Manager to ensure suitable allocation of trainers/supervisors is available.</p> <p>Students may be given additional time to practice before the assessment</p> <p><u>Significant LLN deficiency that would prevent participation and completion of the course</u></p> <p><b>Domestic student</b> will be provided with a referral and the student will need to improve on their Language Literacy and Numeracy skills before commencing their course with TAF.</p> <p><b>International Students:</b> will be provided with a referral for Bayside College, and the student will need to improve their Language Literacy and Numeracy skills before commencing their course with TAF TAF has a pathway agreement with Bayside College to be able to provide this support to the student. The students will not be charged for referral but will incur tuition fees as per Bayside College fees and charges.</p> <p>Some of the strategies that the trainers/assessor may use for either domestic and/or international students, whilst enrolled in the course are:</p> <ul style="list-style-type: none"> <li>• Provide extra time to complete the assessment;</li> <li>• Use short and simple sentences to explain;</li> <li>• Use life experiences in the classroom;</li> <li>• Confirm understanding for example ask students to rephrase questions;</li> <li>• Use methods that do not require a higher level of language or literacy than is required to perform the job role and the course level;</li> <li>• Refer them to the courses that may help them to develop the skills in these areas;</li> <li>• Integrating theory with practice;</li> <li>• Include more pictures or diagrams e.g. power point presentation, videos etc. during the learning process.</li> </ul> <p>Students can be provided one on one tutoring with the assessor if required at no additional cost to them where possible during college hours.</p>	
<p><b>Emergency and health services:</b></p> <ul style="list-style-type: none"> <li>• The Student Services &amp; Records Manager will at all times maintain an updated list of medical professionals within the local radius of the RTO.</li> <li>• Any student with medical concerns may inform the Student Services &amp; Records Manager who will assist them in finding an appropriate medical professional.</li> <li>• In emergency situations, the Student Services &amp; Records Manager or the General Manager will call for an ambulance to attend to the student.</li> </ul>	<p>SSR</p> <p>General Manager</p>

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Steps	
Students with Disabilities	
<ul style="list-style-type: none"> <li>Any disabilities that may hinder the student course completion and course suitability is identified at the enrolment stage. A pre-training interview is conducted before a student is enrolled in a course with TAF</li> <li>Any disabilities or additional support identified through this process, is documented in the student's individual learning plan.</li> <li>The trainer/assessor will need to check, whether the support planned is working for the student or whether any changes are required.</li> <li>A student with any medical disability requires a medical certificate and clearance from the doctor in order to ensure the course is suitable for the student.</li> </ul> <p>Nt: Some of the courses at TAF may not be appropriate and might pose a risk to the student. In such cases the student will be asked to withdraw from the course and all fees refunded if applicable.</p> <p>Assessors are to use their judgement in assessing the student's ability to perform tasks in a safe manner.</p>	Student Services and Records Manager
<p>At times, it may be required to refer students to external support services to deal with their specific problems or situations. Staff engaged in the student support services will ensure that the students are referred to appropriate organisations and services.</p> <p>Student support services staff can provide with information or referrals on many issues such as:</p> <ul style="list-style-type: none"> <li>Accommodation including student's rights and responsibilities as a tenant</li> <li>Legal issues</li> <li>Going to court</li> <li>Resume preparation</li> <li>Appointments for counselling and welfare services</li> <li>Personal problem e.g. homesick, loneliness, harassment, bullying</li> </ul> <p><b>Reading and Writing Hotline</b>  Telephone: 1300 655 506 Website: <a href="http://www.literacyline.edu.au/index.html">http://www.literacyline.edu.au/index.html</a>  For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.</p> <p><b>The Victorian Equal Opportunity and Human Rights Commission.</b>  Address: Level 3, 204 Lygon Street Carlton. Vic 3053  Office hours: Monday to Friday 9am to 5pm  Phone: 1300 891 848 Website: <a href="https://www.humanrightscormission.vic.gov.au/">https://www.humanrightscormission.vic.gov.au/</a>  Interpreters: 1300 152 494</p> <p><b>Legal Aid Victoria</b>  Address: 570 Bourke St, Melbourne VIC 3000  Phone: (03) 9269 0234 Website: <a href="https://www.legalaid.vic.gov.au/contact-us">https://www.legalaid.vic.gov.au/contact-us</a></p>	

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Steps	
<p><b>Lifeline</b>  <b>Telephone: 13 11 14</b>          Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.</p> <p><b>Reach Out</b>  <b>Website: <a href="http://www.reachout.com.au">www.reachout.com.au</a></b>          Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.</p>	
Student Safety	
<ul style="list-style-type: none"> <li>TAF will provide safety information during orientation to raise student awareness on personal safety risks and issues and what to do in the event of a personal crises.</li> <li>TAF has monitored video security cameras throughout the campus. The video footage can be accessed upon request to the General Manager in the event of theft, damage, destruction, unacceptable behaviour, emergencies.</li> <li>Where incidents are reportable to law enforcement, a copy of video footage of the relevant incident may be provided to relevant law enforcement agencies e.g. Police.</li> <li>TAF has policies and procedures in place to ensure the health and safety of students including to monitor and address any reported or identified hazards, manage critical incidents and emergency situations</li> </ul>	<p>Student Services and Records Manager</p> <p>General Manager</p>
Facilities and Resources at TAF	
Information on facilities and resources at the campus is provided to the student during orientation and also available in both domestic and international student handbook.	SSR Student Services and Records Manager
Cultural awareness and Social Programs	
<ul style="list-style-type: none"> <li>Staff will receive information on cultural challenges during their staff induction.</li> <li>Students will receive information on cultural challenges to help assist them to deal with the cultural challenges associated with living and studying in a new country during orientation.</li> <li>SSR on request, can organise social events that allow all students enrolled at TAF to mingle and socialise. These events may range from cultural and sightseeing events, to BBQs, dinners, excursions and sporting events. Any suggestions can be forwarded to the SSR.</li> </ul>	Student Services and Records Manager
Employment in Australia	

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<b>Steps</b>	
Student will be provided information during orientation on work rights, ATO, TFN, ABN and also handouts from fair work act in order to understand their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.	Student Services and Records Manager
<b>Financial difficulties</b>	
<p>If a student due to financial difficulties is not able to access suitable PPE required for automotive courses. TAF will provide the student with the required PPE to be used at the workshop premises for the duration of the training.</p> <p>The General Manager will decide whether the student is eligible for this service.</p>	General Manager and SSR
<b>Complaints and appeals</b>	
Refer to Complaints and Appeals policy and procedure	SSR
<b>Student Visa &amp; Any student visa condition relating to course progress and or attendance as appropriate</b>	
<p>During orientation students are advised of their requirements to continue to meet their visa conditions. Specifically, the expectations for course progress are laid out in the International Student Handbook and explained during orientation.</p> <p>Refer to the Course progress policy and procedure for the support available to students to meet their visa obligations.</p>	Student Services and Records Manager
<b>Domestic student course progress support</b>	
<p>In order to ensure that the domestic students complete their course on time, TAF will monitor their course progress.</p> <p>Refer to the domestic course progress policy and procedure for the support provided.</p>	
<b>Other individual needs can be considered on a case-by-case basis in consultation with the Chief Executive Officer.</b>	
In cases where Training Australia First cannot provide support, in addition to the other referral mentioned in this policy, the student will be provided with appropriate referrals in consultation with the CEO	Student Services & Records Manager
<b>Risk Reduction Measures</b>	
<p>TAF staff must implement the following risk reduction measures to ensure that the occurrence and/or intensity of Critical Incidents including threats to students are minimised:</p> <p>1. Education</p> <ul style="list-style-type: none"> <li>provide information sessions regarding personal safety, road rules, security, fire safety, drug and alcohol use to all new students during orientation. Students must also be educated about campus support</li> </ul>	General Manager

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Steps	
<p>services and groups that can assist and support in times of stress or crisis;</p> <ul style="list-style-type: none"> <li>• provide crisis management training to staff by taking them through to the critical incident policy and procedure;</li> <li>• Provide students with pre-departure information (pre- enrolment handbook) including personal safety, road rules, security, fire safety, drug and alcohol use to all students.</li> </ul> <p>2. Participation &amp; Building Networks</p> <ul style="list-style-type: none"> <li>• encourage student participation in groups including religious &amp; spiritual groups, multicultural community groups, and sporting organisations; (this is done by informing student on forthcoming events through the information board at the reception)</li> </ul> <p>3. Staff Training</p> <ul style="list-style-type: none"> <li>• provide relevant staff with development programs including First Aid Certificate, to prepare them to deal with Critical Incidents.</li> </ul> <p>4. Emergency Contacts</p> <ul style="list-style-type: none"> <li>• provide all students on arrival information on emergency support and services contact numbers</li> </ul> <p>5. Provide the students with fire safety and student safety in Victoria brochure.</p>	
Storage and recording	
<p>File all the documents related to the any request or support in the individual student file.</p> <p>Critical Incidents should be logged according to critical incident policy and procedure</p>	Student services and Records Manager
<p>The documents related to international students must be stored and retained for 2 years and for 6 months in case of a domestic student, after the person ceases to be an accepted student.</p>	Student services and Records Manager

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# Critical Incident Policy

## Policy

This policy/procedure supports 'Standard 6 – Overseas Student Support Services' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018' which states:

"The registered provider must have and implement a documented policy and process for managing critical incidents that could affect the overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm. The registered provider must maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student ceases to be an accepted student."

## Definition

<b>Currently Enrolled Student</b>	A person who has been admitted to an accredited program of study, has not completed that program and has registered into classes which occur in the current term.
<b>Personal Counselling</b>	Assisting enrolled students and recent graduates to manage themselves and deal with issues of a personal, family and/or psychological nature.
<b>ESOS Act:</b>	The Education Services for Overseas Students Act 2000 of the Commonwealth of Australia, as amended from time to time.
<b>National Code:</b>	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students, established pursuant to Part 4 of the ESOS Act, as amended from time to time.
<b>Overseas/ International Student:</b>	means an enrolled or intending student who holds a temporary visa with study rights and <b>is not</b> : <ul style="list-style-type: none"><li>• an Australian or New Zealand citizen (whether solely or as a dual citizen with another country);</li><li>• a permanent resident of Australia; or</li><li>• a holder of a permanent humanitarian visa.</li></ul>
<b>Reasonable Adjustment</b>	Adjustments are considered 'reasonable' if they do not impose an unjustifiable hardship on a training provider or employer. When assessing people with special needs, assessors are encouraged to apply good practice assessment methods with sensitivity and flexibility.

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	Reasonable adjustment must not compromise the integrity of the assessment.
<b>Special Needs</b>	The term Special Needs is a short form of Special Education Needs and is a way to refer to students with disabilities. The term Special Needs in the education setting comes into play whenever a student's education program is officially altered from what would normally be provided to students through an Individual Education Plan which is sometimes referred to as an Individual Learning plan.
<b>Critical Incident</b>	Is a traumatic event, which is likely to cause extreme physical and/or emotional distress involving Training Australia First, its staff and/or students.
<b>Death</b>	Accidental, Suicide, Death as a result of injury or terminal illness, or Murder.
<b>Serious Illness</b>	Illness which causes the deterioration of the student /staff member's health over time.
<b>Serious Injury</b>	Illness which prevents or severely affects the student's ability to continue with or complete the course.
<b>Traumatic Event:</b>	A traumatic event is not limited to, but could include: missing students; any fatality or serious injury; a serious traffic collision; murder or suicide; physical/sexual assault or domestic violence; severe verbal or psychological aggression; fire; explosion or bomb threat; a hold up or attempted robbery; serious threats of violence, and storms or natural disasters; drug or alcohol abuse.

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## Critical Incident Procedure

Where a Critical Incident is identified the following procedures must occur. As part of the reporting process the General Manager will confirm that the incident falls under the definition of a 'Critical Incident'.

Steps	
Reporting	Responsibility
<ul style="list-style-type: none"> <li>When a critical incident occurs, the staff members must contact emergency services where required and contact the CEO / General Manager immediately.</li> <li>If immediate action is required, then emergency services (police, ambulance or fire brigade as appropriate) must be contacted and advised of the situation. All personnel should clear out from any dangerous area. Contact should be made with the family of any student involved</li> <li>A 'critical incident report form' must be completed by the appropriate staff member involved in the incident or notification of the incident. Where appropriate the report should be completed/verified by the General Manager and given to the CEO.</li> <li>The 'critical incident report' should include as much information as possible and indicate the people directly involved in the incident.</li> <li>The Educational Services for Overseas Students Act 2000 (ESOS Act) requires Training Australia First to notify Department of Education and Department of Border Protection as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance, the incident must be reported via the Provider Registration and International Student Management System (PRISMS).</li> </ul>	CEO / General Manager
During Operating Hours	
<ul style="list-style-type: none"> <li>Students and staff must notify any critical incident involving a student immediately to the General Manager/ CEO.</li> <li>General Manager/ CEO will consider the details and severity of the incident and determine what action needs to be taken.</li> <li>If the incident is not severe and can be resolved with resources available, General Manager/ CEO will initiate the action to ensure the appropriate level of support is provided.</li> <li>If the incident is severe and warrants a level of support/assistance from external resources General Manager/ CEO will initiate action to arrange the required support. Personal details may be provided to the relevant emergency service/s if the student involved is incapacitated and unable to provide these particulars themselves.</li> <li>General Manager will determine, based on the severity of the incident and in conjunction with Training Australia First's Policies, whether other Training Australia First's staff and family members of the student/s involved need to be advised of the details of the incident. The General Manager will take the necessary action.</li> </ul>	CEO / General Manager

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Steps	
Outside Operating Hours	
<ul style="list-style-type: none"> <li>Students and staff are required to notify any critical incident involving a student immediately to the General Manager on his mobile (24 Hours) or CEO.</li> <li>General Manager or CEO will contact the Student Services and Records Manager who will gain access to the records of the student/s involved to enable verification of details to any emergency services involved.</li> <li>CEO or General Manager will determine if there is any care or support required to be provided and make the necessary arrangements.</li> <li>CEO and General Manager will determine whether other Training Australia First's staff or family members need to be advised of the details of the incident. They will take the necessary action.</li> </ul>	CEO / General Manager
Follow Up Action	
General Manager will ensure:	
<ul style="list-style-type: none"> <li>Any required follow up such as de-briefing, counseling and prevention strategies have been completed.</li> <li>All staff and students involved in the incident have been informed of the outcomes from the incident.</li> <li>A recommendation as to the response to the critical incident is documented and included in the Incident Register.</li> <li>Any further follow up required is documented and responsibilities allocated to appropriate staff.</li> <li>Monitor the condition of and provide appropriate support to the student/s through any period of treatment/convalescence;</li> <li>Co-ordinate the provision of any Training Australia First based resources required during any period of treatment/convalescence;</li> <li>Liaise with the police and other emergency services personnel;</li> <li>Advise and assist any family members who decide to travel to Australia to support the student/s with travel and accommodation requirements;</li> <li>Ensure that detailed records are maintained on the student's records of the incident. These records must be recorded in date order and kept in the student file. This file is located at the Reception.</li> </ul>	General Manager
Concluding Steps	
<p>In the event of the death of a Student, General Manager / CEO will ensure the following is undertaken:</p> <ul style="list-style-type: none"> <li>Contact the family and determine their wishes regarding repatriation of the body, personal effects, religious observances etc.;</li> <li>Coordinate the repatriation of the body and personal effects in line with the family's wishes and in accordance with Australian regulations;</li> <li>Organise the sending of a letter of condolence to the family;</li> </ul>	CEO / General Manager

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Steps	
<ul style="list-style-type: none"> <li>Ensure all administrative actions are taken e.g. Adjust the student records database, process any tuition refunds, notify prisms etc.</li> </ul>	
Public Relations	
Where the circumstances of a critical incident involving a student/s is considered to have some public relations implication, CEO or General Manager, are the only authorised spokespersons to speak to media representatives on behalf of Training Australia First.	CEO / General Manager
Strategic Management	
General Manager, under the leadership of the CEO, manages responses, the continuity of business operations and contingencies, and the recovery and review phases.	CEO / General Manager
Operational Management	
SSR, under the leadership of the General Manager and CEO, manage the incident scene until the arrival of Emergency Services in accordance with Occupational Health and Safety Procedures.	SSR/ CEO / General Manager

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# Domestic Course Progress Policy & Procedure

## Policy

- The policy documents how Training Australia First (TAF), tracks and monitors the progress of each student to ensure that the student is in position to complete the course within the expected duration as specified on their letter of offer and agreement and in what circumstance the enrolment will be extended.
- TAF has in place Behaviour misconduct and Plagiarism policy and procedures in place to promote and uphold the academic integrity of the registered course and meet the training package or accredited course requirements where applicable, and to address misconduct and allegations of misconduct
- As TAF monitors the Course Progress rather than attendance of students, it will identify students at risk of not meeting the course progress and implement intervention strategies based on this policy and procedure.
- TAF will ensure that there are processes in place to determine the point at which the domestic students have failed to meet satisfactory course progress.
- A student who has been notified as not meeting course progress in two consecutive study periods will be sent out an intention to cancel enrolment letter.
- Extensions to enrolment will be granted only on basis of:
  - compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where TAF was unable to offer a pre-requisite unit);
  - TAF implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
  - an approved deferment or suspension of study has been granted by TAF.
- Records of variation will be retained in the student file.
- Students will be provided the information on TAF's Complaints and Appeals policy and procedure and course progress during orientation. They also have access to it in the Domestic student handbook available on the website.
- TAF does not provide online learning or distance learning courses to students.
- Staff can access these policy and procedure on TAF server.

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## Definition

<b>Compassionate and Compelling Circumstances</b>	<p>Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• serious illness or injury, where a medical certificate states that the student was unable to attend classes;</li> <li>• bereavement of close family members such as parents or grandparents;</li> <li>• major political upheaval or natural disaster in the country requiring emergency travel when this has impacted on the student's studies; or</li> <li>• a traumatic experience which could include: <ul style="list-style-type: none"> <li>○ involvement in, or witnessing of a serious accident;</li> <li>○ witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)</li> </ul> </li> <li>• where TAF was unable to offer a pre-requisite unit, or the student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol</li> </ul>
<b>Study Period</b>	<ul style="list-style-type: none"> <li>• at TAF study period is defined as 1 term of 10 weeks</li> </ul>
<b>Unsatisfactory progress &amp; Student At risk</b>	<p>Unsatisfactory course performance is defined as failing to achieve competency in at least 50% of units required to be undertaken in a study period. A failure to achieve competency in at least 50% of the units required to be undertaken in a single study period will trigger a review of course progress and implementation of an intervention strategy by Training Australia First.</p>
<b>Intervention</b>	<p>A procedure where student welfare assists students to ensure satisfactory academic progress and general wellbeing by providing specific support services to the student or referral to an external support service.</p>
<b>Student misbehaviour</b>	<p>It will be considered as student misbehavior and the student will be sent out an intention to cancel CoE letter if the student fails to attend more than one early intervention strategy meeting and is not contactable.</p>

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## Procedure

Steps	Responsibility
<b>Early Intervention Strategy</b> <ul style="list-style-type: none"> <li>At the end of each unit the Trainer/ Assessor will provide the detailed competency report (Trainer assessment summary sheet) to the Student Services &amp; Records Manager (SSR). If a student has been assessed as Not Yet Competent in any unit, the Trainer/Assessor will inform the SSR. The student is considered to be at potential risk of progress in the Course and will be called in for an Early Intervention Strategy Meeting.</li> <li>SSR will send out an Early Intervention Strategy letter to the student, which will be generated from VETtrak.</li> <li>The students will be asked to attend the Early Intervention Strategy meeting with SSR.</li> <li>If the student does not attend the meeting, SSR will try and contact them by giving the student a call and reschedule the meeting.</li> <li>If the student does not attend more than one Early ISM meeting and cannot be contacted, their enrolment may be cancelled based on student misbehaviour..</li> <li>The Early intervention Strategy meeting will be documented on the Early Intervention Strategy form.</li> <li>All relevant documents will be placed in the student file and information logged in the course progress register.</li> <li>If the student fails to attend more than one early intervention strategy meeting, it will be considered as student misbehavior and the student will be sent out an intention to cancel enrolment letter.</li> </ul> <p>Note:</p> <ul style="list-style-type: none"> <li><i>Though TAF does not report on attendance, it monitors the student attendance to ensure the student completes the course on time.</i></li> <li><i>The trainer/assessor will check attendance each class and if the student has missed consecutive 3 days informs the SSR.</i></li> <li><i>SSR will contact the student and provide a verbal warning to the student for not meeting their course progress.</i></li> </ul>	SSR Trainer/ Assessor
<b>Monitor Course Progress</b> <ul style="list-style-type: none"> <li>At the completion of a study period the SSR will review the course progress of all students and identify those students who have failed to achieve competency in at least 50% of the units required to be undertaken in the study period.</li> <li>Within 21 days of the completion of a study period all students identified as having failed to achieve competency in at least 50% of the units required to be undertaken will be sent a letter requiring them to attend an Intervention Strategy meeting (ISM) with the SSR.</li> <li>At the ISM the SSR will consider, and implement if applicable, the following intervention strategies: <ul style="list-style-type: none"> <li>Identify the problems that are impeding the course progress of the student.</li> </ul> </li> </ul>	SSR

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Steps	Responsibility
<ul style="list-style-type: none"> <li>○ Arrange with the student for additional work to be undertaken within an agreed time frame using the study timetable.</li> <li>○ The completion of all outstanding assessments according to an agreed timeframe</li> <li>○ Assessing whether the course is still suitable for the student.</li> <li>○ Whether the reassessing of any tasks is appropriate.</li> <li>○ Arranging for the review of any agreed additional work.</li> <li>○ Reinforcing to the student that unsatisfactory course progress in two consecutive study periods may lead to their enrolment being cancelled with Training Australia First, depending on the outcome of any appeals process.</li> <li>• SSR will send out an Intervention Strategy letter to the student.</li> <li>• The students will be asked to attend the Intervention Strategy meeting with SSR.</li> <li>• The Intervention Strategy meeting will be documented on the Intervention Strategy form.</li> <li>• All relevant documents will be placed in the student file and information logged in the course progress register.</li> <li>• If the student fails to attend the meeting, SSR will call the student to reschedule the meeting, if the student fails to attend the meeting again, they will be sent out an intention to cancel enrolment based on Student misbehaviour.</li> <li>• If a student fails to achieve competency in at least 50% of the units required to be undertaken in two consecutive study periods; then TAF will notify the student in writing of its intention to cancel the student enrolment at TAF for not achieving satisfactory course progress. The student will be informed they have 20 working days from the date of issue to appeal to TAF and the grounds available for any appeal.</li> <li>• TAF will cancel the student enrolment only once: <ul style="list-style-type: none"> <li>○ the internal and external complaints processes have been completed and the breach has been upheld;</li> <li>○ the student has not chosen to access the internal complaints and appeals process within the 20-working day period, or</li> <li>○ the overseas student has chosen not to access the external complaints and appeals process, or</li> <li>○ the overseas student withdraws from the internal or external appeals processes by notifying TAF in writing.</li> </ul> </li> <li>• The student may appeal on the following grounds: <ul style="list-style-type: none"> <li>i. TAF has failed to record student's results satisfactorily,</li> <li>ii. Compassionate or compelling circumstances,</li> <li>iii. TAF has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.</li> </ul> </li> </ul> <p>Note: The appeals process includes both informal and formal processes as set out in the TAF's Complaints &amp; Appeals Policy and Procedure. If the student is successful in the appeal then the student enrolment will not be cancelled for</p>	

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Steps	Responsibility
unsatisfactory course progress. If the appeal is unsuccessful; then the student enrolment will be cancelled.	
<b>Allowable extensions of course duration</b>	
<ul style="list-style-type: none"> <li>Student's completion of course within expected duration is monitored along with the monitoring of course progress.</li> <li>The students' progress is monitored at the end of each unit and each study period. SSR will check the student's progress towards the completion of the course within the specified duration, at the same time.</li> <li>Extensions to the enrolment will be granted only on basis of: <ul style="list-style-type: none"> <li>compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where TAF was unable to offer a pre-requisite unit);</li> <li>TAF implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or</li> <li>an approved deferment or suspension of study has been granted by TAF.</li> </ul> </li> </ul>	SSR

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## Legislative and Regulatory Responsibilities

Training Australia First 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 Training Australia First has recognised it has compliance responsibilities to. They also represent obligations to you as a student whilst training with Training Australia First.

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 [www.australia.gov.au/state-legislation](http://www.australia.gov.au/state-legislation) (State) and [www.comlaw.gov.au](http://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.

### 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 particular 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. 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:

1. the kinds of personal information that the entity collect s and holds;
2. how the entity collects and holds personal information;
3. the purposes for which the entity collects, holds, uses and discloses personal information;
4. how an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
5. how an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and
6. Whether the entity is likely to disclose personal information to overseas recipients.

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## Harassment, victimisation or bullying

Training Australia First is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Training Australia First will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Training Australia First Complaints and Appeals procedure detailed in this Handbook.

## 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:

1. to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
2. 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
3. to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and

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4. 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
5. 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:

1. 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
2. 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
3. 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
4. to promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and
5. 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:

1. promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
2. 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.

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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 take into account 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

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation that is registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

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## Privacy Policy and Procedures

### Policy

#### Authority to collect and store information

Training Australia First is an approved Registered Training Organisation by the Australian Skills Quality Authority. This registration is issued under the authority of the National Vocational Education and Training Regulator Act 2011. This legislation requires Training Australia First to collect personal and sensitive information from its students. This requirement is specified in the Data Provision Requirements 2012 which is one of five legislative instruments that Training Australia First must comply with as a condition of its registration.

The data provision requirements require Training Australia First to collect data from students in accordance with the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS). This is a complex information standard that defines information about who the student is, where the training is delivered and what they are studying. The Standards for Registered Training Organisations 2015 require Training Australia First to retain and store this information for up to 30 years and to report training activity to government agencies in accordance with mandatory reporting requirements. Together these requirements form a statutory obligation to collect, store and report information of any student participating in nationally accredited training. The publications referred to in this section can be accessed from the ASQA website.

#### Collection and use

Training Australia First collects personal information, either directly or indirectly, that is reasonably necessary for, or directly related to its delivery of the services it offers. Some of the information collected may be regarded as 'sensitive' as defined by the Privacy Act.

The types of personal information collected include:

- personal and contact details
- employment information, where relevant
- academic history
- for international students, current course information including CRICOS code, agreed starting date, expected completion date if the student did not start on the agreed date
- Information about any terminations for change to identity and duration of the course for international students
- English language proficiency for international students, including the name of the test and the score received
- visa information for international students, including the DHA office where the visa application was made and current local DHA office
- passport information for international students including whether the student was in Australia when they became an accepted student

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- background information collected for statistical purposes about prior education, schooling, place of birth, disabilities and so on
- training, participation and assessment information
- breaches of student visa conditions relating to attendance and/or course progress
- fees and payment information
- Information required for the issuance of a USI.

In addition to information collected training activity, Training Australia First will also collect, store and report information relating to satisfaction surveys, complaint handling and client employers.

Names, addresses, phone numbers, emergency contact details, bank account details and other employment related information is collected from employees for the purpose of managing human resources. The management of staff personal information complies with this policy.

### Collection methods

Student personal and sensitive information as well as training activity information is prescribed by the AVETMISS Standard. This information is collected directly from our students using enrolment forms which may be paper based or electronic and other administrative forms including but not limited to complaint forms, RPL application, request for refund, transfer application, etc. Much of this information is entered into our student management software called "VETtrak". Hard copy records are retained within our student files.

Survey responses are collected using our Employer and Learner Satisfaction Surveys which may be issued in hard copy and electronic format. These survey results are returned to the admin office and entered into our survey analysis spreadsheet, Survey forms once entered into our spreadsheet are either destroyed if hard copy or permanently deleted if in electronic form.

Enquiry information from prospective students including personal contact information is collected directly from individuals who make data requests either by telephone or email in person or via our website.

Training Australia First personal information is collected from individuals on employment commencement.

### Sensitive information

Personal information collected by Training Australia First that may be regarded as 'sensitive' under the Privacy Act includes:

- 'Disability' and 'long-term impairment status' (health); and 'indigenous status', 'language spoken at home', 'proficiency in spoken English', 'country of birth' (implies ethnic/racial origin). This information is specified in the AVETMISS data elements and is collected for the national VET data collections, national VET surveys, and may be collected for VET-related research.
- 'Dietary requirements' (health-related) are collected for event catering purposes only.

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- Biographical information, which may contain information on 'affiliations' and 'membership of a professional or trade association' are obtained from key note speakers for event marketing purposes.
- 'Memberships of professional associations' and 'health and work injury information' is collected from Training Australia First employees for HR management purposes.

### **Google Analytics and cookies**

Google Analytics is a web service provided by Google Inc. Cookies are used to generate data on website activity and usage. The cookies, which include IP addresses, are transmitted to and stored in Google servers in the United States where they are used to compile web-use reports. Google may transfer this information to third parties, where required by law, or for information processing on its behalf. Google will not associate IP addresses with any other data held by Google. More information on Google's privacy policy can be found at: <https://www.google.com.au/intl/en/policies/privacy/>. It is possible to disable cookies by adjusting web-browser setting and to opt-out of Google Analytics (<https://tools.google.com/dlpage/gaoptout>). Doing so, however, may affect web-site functionality.

The Training Australia First web servers automatically log information such as server address, date and time of visit and web pages accessed. No personal information is recorded. These logs are used for website management and improvement.

### **Unsolicited personal information**

If Training Australia First should receive unsolicited personal information, it will be treated and managed according to the Australian Privacy Principles.

### **Notification of collection**

Training Australia First aims to notify individuals of the collection of their personal information before, or at the time of collection, or as quickly as possible thereafter. Notifications are usually in writing, but may be verbal for telephone help-desk services, or research conducted by telephone interview.

- Marketing – notification is provided on our application form. Individuals are also notified at the time of collecting personal information for events. A privacy notice is provided in Training Australia First's application form.
- Quality Indicator surveys – notification will be provided in the letter of invitation to participate in the surveys and also at the time of collecting the information (online or by telephone).
- Unique Student Identifier Number (USI) – students from January 2015 are required to have a Unique Student Identifier number. The USI links to an online account that contains all the training records of a student completed from January 2015. Training Australia First will need the USI number when the student enrolls in the course. Training Australia First can apply on student's behalf or can guide them to apply for one. The student will be required to sign a consent form which includes further information if they want Training Australia First to apply on their behalf.
- Training Australia First staff – Notification is provided on employment commencement.

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## Disclosure of personal information

- Training Australia First does not disclose personal information other than for the purpose for which it was collected, or an individual has consented to a secondary purpose, or an individual would reasonably expect this (such as receiving communications about upcoming events), or if required by law.
- Training Australia First may share personal information with the Commonwealth government in accordance with Commonwealth contractual obligations. In these circumstances Training Australia First will take reasonable steps to inform and seek consent from the individuals concerned and take all reasonable steps to ensure that the recipient handles the personal information according to the APPs.
- Personal Information- Information on how the data collected will be used is provided on Training Australia First's application form and also on the Letter of offer and written agreement.
- The student is required to sign the form/s in order to confirm that they understand how and why the data is collected and how it will be used.
- Training Australia First does not sell its mailing lists to third-parties for marketing purposes.
- Training Australia First does not disclose personal information to overseas recipients. While people around the world can access material published on our website, no statistical or research publications contain identifiable personal information.

## Management of personal information

- Training Australia First endeavours to ensure the personal information it collects and uses or discloses is accurate, up to date, complete and relevant. Training Australia First routinely updates the information held in its student management system. This includes confirming with students who are returning for a new enrolment if their personal contact details have changed.

## Access to and correction of personal information

- Individuals may, subject to the exceptions prescribed by the Australian Privacy Principles, request access to and correction of their personal information where this is collected directly from individuals by Training Australia First.
- Training Australia First does not charge for giving access to or for correcting personal information. Requests for access to or correction of personal information should be made in accordance with the student access to records section under the Records Management policy.

## Information retention and disposal

Personal information is held in electronic and paper format:

- Information collected from student enrolment applications and survey responses is held in databases.
- Names and contact details of stakeholders are held in VETtrak and email contact lists.
- Names and contact details collected during the delivery of services may be held either in electronic form in Training Australia First document management system or in paper documents which are locked in cupboards and filing cabinets.

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- Personal staff information is held in VETtrak and HR management, pay roll database.
- Backup copies of all electronic files held in Training Australia First systems are kept in the event of system failure/loss. All backup copies of system files are secured.

Training Australia First retains personal information for 30 years. When personal information is no longer necessary for Training Australia First business functions, and it is lawful to do so, Training Australia First destroys the information.

### Information security

Training Australia First takes active steps to protect personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure.

- Training Australia First systems and internal network are protected from unauthorised access using appropriate technologies. Most system data transferred over the internet is protected by Secure Socket Level protocol (SSL). The inherent risks associated with data transmission over the internet are, however, commonly acknowledged. Individuals, who do not wish to provide their personal information via the online website forms have the option of mailing this information to Training Australia First.
- Access to VETTrak is protected through user log-on and password, and assignment of user access rights.
- Third-party providers used by Training Australia First for the delivery of services are all located within Australia and are required to be compliant with the Australian Privacy Principles and offer appropriate safeguards to protect personal information.
- Training Australia First premises and data storage systems are fully secured. Training Australia First practices clean-desk policy and locking workstations when working with personal information. Paper documents containing names and addresses are required to be locked away and shredded when destroyed. All hardware is properly 'sanitised' before disposal.

### Complaints and concerns

Complaints or concerns about Training Australia First management of personal information should be directed in writing to Training Australia First Chief Executive Officer. Training Australia First will respond in writing within 10 business days. Complaints received by Training Australia First will be managed in accordance with the Complaints and Appeals Policy.

### Procedure

Privacy Notices		Responsibility
<ul style="list-style-type: none"> <li>• Ensure the NCVER privacy notice and declaration are included on the enrolment form <a href="https://www.education.gov.au/privacy-notice-and-student-declaration">https://www.education.gov.au/privacy-notice-and-student-declaration</a></li> <li>• Ensure similar privacy notices and declarations are included on other forms that may be required to collect personal or sensitive information from individuals, and that these are only used In compliance with this Policy.</li> </ul>		CEO/ Compliance Manager

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Responsibility	
<ul style="list-style-type: none"> <li>International Student Agreements must set out the circumstances in which personal information about the student may be disclosed (in accordance with National Code 3.3.6)</li> </ul>	
<b>Marketing Privacy</b>	
Email marketing <ul style="list-style-type: none"> <li>Ensure there is an opt-out option on all marketing emails and correspondence sent to individuals in relation to marketing.</li> </ul>	CEO/ Compliance Manager
<b>Privacy of USI information</b>	
USIs are collected on the Enrolment Form. Students are responsible for arranging their own USI. TAF does not obtain USI's on behalf of students.	SSR/ Admin officer
<b>Access to Records</b>	
<ul style="list-style-type: none"> <li>Individuals may request to access their records by using the Request Form. Written requests should be submitted to Student Services &amp; Records Manager.</li> <li>Requests may be from past or current students or other individuals. It may be to access records held in a file about a student, or access to a previously issued AQF certification document – refer to the Certification Policy &amp; Procedure.</li> <li>Upon receiving a completed form, confirm the request is valid and has been made by the individual to which the records relate – check identification documents.</li> <li>Arrangements for provision of records should be made as suitable – mailing copies, providing a time for records to be viewed etc.</li> <li>Where records are to be mailed, they should only be mailed to the address that is held on file for that individual, unless alternate change of address information is provided along with proof of identity – such as a driver's license or utility bill.</li> <li>Where records are to be shown to an individual, the student must produce photo ID prior and this should be matched to the records held on file about the individual to confirm they are only viewing their own records.</li> <li>Keep a note on how the records were accessed on the individuals file.</li> </ul>	SSR/ Admin officer
<b>Amendments to records</b>	
<ul style="list-style-type: none"> <li>Where an individual requests for incorrect records held about them to be corrected, they need to do so by filling out the student request form</li> <li>If it is a change of address or contact details of a current student, they can use the Student Change of Details Form.</li> <li>Upon receipt of a request form, consider whether the records held are correct or not. If the request is valid and records are incorrect, update records accordingly.</li> <li>Do not update records if they are found to be correct already.</li> <li>Advise the individual accordingly of the actions taken to follow up their request.</li> </ul>	SSR/ Admin officer

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