



Student Handbook





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Purpose of This Handbook

This Student Handbook has been designed to help you understand what to expect during your training journey with ESTR. It provides important information about our policies, procedures and your rights and responsibilities as a student.

We encourage you to read this handbook carefully and refer to it throughout your studies. It's your go-to guide for understanding how we work together to make your learning experience positive, fair and rewarding.

Acknowledgement of Country and Diversity

Essential Skills Training and Recruitment acknowledges Aboriginal and Torres Strait Islander Peoples as the traditional custodians of Australia and pay our respects to Elders past, present and emerging.

As an inclusive organisation, we embrace diversity and create spaces where everyone belongs. We welcome people from all backgrounds, genders, sexualities and abilities, and we are committed to fostering a safe, respectful and inclusive environment where everyone feels valued, respected and that they belong.

Aboriginal and Torres Strait Islander people are advised that this resource may contain images or names of deceased people.



Contents

Welcome to Essential Skills Training and Recruitment	6
Our Mission, Vision and Values	6
Enrolment Information.....	7
Course Entry Requirements.....	7
Course Delivery Modes.....	8
Language, Literacy and Numeracy.....	9
Digital Capability and Technology Requirements.....	9
Unique Student Identifier (USI)	10
Recognition of Prior Learning (RPL).....	11
Credit Transfer (CT)	12
How to enrol.....	13
Course Fees and Payments.....	15
NSW Smart and Skilled	15
Payment Plans	17
Additional Costs.....	17
How to Pay.....	18
Recovery of Outstanding Fees.....	18
Refund Policy	19
How to Request a Refund.....	20
Getting started with your Course	21
Course Induction.....	21
Student Portal.....	21
Student Support Services	22
Getting in Touch with Your Trainers and Staff	23
Student Code of Conduct	24
Respect for Others.....	24
Health, Safety and Dress Code	24
Behaviour in the Learning Environment.....	24
Attendance and Participation.....	25
Academic Integrity.....	25
Wellbeing and Support.....	25
Study and Assessment Tips	26

Student Wellbeing and Safety	27
Diversity and Inclusion.....	27
Facilities and Equipment	27
Staying Safe: On Campus and Online	27
Emergency Procedures	28
Our Commitment to Child Safety	28
If You're Unwell	28
Health Information That Helps Us Support You	29
Disciplinary Action	29
Training and Assessment.....	30
Engaging in Your Learning Environment	30
Study Commitment.....	30
Assessment Tasks	31
Assessment Due Dates	31
Plagiarism and Submitting Your Own Work	32
Reasonable Adjustments	32
Assessment Submission.....	33
Assessment Results	33
Post-Assessment Audit Process.....	34
Assessment Appeals	34
Monitoring Your Progress.....	35
Staying in Contact.....	36
Course Withdrawal and Deferral.....	37
Withdrawal due to Inactivity	38
Changes to Agreed Services.....	39
Qualification or Unit of Competency Changes	39
Course Completion	41
Timeframes for Course Completion	41
Issuing your Qualification	41
Certificate and Statement of Attainment Reprints	42
Cancellation or Revocation of Qualifications	43
Retention of your Student and Training Records	43
Other Important Information	44

Media Consent and Usage Policy	44
Privacy Policy	44
Use of Artificial Intelligence (AI)	45
Consumer Protection Policy	47
Accessing Your Student Records Policy	47
Complaints and Appeals Policy	48

Find us on social media



Welcome to Essential Skills Training and Recruitment

Welcome to Essential Skills Training and Recruitment (ESTR). We're so pleased to have you join us!

You are now part of a community that is passionate about learning, growth and making a difference in the community services sector. Whether you're starting your first qualification or advancing your career, we're here to support you every step of the way.

At ESTR, we believe education transforms lives. Our aim is to deliver high-quality, practical and engaging training that equips you with the knowledge and confidence to succeed in your chosen field. We are committed to ensuring your learning experience is inclusive, respectful and aligned with the values of professionalism, integrity and care.

We look forward to working with you and supporting your learning journey. May your time with us be both rewarding and enjoyable. We wish you every success in your studies and hope this experience inspires you to continue learning, growing and making a difference.

Our Mission, Vision and Values



Mission: Changing Lives



Vision: We strive for an inclusive society where diversity is celebrated, attitudes shift and communities grow stronger through education and meaningful action.



Values:

- Collaboration: We work together with individuals, communities and organisations to create lasting impact.
- Empowerment: We equip individuals with knowledge, confidence and opportunities to thrive.
- Respect: We honour each person's dignity, unique perspectives and the wisdom gained through lived experience.
- Compassion: We lead with kindness, understanding and genuine care for others.
- Inclusion: We embrace diversity and create spaces where everyone belongs.



Enrolment Information

Before you apply for a course with us it's important to make sure you have all the information you need to make an informed decision. We want you to feel confident that your chosen course is the right fit for you, both personally and professionally.

Take a little time to:

- Explore the course details, structure and outcomes
- Understand the entry requirements and any pre-requisite qualifications
- Check what technology or equipment you'll need
- Consider the time commitment for study, work placement (*if required*) and assessment
- Review any associated fees and charges

You can find detailed information about each course on our website at www.essentialskills.com.au or you can call our friendly team on (02) 4961 0016. We're always happy to talk you through your options and answer any questions.

Course Entry Requirements

Each qualification we offer has specific entry requirements. To enrol, you'll need to meet these for your chosen course. Requirements may include:

- A certain level of language, literacy, numeracy and digital capability
- Access to technology such as a computer, internet and email
- Work placement requirement where applicable
- Any pre-requisite units or qualifications

You can view all course specific entry requirements on our website: <https://essentialskills.com.au/courses/>

Refusal of Course Entry

We reserve the right to decline enrolment if you do not meet the entry requirements or if we believe you may not be able to successfully complete the course. In such cases, we'll discuss alternative training options or support pathways with you.



Course Delivery Modes

We understand that every learner and organisation is different. That's why we offer a range of flexible delivery options designed to meet your needs. These include;

	CLASSROOM Attend interactive trainer-led workshops in person at our Warabrook NSW Training Campus, onsite at your workplace, or at another location arranged with your employer.
	ONLINE - VIRTUAL CLASSROOM Attend interactive trainer-led workshops, delivered online in the virtual classroom. All learning and assessment resources will be available online in your Student Portal. PLEASE NOTE: Your camera and microphone must be turned on during virtual classroom workshops.
	BLENDED Attend interactive trainer-led workshops, delivered as a combination of in-person classroom workshops and online virtual workshops. All learning and assessment resources will be available online in your Student Portal. PLEASE NOTE: Your camera and microphone must be turned on during virtual classroom workshops.
	ONLINE – DISTANCE Complete your course online via distance, with the flexibility to start anytime. You'll receive personalised support from your trainer through a variety of options, including email, phone and virtual support sessions via Microsoft Teams throughout your learning journey. Minimum monthly contact with your trainer is required to ensure progress and support. All learning resources and assessments are available through your online Student Portal. Students studying online (distance) may be asked to submit videos as evidence of the application of practical skills.
	TRAINEESHIP A traineeship allows you to earn while you learn, combining paid employment with structured training. It's a great way to build real-world experience in the community services sector while working towards a nationally recognised qualification.



Language, Literacy and Numeracy

To undertake a course with us, you need the right level of language, literacy and numeracy (LLN) skills for your chosen course. Each course has its own entry requirements, so you may be asked to complete a short a Course Readiness Check as part of your Course Suitability Assessment.

It's not a pass-or-fail test. The purpose is to make sure the course is a good fit for your current skills and to see if you might need extra support. If the result of the quiz shows a gap, we'll talk with you about support options or, if needed, recommend a course that's better suited to you. We'll also take any previous study into account.

Digital Capability and Technology Requirements

To successfully participate in your training, you'll need access to suitable technology and basic digital skills. As part of your Course Suitability Assessment, we will assess your level of digital capability and access to technology by asking you to undertake a Digital Capability Self-Assessment Quiz.

The minimum TECHNOLOGY REQUIREMENTS includes	
	• A desktop computer, laptop, or tablet capable of running modern applications and accessing the internet. • Reliable internet connection so you can access your learning resources, submit assessments and access results online, and study without interruptions. <i>Note: Please be wary of your data usage within your limits.</i> • An email account to receive course communications. • A webcam and microphone to participate in the virtual classroom (if applicable to your course delivery mode) • Microsoft Teams to participate in the virtual classroom (if applicable). <i>Free download from https://www.microsoft.com/en-au/microsoft-teams/download-app or to a mobile device/iPad from the App Store or Google Play.</i> • A mobile device or camera with video recording capability in case you are required to submit video evidence as part of your assessments (Applicable for Online – Distance delivery) • It is recommended that you have the latest version of Google Chrome and Adobe PDF Reader for optimum compatibility with accessing course materials and assessments.
The minimum DIGITAL CAPABILITY REQUIRED includes	
	• Internet Skills such as navigating websites and using search engines (e.g. Google) to find reliable information, logging in to and using online web-based systems, and completing digital forms. • Computer Skills such as using a webcam and microphone, creating, saving, uploading and downloading documents. • Email Skills such as accessing and reading emails, sending and replying to emails, attaching files to emails, and downloading or opening email attachments

Unique Student Identifier (USI)

Every student enrolling in nationally recognised training in Australia needs a Unique Student Identifier (USI). This is a 10-character code made up of numbers and letters that keeps a secure record of all your accredited training completed since 2015.

You'll need to provide your USI as part of the enrolment process. Please note, we can't issue your qualification or statement of attainment without a valid USI.

Your USI stays with you for life, and you only need to create it once. If you don't already have one, it's quick and easy to apply — just visit www.usi.gov.au and follow the prompts. If you're not sure whether you already have a USI or have forgotten it, you can also check this on the same website. If you need a hand at any stage, our team is happy to help you set it up.

Name Changes



If your legal name changes after you've enrolled (for example, through marriage, divorce or an official name change), you'll need to update your name in your USI account and let us know as soon as possible.

We're required by law to re-verify your USI under your new legal name before we can issue any qualifications or statements of attainment in that name. To do this, we will ask you to provide supporting documents such as a certified copy of your marriage certificate, change-of-name certificate or other official record.

Granting Us Permission to View Your USI Transcript

You can give us access to your previous nationally recognised training records (from 2015 onwards) by granting permission in your USI portal. While this step is optional, it's highly recommended if you're applying for Recognition of Prior Learning (RPL), Credit Transfer (CT) or need to show pre-requisite units for further study.

To give us permission:

- Log in to your **USI portal** – www.usi.gov.au
- Click on **'Provide your USI'**
- Search for **'Essential Skills Training and Recruitment (RTO ID: 91729)'**
- Next to our Organisation Name, **Click Add**
- Tick the boxes to allow us to **'view your transcript'** and **'view your details'**
- Set the **'expiry date'** for how long you'd like to give access, then **click 'Save'**

When Will My USI Transcript Be Updated?

Your USI Transcript doesn't update instantly, and that's completely normal. Training providers across Australia regularly report student results to the national USI system, but each provider has its own reporting schedule. Because of this you might not see your latest units or completed qualifications appear straight away.

At our RTO we submit your results to the national USI system on a quarterly basis. After we've uploaded your information, it typically takes the USI system a couple of weeks to process everything. Once that's done, your updated results will appear on your USI Transcript. So, if you don't see something straight away, there's no need to worry, updates take a little time. But if you believe something is incorrect or missing from the training you've completed with us after a reasonable period, just reach out and we'll happily look into it for you.

Recognition of Prior Learning (RPL)

We recognise that everyone's learning journey is different. The skills, knowledge and experience you've gained through work, life or previous study may count towards your qualification. We offer both Recognition of Prior Learning (RPL) and Credit Transfer (CT) options, which will be discussed as part of your Course Suitability Assessment.

What is Recognition of Prior Learning (RPL)?

RPL is a process that allows you to have your existing skills and knowledge formally recognised. If you can show that you already meet the requirements for certain units, you may not need to complete all the usual training or assessment tasks, which can reduce the time it takes to complete your course.

How to Apply for RPL

You can indicate your interest in RPL when completing your online enrolment form. After your Course Suitability Assessment, we will email you an RPL Application Form and provide guidance on what to include. While we encourage you to apply early, you can apply for RPL at any time during your course. Please note that the RPL process can take some time, depending on how quickly you can gather your evidence and how much verification is needed.

What You'll Need to Provide

You'll need to submit a portfolio of evidence showing how your skills and experience meet the requirements of the unit(s) you're applying for. This might include:

- Direct evidence such as photos or videos of you on the job or copies of workplace documents that you have completed e.g, risk/hazard forms, audits, reports, staff meeting minutes, client care plans, case notes, progress notes etc.
- Indirect evidence that provides details about your experience and responsibilities such as resume, job description, employment contract, employment history, in-house training records, formal qualifications, performance reviews, third-party reports etc.
- Supplementary evidence such as a competency conversation with your trainer and assessor or any other relevant documentation that demonstrates your experience and knowledge.

No single type of evidence is more important than another. What matters most is that it clearly demonstrates your competency. If you're unsure what to include, our team is happy to help.

How RPL is Assessed

Your evidence will be reviewed by an ESTR Trainer and Assessor to ensure it meets the requirements of the unit(s) of competency. You may be asked to provide additional information, take part in a competency conversation or demonstrate your skills in a practical setting.

If your evidence doesn't fully cover all the requirements for a unit, you may need to complete some gap training and assessment to address the remaining areas.

Once your documentation has been assessed and authenticated, your Student Training Plan will be updated to reflect any RPL granted. This will serve as your formal written notification. If RPL is not approved, you'll receive an email explaining the outcome and the reason(s) for the decision. If you're not satisfied with the outcome, you can appeal through our Complaints and Appeals Process.

Credit Transfer (CT)

What is Credit Transfer (CT)?

If you've already completed nationally recognised training, you may not need to repeat the same units again. CT recognises equivalent units you've successfully completed in another qualification and applies them to your current course. This means less duplication so you can focus on learning new skills.

How to Apply for CT

When completing your online enrolment, you'll have the option to indicate that you'd like to apply for CT. Simply upload copies of your qualifications or statements of attainment as evidence. Our team will review them as part of your Course Suitability Assessment.

While we encourage you to apply during enrolment, you can also apply for CT at any time throughout your course.

What Evidence You'll Need

Only nationally recognised AQF certification documentation will be considered for CT i.e., official transcript(s), Statement of Attainment(s) or Certificates for nationally recognised qualifications. The unit(s) of competency previously completed must be clearly shown.

If you've studied with ESTR before, we'll automatically apply any eligible CTs for you.

How CT is Assessed

CT can only be approved for units that have the same code and title, or where a unit has been officially deemed equivalent on the National Training Register. Our team will review your evidence against the National Training Register and, before granting Credit Transfer, will authenticate your qualification(s). This will either be done by directly contacting the training organisation that issued it or through the USI Registry (for qualifications issued after 2015).

The quickest and easiest way for us to authenticate your qualification is through the USI Registry, where possible. Please note that we cannot access your USI transcript unless you've given us permission to view it in your USI portal. Even if you provide a copy of your USI transcript as part of your CT evidence, we're still required to authenticate it directly through the USI Registry, which means we still need to view it online in your USI Portal.

Once your documentation has been assessed and authenticated, your Student Training Plan will reflect any CT granted on enrolment or be updated if CT is granted after enrolment. This will serve as your formal written notification. If CT is not approved, you'll receive an email explaining the outcome and the reason(s) for the decision. If you're not satisfied with the outcome, you can appeal through our Complaints and Appeals Process.



- Submitting evidence for RPL or CT doesn't automatically mean it will be granted.
- If we cannot authenticate your qualification(s) or supporting evidence, we cannot grant RPL or CT.
- If you've studied or worked under a previous name, you'll need to provide documentary evidence of your name change. This could include a marriage certificate, deed poll registration, or other official documentation from the Registry of Births, Deaths and Marriages. The documents must clearly show both your previous and current names. Without this evidence, your Credit Transfer process may be delayed, as we must verify that all documentation provided belongs to you.

How to enrol

Our process is designed to help us get to know you, confirm that your chosen course is the right fit and make sure you have everything you need to succeed in your studies.

Online Enrolment Application

To start your application, you'll need to complete our **Online Enrolment Application Form**. This is where you'll tell us a little bit about yourself, your background and the course you'd like to enrol in. During this step you'll also be asked to upload identification and supporting documents (see below).

What documents you need

You'll need to provide documents that confirm your identity and, where applicable, your eligibility for government subsidised training.

These will include:

- A form of photo identification e.g. driver's licence, passport or proof of age card
- Proof of citizenship or residency e.g. Medicare card, birth certificate or passport
- Centrelink Income Statement or healthcare card, *if applicable*
- Your Unique Student Identifier (USI)
- Any relevant prior qualifications or statements of attainment, if applying for Credit Transfer or Recognition of Prior Learning.

Please note: We may verify your identification with the document issuer or official record holder through secure third-party systems to confirm your identity.

Course Suitability Assessment

Once your application is received, you'll take part in our Course Suitability Assessment, which includes:

- 1) **Course Readiness Check:** you may be asked to complete a short online check to help us understand your language, literacy and numeracy skills, digital capability and identify any learning support you may need.
- 2) **Suitability Conversation:** one of our team members will have a friendly chat with you about your goals, previous experience, training needs and any course-specific requirements.

The purpose of this step is to make sure:

- The course is a good match for your learning and career goals
- You meet the entry and suitability requirements for your chosen course
- You have the skills and support you need to succeed
- Your eligibility for any available government subsidies can be confirmed

Acceptance and Confirmation

Once we've reviewed and approved your enrolment application, we'll send you a **course fee quote** that outlines the costs associated with your training. You'll just need to formally accept this quote before your place in the course can be confirmed.

After we've received your acceptance, we'll send you a **Confirmation of Enrolment Letter**, which includes all the important details, i.e. your course information, start date, expected duration and what to expect next as you get ready to begin your studies.

You'll also gain access to your **Student Portal**, where you can find everything you need for your learning journey. Here, you'll be able to view key course information, access your learning and assessment materials and, depending on your delivery mode, complete and submit assessments and check your results.

As part of this stage, you'll also be issued with your **Student Training Plan**. This plan outlines:

- The units of competency you'll complete, with start and end dates
- Your responsibilities as a student
- Your employer's responsibilities (*if you're completing a traineeship*)
- Our commitment as your training provider

Your Training Plan is a living document, which means it will be updated throughout your qualification to reflect your progress and any agreed changes.

You'll receive your Training Plan electronically through PandaDoc and are asked to review and sign it within one (1) week of receiving it. This confirms that everyone understands their roles and responsibilities before training begins.



ENROL NOW

Course Fees and Payments

We want you to have a clear understanding of your course fees before you start. Fees will vary depending on your chosen qualification and whether you're eligible for any government subsidies at the time of enrolment.

As part of your Course Suitability Assessment, we'll check your eligibility for any available funding and provide you with an individual course fee quote. You'll need to accept this quote before your enrolment can be confirmed.

If your enrolment and payment is being organised by your employer, all fee correspondence will be sent directly to them.

By accepting your course quote, you agree to pay all course fees and charges by their due dates. If your course fees are being paid on your behalf by a parent, spouse or employer, you are still responsible for ensuring that all payments are made.

NSW Smart and Skilled

We are an approved provider of the NSW Government's Smart and Skilled program, which helps NSW residents to access funding which may cover part or all of your course fees, depending on your eligibility.

You may be eligible to access government-funded training support to reduce the cost of your course. Funding availability is subject to eligibility criteria and government guidelines. We'll assess your eligibility during the enrolment application process and provide you with a course fee quote based on your circumstances.

Eligibility Criteria

Are you:

- 15 years old or over?
- No longer at secondary school?
- living or working in NSW?
- an Australian citizen, Australian permanent resident, humanitarian visa holder or New Zealand citizen?
- the holder of a valid Unique Student Identifier (USI) or an applicant for one?

If you answered 'Yes' to all of the above questions, then you're eligible to enrol in a NSW Smart and Skilled government-subsidised course with us, in any of our Smart and Skilled approved qualifications, subject to availability.

This training is subsidised by the NSW Government, but please note that government-subsidised places are limited and therefore cannot be guaranteed. For more information, please call our office or visit the Skills NSW website at www.smartandskilled.nsw.gov.au

Impact on Accessing Government Subsidised Training

Please be aware that where you access Government subsidised training, it may have an impact on your entitlement or eligibility for any future program support. It may mean that you might no longer be eligible for another subsidised training place once you have completed the qualification, or you may pay a higher fee for any future courses.

Standard Student Fee Structure

Your total course fee will be invoiced according to our standard payment structure unless alternative arrangements (such as a payment plan) have been approved.

Certificate III and Certificate IV Level Qualifications		
Fee Type	When it is payable	Cost
Enrolment Fee	On enrolment	\$200 or \$50 (<i>concession</i>)
Administration Fee	On commencement of training	\$300 or \$50 (<i>concession</i>)
Commencement Fee	3 months after enrolment	50% of remaining course fee
Final Fee	6 months after enrolment	Final 50% of remaining course fee

Diploma Level Qualifications		
Fee Type	When it is payable	Cost
Enrolment Fee	On enrolment	\$200 or \$50 (<i>concession</i>)
Administration Fee	On commencement of training	\$300 or \$50 (<i>concession</i>)
Installation 1	2 months after commencement	25% of remaining course fee
Installation 2	5 months after commencement	25% of remaining course fee
Installation 3	8 months after commencement	25% of remaining course fee
Installation 4	10 months after commencement	Final 25% of remaining course fee

- If your course fees are being paid by your employer, all fee information and invoices will be sent directly to them. You won't be invoiced unless this has been specifically arranged with your employer.
- If your total student fee comes to \$0.00, your course is fee-free and no payment required.
- If your total course fee is below \$500, full payment will be required on enrolment unless you have made alternative arrangements with us.



Payment Plans

If our standard payment structure doesn't suit your budget, we offer flexible payment plans to make your training more affordable, so you can focus on your training without financial stress

If you'd prefer to pay your course fees in weekly or fortnightly instalments, we can arrange a payment plan through our trusted third-party provider, **Xplor Debit Success Pty Ltd (ABN 32 095 551 581)**.

- Payments are direct debited from your nominated bank account or debit/credit card.
- Payments continue at the agreed frequency until your course fees are fully paid.
- Xplor Debit Success charge a one-off administration fee, as well as a credit/debit card surcharge. This is in addition to your course fee. All costs are clearly outlined before you enter into the agreement.



Please note: Fees are subject to change, as Xplor Debit Success is a third-party provider. If there's ever an error or change in how your payment plan is set up, you'll still be responsible for paying your full course fees and any related Xplor Debit Success charges. If this means there's a small balance left owing, we'll let you know so it can be easily sorted out before your qualification is issued.

Additional Costs

Most of your course costs are covered in your standard fees, but sometimes there may be a few extra expenses depending on your individual circumstances.

These may include:

- **Interpreter or support services:** if you require external assistance such as translation or interpreting services, these costs are your responsibility (or your employer's if arranged through them)
- **Certificate or Statements of Attainment reprint:** if you need a reprint the following fees apply *per* reprint:
 - Certificates originally issued prior to 2015 (before USI records): \$110.00 *(GST inclusive)*
 - Certificates originally issued from 2015 onwards: \$55.00 *(GST inclusive)*

Payment must be made and your identity verified before the certificate is reprinted.

- **Printed learning and assessment materials:** Some courses provide materials through the student portal. If you request printed copies, the following fees apply:
 - \$1 per assessment
 - \$2 per learning resource
 - \$5 postage and handling

Payment must be made before materials are printed and posted. Delivery timeframes depend on Australia Post services. We are not responsible for postal delays, loss or delivery errors once items leave our premises.

- **Direct debit administration or transaction fees:** if you choose to pay your course fees through a payment plan with Xplor Debit Success, additional administration fees and small card surcharges apply. These charges are set and collected directly by the Xplor Debit Success and are separate from your course fees. All applicable costs will be clearly outlined before you enter into the agreement and may change, as Xplor Debit Success is a third-party provider.
- **Working with Children Check or NDIS Worker Screening Check:** some courses or work placements require you to hold one or both of these checks. These costs are paid directly to the relevant screening authority.

How to Pay

We've made paying your course fees as simple and secure as possible. You'll find all the payment details and due dates clearly outlined on your invoice.

You can choose from a range of safe and convenient payment options:

- Credit or debit card (Visa or Mastercard)
- Bank transfer: details are provided on your invoice
- Apple Pay, Google Pay or Link for quick and easy payments

All transactions are processed in Australian Dollars (AUD) through trusted payment gateways such as eWAY and Stripe. Your card details are encrypted and never stored by us.

If you're on a payment plan, your payments will be automatically processed according to your agreement with Xplor Debit Success.



Please note: In line with national fee protection requirements, we cannot accept more than \$1,500 in upfront payments from any individual student before training begins.

Having Trouble Paying

We understand that sometimes life can get in the way and you might find it difficult to make a payment on time. If this happens, please reach out to us as soon as possible, we're here to help.

Our team can work with you to:

- Review your payment schedule
- Explore flexible options or temporary adjustments
- Offer guidance on next steps to help you stay on track

We'll always do our best to support you and find a fair solution. The sooner you contact us, the easier it is for us to help.

Recovery of Outstanding Fees

If you don't make a payment by the due date, you'll receive friendly reminder emails at (1), (7), (14), and (21) days after your invoice is issued. If payment still hasn't been received after (21) days, our Finance Operations Manager will get in touch to discuss options.

If your account remains unpaid after (90) days, it may be referred to a debt collection service.

We'd much rather work with you directly, so please let us know early if you're having any difficulties, we'll do everything we can to make things easier.

Refund policy

We understand that sometimes plans change, and you may need to withdraw or cancel your enrolment. Our refund policy outlines when you may be entitled to a refund and any fees that apply.

Course Type	Notice period	Fees payable and refunds applicable
Short Course <i>i.e., Skill Set, Single Units, one day courses or non-accredited training.</i>	(3) or more days <u>before</u> course commencement.	No charge. <i>ESTR will refund any fees paid in advance.</i>
	<u>Less than (3) days before</u> course commencement	20% of course fee is payable. <i>ESTR will refund any fees paid in advance, <u>minus</u> 20% of the course fee OR it can be held in credit for future programs (minus 20% of the Course Fee**).</i>
	<u>After</u> course commencement	No refund applicable. <i>All fees invoiced after commencement are payable.</i>
Full Qualification <i>i.e., Certificate III – Diploma Level courses</i>	<u>At least (3) or more days before</u> course commencement.	No charge. <i>ESTR will refund any fees paid in advance</i>
	<u>Less than (3) days before OR within (3) days of</u> course commencement	Enrolment and Administration Fee of \$500 is payable ** <i>ESTR will refund any fees paid in advance, <u>minus</u> the Enrolment & Administration fee OR it can be held in credit for future programs (<u>minus</u> the \$500 Enrolment and Administration Fee**).</i>
	<u>After</u> course commencement	No refund applicable. <i>All fees invoiced after commencement and up to the point of withdrawal is payable.</i>



Course commencement means your first scheduled workshop (for face-to-face/blended delivery) or your course induction (for online/distance delivery).

**** The fee retained by ESTR is required to cover the cost of time and resources which will have already been committed based on your initial intention to undertake the training. As places in our courses are often limited, your enrolment secures a spot that may not be able to be filled by another student at short notice.**

Refunds may be granted in full or part if:

- You have overpaid your fees
- Your course is cancelled by us
- Our CEO determines that not granting a refund would cause unreasonable disadvantage (for example, serious illness or hardship)
- Recognition of Prior Learning (RPL) or Credit Transfer (CT) is granted for a NSW Smart and Skilled-funded enrolment, after course commencement.

Under normal circumstances, refunds are not available after training begins unless a medical certificate or evidence of extreme hardship is provided. In these cases, a partial or pro-rata refund may be offered to cover only the unused portion of your course.

How to Request a Refund

If you think you might be eligible for a refund, please contact our office and speak with our Finance Operations Manager, or email us at info@essentialskills.com.au

We'll review your request and get back to you promptly.

If you're not satisfied with the outcome, you can lodge a formal complaint through our Complaints and Appeals process. Your request will then be reviewed by our CEO.

We aim to process all refund requests quickly, fairly, and with care, keeping you informed every step of the way.

Connecting Workers and Employers

Keep up to date with positions available in the community services sector. Become part of our **Community Services Job Board group** on Facebook. Just search "Community Services Jobs" or use this link: <https://www.facebook.com/groups/2185314478350584/>



Community Services Jobs
TURNING CARING JOBS INTO CAREERS



Find us on
Facebook

getting started with your course

Once your enrolment is confirmed, it's time to begin your learning journey.

Course Induction

Before you begin your studies, you'll take part in a course induction. This important session is designed to set you up for success. It's your opportunity to learn how everything works, meet your trainer and feel confident and prepared.

For face-to-face or blended delivery students: your induction will take place during your first scheduled workshop. For online or distance students: you'll be invited to attend a live online induction session with your trainer once your enrolment has been confirmed.

If you'd like to revisit any information later, you can access the **Course Induction Video** anytime through your Student Portal.

Student Portal

When you enrol, you'll receive an invitation to set up your aXcelerate account. Once you're logged in, you'll have access to your Student Portal, your central hub for everything to do with your course. Here, you'll find your course information, learning and assessment materials, links to any online virtual classroom workshops (*if applicable*), and a place to submit your assessments. You can also check your progress, view your results and make sure your personal details are up to date.

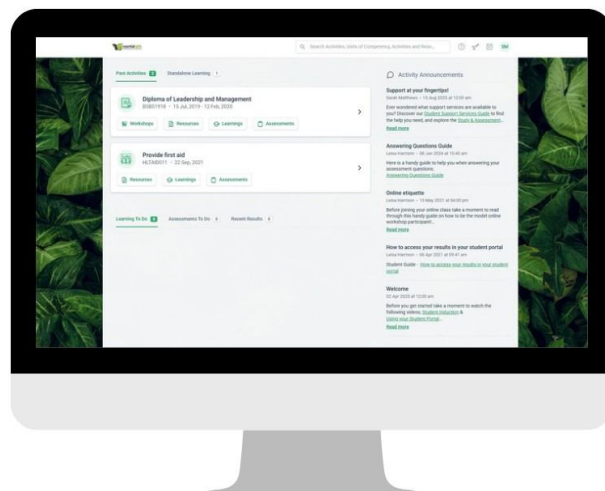
You can log in to the Student Portal at: <https://essentialskills.app.axcelerate.com/learner/>

It's also accessible through our website. If you prefer using a mobile device, you can download the aXcelerate app from the Apple App Store or Google Play Store.

You'll receive an **'Orientation to the Student Portal' video** to help you get familiar with how everything works. If you're part of a face-to-face group, your trainer will also walk you through the portal during your first workshop. If you're studying self-paced or online, one of our enrolment officers will get in touch to arrange an orientation session with a trainer.

A Few Things to Keep in Mind

- If you already have an aXcelerate Student Portal account, you won't need to create a new one.
- If you're enrolled in a fully face-to-face classroom program or a short course, some learning and assessment materials may not appear in your portal, they'll be provided directly in class.
- Links to virtual classroom sessions become available (30) minutes before the workshop start time.



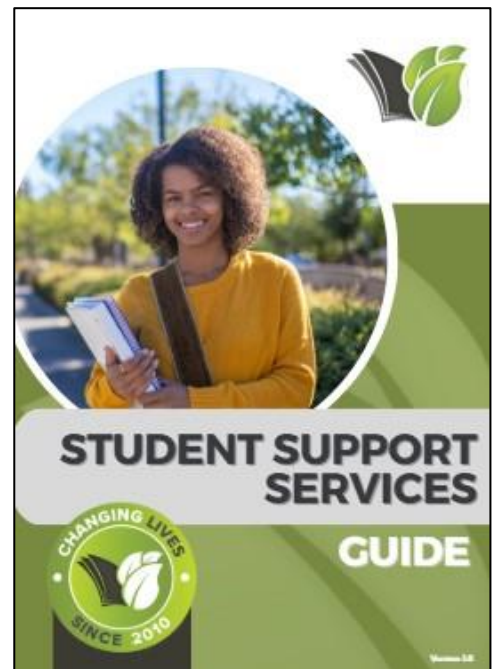
Student Support Services

Our goal is to ensure that every student is fully supported, not only in achieving their educational goals but also in maintaining well-being throughout their studies.

We offer a wide range of support services, including:

- Training and assessment support
- Digital capability assistance
- Language, literacy and numeracy support
- Career and study guidance
- Well-being support and referrals to local and national networks

For a comprehensive overview of the support available and how to access it, make sure you visit our website and download our **Student Support Services Guide**. <https://essentialskills.com.au/individuals/>



Applied Mind

Safe space. Real Talk. Lasting Change.

Counselling services

- Generalist counselling
- Anxiety & depression work
- Counselling for older people
- Coping with change
- Youth counselling
- Loss & grief
- Workplace EAP



The Grief Nurse

Embracing the shadows, finding the light



Grief support services

- Grief & bereavement counselling
- Support during/after anticipated, complex or traumatic loss
- Emotional care for carers & families
- Guidance through delayed or suppressed grief
- Gentle grief education & self-care support

Referral or collaboration welcome



0400 165 589



admin@appliedmind.com.au



appliedmind.com.au

Getting in Touch with Your Trainers and Staff

Our trainers, assessors and other staff are here to help you succeed, whether it's guidance on your course, assessment support, learning resources or general questions. You can connect with our staff during our standard business hours.

	Business Hours: 8:30am – 4:30pm, Monday – Friday <i>(Excluding Public Holidays)</i>		
	Email: info@essentialskills.com.au		Phone: (02) 4961 0016

Our Administration Team can assist with enrolment, IT issues while using online platforms such as your Student Portal or Microsoft Teams, and general queries. If needed, our administration staff will connect you with the right team member to ensure your questions are answered promptly and accurately.

Trainers and Assessors can help with learning and assessment support. If you need extra help with your assessments, one-on-one support sessions can be arranged at a mutually convenient time during business hours. These sessions can take place on campus (in our support rooms), over the phone or online via Microsoft Teams. You can also email your trainer directly to ask questions or clarify tasks.

We aim to respond to all student queries as quickly as possible, generally within (48) hours (Monday to Friday). Please note that your trainer may be delivering another class or training at another location and might not be able to respond immediately, however a trainer and assessor is always available in our office each day. While it might not be your usual trainer, all our trainers are highly experienced and ready to assist you.





Student code of conduct

Our Code of Conduct outlines the expectations, rights and responsibilities of you as a student, helping everyone enjoy their time with us and get the most out of their training.

It's also about respect, safety and doing the right thing by each other. By understanding and following these expectations, you help create a positive learning environment where every student feels valued, included and able to succeed.

Respect for Others

We're all here to learn, grow and support one another so it's important that everyone treats each other with kindness and respect. This means being considerate towards fellow students, trainers, assessors, staff and employers, and appreciating the diverse backgrounds, experiences and perspectives that every person brings.

We value inclusivity, so keeping an open mind is a big part of creating a welcoming learning environment.

Any behaviour that intimidates, threatens, harasses, compromises the safety of others, discriminates against, vilifies, or involves conversion practices towards another student or team member, whether in person or online, will not be tolerated under any circumstances and may result in immediate withdrawal from the course.

Health, Safety and Dress Code

When it comes to health and safety, we all have a shared responsibility. We are committed to providing a space that's free from unnecessary risks and supports everyone's wellbeing.

You're also expected to protect your own health and safety and to make choices that don't put others at risk. This means not interfering with, or misusing any equipment or resources that are there to keep everyone safe, and never attending training, workshops or placements under the influence of drugs or alcohol. If this happens, you'll be asked to leave immediately, and repeated incidents may lead to withdrawal from your course.

When it comes to dress and personal hygiene, please wear clean, comfortable clothing that's suitable for training and safe for the activities you'll be taking part in. Closed-in shoes are essential for your safety, as open footwear can increase the risk of slips, injuries or accidents. Items such as thongs, crocs, slippers, ugg boots, high heels, oodles, short skirts, short shorts, midriff tops, torn or tattered clothing or clothing with offensive language, images or symbols are not allowed. Anything that doesn't meet safety or workplace standards is not acceptable.

Behaviour in the Learning Environment

In our learning environment we want everyone to feel supported, safe and able to do their best. Your Trainer or Assessor is there to guide you, so please follow their instructions and take part in activities in a way that helps the class run smoothly for everyone.

Please use polite, respectful language when communicating with our staff and your fellow students, and show respect by listening to others, allowing people to speak without interruption and valuing different perspectives.

Your mobile phone should be on silent and out of sight during class unless it is being used for learning activities approved by your Trainer or Assessor. Texting, scrolling, playing games or using social media during class is distracting and can be disrespectful to others. If you need to make or take a call, please excuse yourself quietly and step outside so the session isn't disrupted.

Attendance and Participation

Attendance and participation are a big part of your success in training. We understand that life can be busy, but please make every effort to attend all scheduled workshops.

Return from breaks on time and stay for the full session unless you've discussed alternative arrangements with your Trainer.

Make sure you bring any learning materials you need so you can fully take part in the day's activities.

If you're joining an online class, your camera must remain on, and you're expected to participate just as you would in person. If we can't see you, you may be marked absent, as full engagement is an important part of your learning and attendance requirements. Please also keep your microphone muted when you're not speaking to help reduce background noise and keep the session running smoothly.

If you're unable to attend a workshop, please let us know as early as possible so we can support you with catch-up options or suitable alternatives.

Ongoing absences or failing to complete required tasks may lead to a temporary suspension or withdrawal from your course. Before this happens your Trainer will work with you to develop an action plan to help you get back on track. However, if your progress remains unsatisfactory, you don't regularly submit assessments as agreed in your action plan or you don't keep in touch with your Trainer, you may be withdrawn from the course.

Academic Integrity

Please submit your assessments on time or let us know early if you need more time so we can support you.

Follow any instructions about formatting, file names or how your work should be submitted. Make sure you keep a copy of everything you hand in, just in case it's needed later. And if you're finding something difficult or you're not sure how to approach a task, reach out. We're here to help you succeed.

We want you to feel confident and proud of the work you submit, so always make sure your assessments are completed by you. Avoid any form of plagiarism, collusion, cheating or contract cheating.

You can use Generative AI tools to help support your learning, but they should never be used to complete your assessment tasks for you. Always follow the instructions provided for your assessment and refer to the Use of Artificial Intelligence (AI) section of this handbook for more information.

Plagiarism, cheating and collusion will not be tolerated. If academic misconduct is identified, you may be required to redo the assessment, provide additional evidence of your skills, or complete alternative tasks. Repeated misconduct or serious breaches may result in suspension or withdrawal from your course.

Wellbeing and Support

Your wellbeing matters to us, and we want you to feel supported throughout your training. If something is affecting your learning or making it hard to keep up, please talk to us, we're here to help.

Our support services are available whenever you need guidance, reassurance or a bit of extra assistance.

Breaches of the Code of Conduct

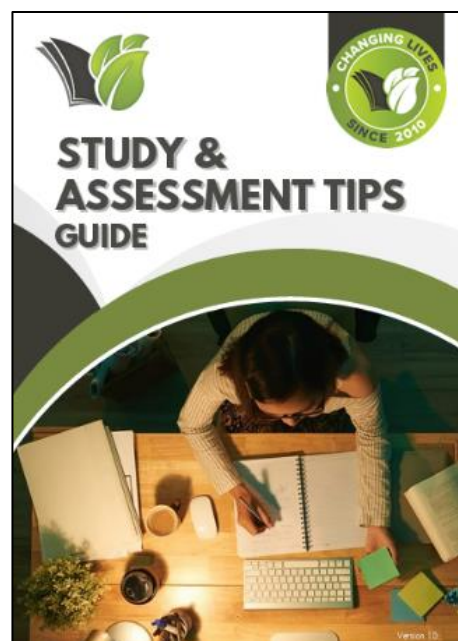
If this Code isn't followed, we'll respond in line with our relevant policies.

For serious or repeated breaches, your enrolment may be suspended or cancelled. Our goal is always to resolve issues fairly, respectfully and with your learning in mind.

Study and Assessment Tips

Learning how to study effectively is a valuable skill, especially when life gets busy. Without good study habits, it's easy to feel stressed or overwhelmed, which can make it hard to keep up, or worse, lead to feeling like giving up on your course altogether. We understand how challenging it can be, but you're not alone. We're here to support you every step of the way.

With the right strategies and planning, it's absolutely possible to balance study with work, family and other commitments. On enrolment you will receive our **Study and Assessment Tips Guide** which is designed to help you identify study methods that suit you best and offer practical tips to help you succeed, particularly in vocational education where applying hands-on skills is just as important as understanding the theory. You'll also find tips to help you complete your assessments with confidence and clarity.



Student Wellbeing and Safety

Your health, safety and wellbeing are our priority, whether you are learning on campus, studying by distance, or participating in our virtual classroom.

We are committed to providing a safe, respectful and inclusive learning environment for you. If you are under 18 years of age, we have additional safeguards in place to protect your safety and wellbeing in accordance with our Child Safety and Wellbeing Policy.

Diversity and Inclusion

We provide equitable access to our services for everyone and do not discriminate on the basis of age, disability, race, religion, gender, sexual orientation, gender identity, intersex status or socio-economic status.

We do not tolerate vilification of any person or group on any of these grounds. **Vilification** includes behaviour, whether in person or online, that encourages hatred, serious contempt or severe ridicule because of who a person is.

We also do not tolerate conversion practices. **Conversion practices** are any actions that seek to change or suppress a person's sexual orientation or gender identity. These practices are prohibited in our learning environment and may be unlawful under Australian law.

Facilities and Equipment

We offer a range of facilities to make your learning experience comfortable, accessible and enjoyable, so you can stay focused and succeed in your training. Our on-campus facilities include:

- Free Wi-Fi and Laptop Access
- Printing and Photocopying
- Free on site and street parking
- Accessible facilities and access ramp
- Wide doorways and corridors
- Air-conditioned classrooms
- Study spaces
- Practical Simulation Room
- Student kitchen with free tea and coffee making facilities, fridge and microwave

For a full overview of the facilities available, visit our website and download the **Student Support Services Guide**.
<https://essentialskills.com.au/individuals/>

Staying Safe: On Campus and Online

We're committed to creating a safe, respectful and supportive learning environment, whether you're joining us on campus or online. You can help by staying aware, being responsible and treating others with care no matter where you're learning.

When you're on campus, please look after your personal belongings and be mindful of your surroundings. For everyone's safety, **drugs, alcohol and weapons are strictly prohibited at all times**. This applies to all training and assessment activities, whether face-to-face or virtual. You must not attend workshops, work placements or assessments while under the influence of alcohol or illegal drugs. Anyone found in possession of prohibited items or under the influence may be asked to leave and may face further action in line with our policies.

A few simple actions also help keep everyone safe: keep your personal items secure, park carefully, follow any posted parking instructions, and let a staff member know straight away if you notice any hazards or safety concerns. While we take every precaution to reduce risks, we can't take responsibility for the loss or damage of personal property, including vehicles, and we cannot accept responsibility for any fines or penalties resulting from incorrect or unsafe parking. Please note that we do not provide secure storage for personal belongings on campus.

Smoking, including vaping, is only permitted in the designated outdoor smoking area at the rear of the building. It is not allowed indoors, at the front of the building or, on or underneath the back balcony.

The same care applies when you're learning online. Staying safe and respectful in digital spaces is just as important as it is on campus. Keep your login details private, use only official ESTR platforms for communication and assessment submissions, and avoid sharing personal information like your address or phone number with others online. Treat others with courtesy, use respectful language in class, chats and emails, and keep your camera on during live sessions when required. Be cautious when clicking unfamiliar links or attachments and make sure your anti-virus or anti-malware software is active and up to date.

Emergency Procedures

In the event of an emergency, such as a fire, bomb threat, gas leak or other critical situation, follow the instructions of your trainer and our Wardens (who can be identified by their red caps). Move calmly to the nearest and safest exit, leaving all personal belongings behind. These procedures will be demonstrated during your course orientation.

Once you reach the designated Evacuation Meeting Point, wait for directions from our ESTR Wardens or Emergency Services personnel. Do not leave the Evacuation Meeting Point until you are instructed to do so. A roll call will be conducted to ensure that everyone is accounted for and that no one remains in the building.

Emergency evacuations are practiced periodically to ensure everyone knows the procedures and can respond safely in the event of an actual emergency.

Our Commitment to Child Safety

If you are under 18 years of age, ESTR is committed to providing a safe, respectful and supportive learning environment where your safety, wellbeing and rights are protected.

Our Child Safety and Wellbeing Framework helps us create child-safe learning environments, put appropriate safeguards in place, and respond promptly to any concerns involving children and young people.

All employees who work directly with children and young people are appropriately screened, including holding a current Working with Children Check where required by law.

If you ever feel unsafe, worried, or something doesn't feel right, please talk to us. You can speak with your trainer or our Student Wellbeing Officer at any time. We will listen to your concerns, take them seriously, and respond in a way that supports your safety and wellbeing.

If You're Unwell

If you're unwell, please stay home and avoid close contact with others. Taking care of your health helps keep everyone in our learning community safe. We just ask that you give our office a call to let us know you're unable to attend class. We understand things happen and we'll work with you to make a plan. You can also contact us to find out what alternative workshops or catch-up sessions may be available, so you don't fall behind.

Health Information That Helps Us Support You

If you have an ongoing medical condition or chronic illness such as epilepsy, asthma, diabetes or anything else that may affect you while studying, please consider letting us know. This information helps us support you properly and respond safely if an emergency ever occurs.

If you are at risk of anaphylaxis, you must carry your own adrenaline auto-injector (EpiPen) while you're on campus or attending work placements.

Disciplinary Action

We expect all students to behave respectfully, act honestly and contribute to a safe learning environment. If you behave in a way that is inappropriate, disrespectful or disruptive, your Trainer/Assessor will usually speak with you first and ask you to change your behaviour. However, if your behaviour places the safety or wellbeing of others at risk, you may be asked to leave the training environment immediately.

Depending on the seriousness of the behaviour, disciplinary action may include a formal warning, suspension or withdrawal from your course.

Examples of behaviour that may result in disciplinary action includes, but is not limited to:

- bringing or using illegal drugs or alcohol on our premises, or attending training under the influence of drugs or alcohol
- damaging, stealing or removing property or learning resources without permission
- engaging in conduct that promotes hatred, serious contempt, severe ridicule or violence towards a person or group because of who they are
- making or sharing offensive comments, jokes, stereotypes, assumptions or discriminatory material
- physically or verbally abusing, threatening, bullying, harassing or vilifying another person
- engaging in conversion practices
- refusing to follow safety instructions or putting yourself or others at risk
- cheating, plagiarism or collusion during assessments
- entering restricted areas or refusing to leave the premises when asked.

We will always manage disciplinary matters fairly and in accordance with our policies and procedures.



Training and Assessment

Engaging in Your Learning Environment

No matter how your course is delivered; classroom, online, distance or a mix, your active participation is key to your success. Each learning environment gives you opportunities to connect, ask questions and build your skills.

For **classroom-based learning**, being on time, prepared and ready to participate helps you get the most from each session. Ask questions, take notes and engage in discussions and group activities. This is also a great way to build connections with your classmates.

For **virtual classroom learning**, make sure you log in early, check your audio and camera and find a quiet space. Keep your camera on, mute when not speaking and participate in discussions. Treat online sessions with the same focus and respect as you would in person.

You are expected to attend and actively participate in all scheduled training to complete your qualification. Missing sessions can make it harder to complete assessments, so if you can't attend, please contact our office as soon as possible. Attendance is recorded and if your training is employer-funded, it will also be reported to them.

If you miss a workshop due to unforeseen circumstances, we may be able to offer a make-up class. If you're regularly struggling to attend, speak to your trainer so we can explore options, such as transferring to another group or to an Online (Distance) delivery mode.

For more tips on how to stay engaged, study effectively and succeed in both classroom and online learning, please see the **Study and Assessment Tips Guide** provided to you on enrolment, and available in your student portal.

Remember, engaging in your learning environment also means following the expectations outlined in the **Student Code of Conduct**, including behaving safely and respectfully toward others, and adhering to the dress code. This helps create a positive, professional and inclusive space for everyone.

Study Commitment

You should plan to set aside extra time outside of class to complete your assessments. The exact time will vary depending on your experience, learning style and support needs, but as a general guide, aim for around (4) – (6) hours per week to stay on track with your coursework.

If you're an online (distance) student, you should plan for (6) – (9) hours per week to complete readings, learning activities, assessments and to stay in regular contact with your trainer for support and guidance.



Assessment Tasks

Each unit in your course will include a variety of assessment tasks. These may include short knowledge tests, case studies, research, written questions and practical activities such as observations (in the classroom or workplace), roleplays, simulated assessments and presentations. To achieve an overall result of *Competent* for a unit, you must receive a *Satisfactory* result for every assessment task within that unit.

Many courses or units also include workplace observations. Wherever possible, our trainers will visit your workplace to conduct direct observations and provide support for your learning. If your trainer and assessor isn't able to observe these directly, your workplace observations must be signed off by an appropriately qualified person in your workplace, such as a supervisor or team leader.

Some courses may also require a minimum number of workplace hours to achieve competency. Your trainer will provide guidance on these requirements and help ensure you have the support you need to successfully complete your assessments.

Assessment Due Dates

To stay on track and successfully complete your course, it's important to submit your assessments on time. Each assessment will have a specified due date, which is outlined in your Student Training Plan provided to you on enrolment. As a general guide, you'll have approximately (6) – (8) weeks per unit to complete and submit all assessments for that unit, though it's important to follow the dates on your training plan.

You should plan your time carefully to allow for preparation and completion of your work. Submitting assessments by the due date helps you stay on track, receive timely feedback and avoid unnecessary delays in your progress. If you're finding it difficult to complete your assessments, be sure to communicate with your trainer so strategies can be put in place to support you.



Plagiarism and Submitting Your Own Work

When completing assessments, it's important to show *your own* understanding and skills. This means your answers should be written **in your own words**, not copied from textbooks, websites, learner guides, AI tools or written by someone else. Your Trainer and Assessor needs to be confident that your work genuinely reflects what *you* know and can do, because this is how your competence in the course is assessed.

Using someone else's work without proper acknowledgement, copying and pasting information directly from learning resources or the internet, or relying heavily on generative AI tools without adding your own thinking may be considered **plagiarism or cheating**, which is taken seriously.

Trainers and Assessors look for authenticity in your work. This means they need to be reasonably assured that the assessment *you* submit is genuinely *your own* and accurately represents *your* skills and knowledge. If there's any uncertainty about your understanding, or if your assessor suspects a piece of work may not be your own, they may contact you for clarification. This is a normal part of the assessment process to ensure fairness and accuracy.

We also use **Turnitin**, a text-similarity tool, to help identify sections of work that may not be original. A Turnitin report alone is not proof of plagiarism, but it does help us identify areas that may need a closer look. All results are reviewed by an assessor and are never used as the only method of confirming authenticity.



Plagiarism, cheating and collusion will not be tolerated. If concerns are identified, you may be required to redo the assessment, provide additional evidence of your skills, or complete alternative tasks. Repeated or serious breaches may result in suspension or withdrawal from your course.

For more detailed guidance on avoiding plagiarism and submitting your work correctly, refer to the **Study and Assessment Tips Guide** provided at enrolment and available in your Student Portal.

Reasonable Adjustments

If you have a disability, health condition or learning difficulty, we can provide reasonable adjustments to support your learning. This means we may adapt how your training or assessments are delivered to help you participate on the same basis as other students.

Adjustments may include changes to the learning environment or assessment methods. For example, this could involve extra time for assessments, modified learning materials, oral instead of written assessments or the use of assistive technology.

When determining what is reasonable, we consider your individual needs alongside the potential impact on other students and our organisation. Adjustments must not cause unjustifiable hardship, including unreasonable costs or disruption, and must maintain the integrity of the unit or qualification.

If your course leads to a specific job outcome, adjustments to the assessment process will only be made if similar adjustments could reasonably be made in the workplace. We will work with you to understand your needs and identify the most appropriate support. If you think you may require a reasonable adjustment, please speak with your trainer.

Assessment Submission

Most of our **Certificate III level face-to-face programs, and some short courses**, are issued **paper-based assessments**. You can submit these to us in any one of the following ways:

	Email: info@essentialskills.com.au
	Post: 17 Warabrook Boulevard WARABROOK NSW 2304
	In Class: Hand your assessment to your trainer during class. Please also write the unit code(s) for the assessment(s) you are submitting in the relevant column on your class attendance record.
	In Person (Reception): Drop your assessment to our office reception anytime Monday – Friday, 8:30am – 4:30pm. Ensure you log your assessment on the Assessments Login Register.

Please **keep a copy of your assessment before you submit it**. Paper assessments are not returned. If an assessment goes missing and you have not kept a copy, we cannot assess what we do not have, and you will need to complete the assessment again.

If you attend class at our Warabrook Campus, Reception can photocopy your assessment for you at \$1 per assessment.

For all other programs (including virtual classroom, blended and online (distance) delivery), assessments are completed and **submitted online via your learning plan in your Student Portal**. This is usually done by typing your responses directly into the portal (similar to completing an online form) and uploading any required documents.

No matter how you submit your assessment (paper-based or online), please take a moment to follow the instructions on your assessment task, including how your work should be presented and any documents you need to attach.

Assessment Results

Once your assessment is submitted, **please allow (3) to (4) weeks for your assessments to be marked** and your results to be finalised. Your results will be available to view in your Student Portal and you'll receive an email notification when they are ready to view.

As each unit of competency includes multiple assessment tasks, to achieve an overall result of *Competent* for a unit, you must receive a *Satisfactory* result for every assessment task within that unit.

If you receive an *Unsatisfactory* or *Further Evidence Required (FER)* result, don't panic. This simply means we need more evidence from you before your competency can be finalised. This may be because:

- there are other assessment tasks for the unit that still need to be submitted, or
- we need some extra information or clarification to show your understanding of certain questions.

If Further Evidence is Required

If further evidence is required, your Trainer and Assessor will provide clear feedback explaining what is missing or what needs more work. They're here to help and can guide you on what to do next, including suggesting extra learning activities if needed. If anything is unclear, please contact your trainer for clarification.

When you provide further evidence, you only need to resubmit the responses to the specific questions that need additional information.

In some cases, if the additional evidence required is small and can be confirmed verbally, your Trainer and Assessor may call you to confirm the details during marking, before finalising your result.

Post-Assessment Audit Process

As part of our commitment to quality training and assessment, all submitted assessments undergo a routine post-assessment audit. This audit is a self-assurance quality check to confirm that all required assessment evidence has been submitted and that the assessment meets the unit requirements.

This audit is generally conducted within (2) business days of your assessment being marked. It does not necessarily mean there is a problem with your work. It is a normal and essential part of our assessment process to ensure compliance, consistency and fairness for all students. Think of it as a second pair of eyes reviewing the assessment to ensure everything required has been provided and your result has been recorded correctly.

If, during the audit, any required evidence is found to be missing, unclear or incomplete, your Trainer and Assessor, or our Education Manager or Training Manager will contact you to explain what is required. In these cases, your assessment status and/or result may be temporarily updated while the outstanding requirements are addressed. This may include a change from *Satisfactory* to *Unsatisfactory*, or from *Competent* to *Continuing Activity*, until the matter is rectified.

Please don't be alarmed if this happens. It does not mean you have failed. It simply means we need additional information or clarification to finalise your result. We ask that you work with us and respond promptly so your assessment can be finalised as efficiently as possible.

Assessment Appeals

You have the right to appeal an assessment result if you believe the outcome was unfair or not justified. If you're unhappy with an assessment result or the way the assessment was carried out, you can ask us to review the decision.

Before lodging an appeal, please contact your Trainer and Assessor first. Often, a quick conversation can explain the outcome and clarify what evidence is required.

Assessment appeals must be made in writing within (14) business days of receiving your assessment outcome. You can do this by completing our [Appeals Form](#) (preferred) or by submitting your appeal in another written format (for example, via email). The Appeals Form can be emailed or posted to you on request and is also available on our website: <https://essentialskills.com.au/individuals/>

Once an appeal is received, you will be contacted by our Training Manager or Education Manager within (7) business days to review the appeal and work with you to resolve the matter. An appeal may be resolved in one of the following ways:

- no further action
- reassessment by the original Assessor
- reassessment by another Assessor
- engaging another registered provider to arbitrate and reassess

If you are still dissatisfied after the appeal outcome, you can lodge a complaint through our Complaints and Appeals process.

Monitoring Your Progress

We monitor your progress throughout your course so we can identify concerns early and support you to stay on track. Your assessment progress is the main way we monitor your progress, along with your participation, communication and engagement with training and support.

If you begin to fall behind, your Trainer and Assessor will talk with you about your progress, work with you to identify any barriers you may be experiencing and discuss any training or support that may help.

We understand that everyone's circumstances are different. If you do fall behind, we will work with you to agree on manageable assessment priorities and realistic timeframes for getting back on track. You will not be expected to complete everything you have fallen behind with at once.

If you continue to fall behind, we will work through the steps below with you to help you get back on track. What happens next will depend on whether you make and maintain meaningful progress against the plan agreed with your Trainer and Assessor.

Stage	What happens
Getting back on track	If you are approximately (2) months behind your expected assessment progress, your Trainer and Assessor will generally work with you to put a more structured plan in place. Together, you will agree on a manageable amount of assessment to focus on, realistic timeframes and any training or support that may help. If you are a trainee, your employer will also be advised of the progress concerns and agreed actions.
Formal Notice of Non-Progression	If you have had a reasonable opportunity to get back on track but meaningful progress has not been made or maintained, we will send you a Formal Notice of Non-Progression . You will have (2) weeks to contact us so we can review your circumstances, support and agreed plan. Where appropriate, your plan may be adjusted or deferral may be considered.
Intention to Withdraw	If we still haven't been able to establish or maintain meaningful progress, or we haven't heard from you, we may send you a Formal Intention to Withdraw . You will have (14) calendar days to respond before a decision is made about your enrolment. If you want to continue, we will consider your circumstances, support needs and whether there is a realistic pathway for you to continue your training. Where appropriate, a final plan may be agreed with you or deferral may be considered.

Course Withdrawal and Deferral

Sometimes life changes, and study plans need to change too. Withdrawing or deferring can be a big decision, so before you go ahead please reach out to us. We can talk about your situation, help you access support services, and look at options that may allow you to continue your training.

Depending on your enrolment type, your employer or school may also need to be involved in the decision to withdraw or defer, for example: if you are completing a traineeship, a school-based traineeship or if your employer has paid for your training.

Deferring Your Course

If you need a break, you can request a deferral, which means pausing your studies for a period of time. To request a deferral, **please put your request in writing** by emailing info@essentialskills.com.au with the subject line **Course Deferral Request**. Let us know how long you wish to defer for and your intended return date.

If you are on a traineeship your employer will need to be involved in this decision. There will also be additional paperwork that you and your employer must complete and submit to Training Services NSW to formally suspend your traineeship.

Please note:

- You can only request a deferral after your course has commenced (you cannot enrol and immediately defer).
- Deferrals are limited to a maximum of (12) months.
- If you do not return within (12) months, you may be withdrawn from the course and will remain liable for any fees invoiced up to the point of deferral.
- If the qualification changes during your deferral period, you may need to transition to the current version when you return. This may include additional units or assessments.

Withdrawing from Your Course

If you still want to withdraw, **please put your request in writing** by emailing info@essentialskills.com.au with the subject line **Course Withdrawal Request** and include a brief reason for withdrawing (no personal details are required). Our withdrawal process will begin once we receive your notification.

Before we finalise your withdrawal, any assessments you submitted before your withdrawal request was received will still be marked. If the outcome is Further Evidence Required (FER), or you have other units with a FER unit outcome, we will give you the opportunity to provide the additional evidence first. If we request further evidence and you do not respond within (10) business days, we will proceed with the withdrawal. Please note that in this case, competency will not be achieved, and the unit(s) will not appear as completed on your Statement of Attainment.

If you are on a traineeship (including school-based), or your training is employer/school funded, we may also speak with your employer or school before we can finalise the withdrawal. In some cases, your employer or school may notify us directly of a withdrawal or deferral request.

Once your withdrawal is processed, you will receive:

- an email confirming your withdrawal
- an updated Training Plan for your records
- a Statement of Attainment for any unit(s) you have completed (issued within 30 days, once all outstanding fees are paid).

If you choose to enrol with us again in the future, your eligibility for subsidised course fees, concessions or fee exemptions will be reassessed in line with the requirements in place at the time of your new enrolment. This means your eligibility may change depending on your circumstances and the funding rules that apply at that time, and you may not be eligible for the same subsidies.

You may also apply for Credit Transfer for any units you previously completed, provided they form part of your new course.

Getting a Refund after you Withdraw

Whether you are eligible for a refund depends on how you were enrolled and when you withdraw. **Refunds are only issued in line with our Fees and Refund Policy**, so please refer to the policy in this handbook to check your entitlement.

In general, no refunds apply after course commencement, and you will still be liable to pay any outstanding course fees invoiced up to the point of withdrawal.

Withdrawal due to Inactivity

We want to support you to successfully complete your course. However, if there is no engagement or progress over an extended period, we may need to withdraw you from your enrolment due to inactivity.

Inactivity may include not submitting assessments, not attending required training sessions (where applicable), or not responding to contact attempts from your Trainer and Assessor or our Administration team.

Not commencing within (8) weeks

If you have not commenced your training within (8) weeks of your course commencement date, and you do not engage after repeated attempts to contact you, you will be deemed to have withdrawn from the course and we will cancel your enrolment. You will remain responsible for any course-related fees that were invoiced at the time of cancellation.

If you contact us before this happens, we may extend the commencement period by up to a further (8) weeks (maximum). This will be assessed on an individual basis.

Note: Course commencement means you have actively participated in your training by submitting some form of assessment evidence.

Ongoing inactivity after commencing

If you commence training but later become inactive, we will attempt to contact you to discuss your situation and provide opportunities to re-engage. If there is no response or no valid attempt to resume training within the required timeframes, you may be administratively withdrawn from the course.

If you are on a traineeship or your training is employer-funded, your employer and Training Services NSW may also be notified in line with traineeship guidelines.

Withdrawal due to inactivity may result in:

- no further assessment marking
- no course refunds (in line with our Fees and Refund Policy)
- liability for any outstanding course fees invoiced up to the point of withdrawal.

If you are withdrawn due to inactivity, you will receive written notification, and a Statement of Attainment will be issued for any unit(s) you have successfully completed, provided all outstanding fees have been paid.

If you're experiencing challenges that are affecting your engagement, we strongly encourage you to contact us as early as possible so we can discuss support options.

Changes to Agreed Services

From time to time, we may need to make changes to our policies and training and assessment arrangements from what you originally enrolled in. If a change will affect you, we will let you know in writing, as soon as practicable of the change occurs. This includes changes such as:

- a class being discontinued, or moved to a different location or delivery method (for example, if enrolment numbers fall below the minimum)
- training package updates that may require your enrolment to be transitioned to a newer version of a course or qualification
- changes to legislation, business ownership or operations that impact training delivery
- changes to third-party arrangements, including new third-party arrangements or changes to existing arrangements

In the event that ESTR closes, you are required to pay fees for the part of the course you have completed and been assessed for. If you have completed all requirements of the qualification, we will issue your Certificate and Record of Results. If you have not completed the full qualification but have successfully completed (1) or more units, we will issue a Statement of Attainment. We will also transfer student records to ASQA in line with requirements. Further information about what to do if a provider closes is available on ASQA's website.

<https://www.asqa.gov.au/resources/faqs/provider-closures-students>

Qualification or Unit of Competency Changes

When you enrol in nationally recognised training, you're working towards a qualification and/or units of competency that are recognised across Australia. From time to time, qualifications and units of competency are reviewed, updated, replaced or removed to keep up with industry changes. When this happens, older versions may be phased out and replaced with updated versions.

If this happens while you are studying, please don't worry, it does not mean your study is wasted or that your enrolment is suddenly invalid. It simply means we may need to make adjustments to your course (or part of your course) and manage your training and assessment in line with the required transition and teach-out arrangements.

If this occurs, we will contact you in writing and explain what has changed, the key dates and timeframes that apply, your options, and what we recommend based on your individual progress.

In most cases, your options will be:

- Option 1: Complete your current qualification within the required timeframe (teach-out/transition period)
- Option 2: Transition to the new qualification and/or unit(s) of competency (once available for delivery)
- Option 3: Withdraw. If you withdraw, you will receive a Statement of Attainment for any unit(s) you have successfully completed.

Please note that if you do transition to an updated qualification or unit(s) of competency, there may be additional requirements depending on what has changed (for example, updated units, new units, or gap assessments). We will work with you to minimise the impact as much as possible and will clearly explain what you need to do before any transition occurs.

While we are not liable for any loss, expense or inconvenience caused by changes to your course, we will do our best to support you through the change.



Course Completion

Completing your course is an important milestone, and we're here to support you through to the finish line.

Timeframes for Course Completion

By accepting a place in your course, you're committing to completing it within the timeframe outlined in your Student Training Plan. Some courses also have a fixed completion deadline, particularly those that are Government-subsidised or delivered under traineeship arrangements.

If you're having difficulty meeting your completion timeframe, it's important that you speak with your Trainer and Assessor as early as possible. In some cases, support strategies or approved extensions (where permitted) may be put in place to help you complete your course.

Please note that if you are not actively engaging in your studies and have not arranged an extension (where applicable) before your completion date, we may withdraw you from the course once the expected completion date has passed.

Issuing your Qualification

Once you have successfully completed your course, you will be issued with either a *Certificate* or a *Statement of Attainment*:

- A *Certificate* is issued when you have completed all units required for the qualification.
- A *Statement of Attainment* is issued when you have completed a skill set, or one or more units of competency that do not make up the full qualification.

Your *Certificate* or *Statement of Attainment* will be posted to your home or postal address on file within (30) calendar days from the date your final assessment is marked Competent, or you exit the course, provided all course fees have been paid and any applicable employer sign-offs have been obtained.

If you've recently moved, please contact us or check your details in your Student Portal to make sure your address is up to date. We will also notify you by email when your Certificate or Statement of Attainment has been sent.

If you do not receive your qualification, please contact us within two (2) months of completing your course. We will provide one replacement at no cost if you let us know within this timeframe. After two (2) months, the standard reprint fee will apply.

Before issuing your *Certificate* or *Statement of Attainment*, your student file will go through a final audit process, including confirming that all outstanding course fees have been paid. If you complete your course as a traineeship, your Training Plan will also be sent to your employer for sign-off to confirm your competence against industry standards *before* your certificate can be issued. If anything is outstanding as a result of the final audit, we'll contact you to resolve this *before* issuing your qualification.

When we issue your *Certificate* or *Statement of Attainment*, the name printed on the document must match your legal name as recorded in your Unique Student Identifier (USI) record and your verified identification. This means your qualification will be issued in the name you provided at enrolment, unless you request a change and provide acceptable evidence of a legal name change (for example, a marriage certificate, change of name document, passport or driver licence) and update your USI *before* we issue it.

Certificate and Statement of Attainment Reprints

We keep records of all Certificates and Statements of Attainment issued for (30) years and can provide a reprint if your original has been lost, damaged or was not received.

If your original certificate does not arrive

When you complete your course, we will ask you to check that your postal address is current and let you know when your certificate has been sent.

If you have not received it within (2) months of completing your course, please contact us. We will provide (1) replacement copy at no cost where you notify us within this timeframe. After (2) months, the standard reprint fee will apply. Reprint fees also apply where your certificate was received but has since been lost, misplaced or damaged.

The following fees apply *per* reprint:

- Qualifications originally issued *prior* to 2015 (*before* USI records): **\$110.00** (*GST inclusive*)
- Qualifications originally issued *from* 2015 onwards: **\$55.00** (*GST inclusive*)

Payment must be made and your identity verified before the qualification is reprinted.

We will verify your identity before releasing any certificate reprint or certified copy. This helps protect your personal information and prevents the fraudulent use of nationally recognised qualifications.

Please allow up to (2) weeks for your request to be processed. Your certificate can be posted to you or collected from our office.

Reprints following a name change

A reprint will normally show the name recorded on your original Certificate or Statement of Attainment.

If your legal name has changed, you can request a reprint in your current legal name. Your current name must:

- be your legally recognised name
- match the name recorded against your USI
- be able to be linked to the name on your original qualification.

We will ask for supporting evidence, such as a marriage certificate, divorce certificate or change of name certificate. If we already hold sufficient evidence, you will not need to provide it again.

If we cannot verify your current legal name or link it to your previous name, the document can only be reprinted in the original name.

The original date of issue will remain unchanged. Only your verified legal name will be updated.

Certified Copies

If you don't require a full reprint, you can request a certified copy of your original qualification instead. This can be emailed to you as a PDF or posted to you free of charge. Please allow up to two (2) weeks for your request to be processed.

USI Transcript

You can also access a transcript of your nationally recognised training for qualifications issued to you from 2015 onwards through your Unique Student Identifier (USI) account. This transcript shows all training reported to the USI Registry and can be accessed at usi.gov.au

Cancellation or Revocation of Qualifications

In some circumstances, a qualification or Statement of Attainment that has already been issued may need to be cancelled or revoked. This may occur if:

- you did not meet the requirements for the qualification or Statement of Attainment
- false, misleading or fraudulent information or evidence was used to obtain it
- it was issued to you in error, or
- an assessment outcome used to issue the qualification or Statement of Attainment is later found to be invalid.

If ESTR is considering revoking your qualification or Statement of Attainment, we will review the circumstances and relevant information before making a decision. If it is revoked, we will let you know in writing, explain why and tell you about any options available to have the decision reviewed or appealed.

In some circumstances, ASQA, the national VET regulator, may cancel a qualification or Statement of Attainment or require ESTR to take action. If this happens, you will be provided with information about what the cancellation means and any action you need to take.

Retention of your Student and Training Records

Your full student file (including your assessments and evidence) is kept for (3) years after you complete or withdraw from your course. After this time, these records are securely destroyed. We then keep your enrolment details and a copy of your Certificate or Statement of Attainment for (30) years so we can verify your training and issue replacements if you ever need them.

Should we cease operating as a registered training organisation, your records will be transferred to the Australian Quality Skills Authority (ASQA).



Other Important Information

Media Consent and Usage Policy

From time to time we may take photos, videos or audio recordings during classes, workshops, events or training activities. These may be used for marketing, promotion, social media or our website.

When you enrol, you are asked to provide your media consent. This lets us know whether you are happy for us to use images or recordings that include you.

You are always in control of your consent.

If you change your mind at any time, simply let us know and we will update your preferences. There is no obligation to provide a reason, and your decision will be respected.

We will only use media in a respectful and appropriate way and will never use images or recordings in a way that is misleading, unsafe or inappropriate.

Privacy Policy

Your privacy matters to us. We respect your personal information and are committed to keeping it safe, secure and used only for the purposes it is intended i.e. to support your training, meet our legal obligations and help you succeed in your studies.

Why we collect your personal information

As a registered training organisation (RTO), we need to collect some personal information so we can enrol you, deliver your training and fulfil our legal obligations under the Standards for Registered Training Organisations 2025, funding contracts and other applicable legislation. This includes things like your name, contact details, date of birth, Unique Student Identifier (USI), training outcomes and results, and sometimes sensitive information such as your ethnicity or health details (where relevant to your training and support needs).

If you don't provide this information, we may not be able to enrol you or provide your training.

How we use your personal information

We use your information to:

- manage your enrolment and training
- verify your identity and eligibility for training
- deliver training, assessment and learner support
- issue Statements of Attainment and Qualifications
- undertake quality assurance, compliance, reporting and continuous improvement activities
- fulfil our legal obligations as a registered training organisation

Who we share your information with

We may be required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to share the personal information we collect about you with national and state training bodies.

This includes providing your details to the National VET Data Collection, managed by the National Centre for Vocational Education Research Ltd (NCVER). **NCVER** is the National VET Data Custodian responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We may also disclose your personal information where reasonably necessary to support your enrolment, training and assessment, including to your employer or school (where applicable), organisations that provide services on our behalf, government departments and agencies or where authorised or required by law.

How NCVER and other organisations handle your personal information

When your information is provided to the **National Centre for Vocational Education Research (NCVER)**, the **Australian Government Department of Employment and Workplace Relations (DEWR)**, the **NSW Department of Education** or other relevant government agencies, they handle it in accordance with applicable privacy laws.

Your information may be used to:

- create and maintain your national VET transcript
- administer, monitor and improve training programs
- support research and statistics
- help governments plan the future workforce and training system

For more information about how **Essential Skills Training and Recruitment** collects, stores, uses and protects your personal information, including how to access or correct your information or lodge a privacy complaint, please refer to our Privacy Policy: <https://essentialskills.com.au/individuals/>

For more information about how the **National Centre for Vocational Education Research (NCVER)** handles your personal information, please refer to the NCVER Privacy Policy: <https://www.ncver.edu.au/privacy>

For more information about how the **Australian Government Department of Employment and Workplace Relations (DEWR)** handles your personal information, please refer to the DEWR VET Privacy Notice: <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>

Use of Artificial Intelligence (AI)

Artificial Intelligence (AI) tools, such as ChatGPT and Microsoft Copilot, are becoming a common part of learning and the workplace. At ESTR, we may use AI to help us develop learning resources, support training and carry out some administrative tasks.

How we use AI

AI can be a useful tool, but it doesn't replace our people or their professional judgement. If we use AI to help develop training or assessment resources, these are reviewed by appropriately qualified team members to make sure they are accurate, suitable for your course and meet the required standards.

Your privacy is also important to us. We take care when using AI tools and will protect your personal, sensitive and confidential information in line with our Privacy Policy.

Using AI in your learning and assessment

You can use generative AI tools to support your learning. For example, you might use AI to help explain a concept, explore ideas or better understand something you are learning.

When it comes to assessment, the work you submit must still be your own. AI must not be used to complete an assessment for you or create work that you then submit as your own. Always check the instructions for your assessment, as AI may be allowed for some activities but not for others.

If you use AI, remember that it can sometimes provide information that is incorrect, incomplete or out of date. You are responsible for checking the information you use and making sure your assessment demonstrates your own knowledge and skills.

You should also never enter personal, sensitive, confidential, workplace or client information into an AI tool unless you have been specifically authorised to do so.

If your Trainer and Assessor needs to confirm that your assessment is your own work, they may ask you some questions, request additional evidence or ask you to explain or demonstrate what you have submitted.



Consumer Protection Policy

Your rights as a student are protected under the *Competition and Consumer Act 2010* and the *Australian Consumer Law (ACL)*. We're committed to being open, fair and honest in everything we do, from how we advertise our courses to how we deliver your training.

We make sure that:

- All information about our courses is clear, accurate and easy to understand
- You have access to all the details you need before enrolling including entry requirements, fees, refund policies and student support options
- Training and assessment is delivered to a high standard and with due care and skill
- You're informed as soon as possible about any changes to your course, services or our organisation
- Complaints are handled fairly and used to improve our services.

If you ever have concerns about your training or believe your consumer rights have been affected, please contact our Consumer Protection Officer:

	Leisa Harrison CEO/Associate Director		Phone: (02) 4961 0016
	Email: info@essentialskills.com.au		

Accessing Your Student Records Policy

You can request access to your student records at any time during your course or after you've finished. This includes things like your enrolment details, assessment records and copies of your certificate or statement of attainment.

Most of your records, including your assessment results and feedback, can be viewed anytime in your Student Portal. If you would like to view or receive copies of other records, simply **submit a written request** telling us what you would like access to and provide photo identification. We'll verify your identity before releasing anything.

If you are under (18) years of age, your parent or guardian can request access to your records on your behalf until you turn (18).

Your personal information will not be shared with anyone else without your written permission, unless required by law or as outlined in our Privacy Policy.

We aim to respond to all requests within (2) business days. In most cases, copies of the requested documents will be provided within this timeframe. If this isn't possible, we'll contact you to talk through access options with you.

If you ever feel you have been unreasonably denied access to your records, or you're unhappy with how your records have been handled, you can lodge a formal complaint through our Complaints and Appeals Policy.

Complaints and Appeals Policy

If you have a concern, are unhappy with any part of your training or our service or wish to report behaviour that makes you feel unsafe or uncomfortable, we encourage you to let us know. We'll listen to your concerns, take them seriously and work with you to resolve the issue wherever possible.

Informal and minor concerns – let's talk first!

If you have a concern or minor complaint, the quickest way to resolve it is to talk with your Trainer and Assessor or our Administration team (available during business hours). Most issues can be sorted with a simple conversation. We'll listen, work with you to understand what's happening and agree on a way forward.

Formal complaints and major concerns

If your concern isn't resolved informally, or you would like to lodge a formal complaint, you can do so verbally or in writing by emailing info@essentialskills.com.au

All formal complaints are directed to our Strategic Partnerships Manager or CEO.

What happens next

- Your complaint will be acknowledged in writing within (2) business days of receipt
- We will contact you to discuss your complaint and possible resolutions
- We will finalise your complaint as soon as practicable and within (30) calendar days, unless there is a significant reason it requires longer
- You will be notified of the outcome in writing.

If we believe more than (60) calendar days is required, we will let you know in writing, explain why, and provide regular updates until the matter is resolved.

Appeals

If you are not satisfied with the outcome of your complaint, you can lodge an appeal by emailing info@essentialskills.com.au (or verbally if you prefer).

What happens next

- Your appeal will be acknowledged in writing within (2) business days of receipt
- We will finalise your appeal as soon as practicable and within (30) calendar days, unless there is a significant reason it requires longer
- You will be notified of the outcome in writing.

In some cases, a review by an independent third party may be required, at no or minimal cost to you. This ensures the process is fair, transparent and unbiased. We'll let you know if this applies.

If you are still dissatisfied after the appeal, you can lodge a complaint with ASQA (the Australian Skills Quality Authority). ASQA uses the information you provide to inform its regulatory approach but does not act as a student advocate.

For more information on how ASQA handles student complaints, please visit <https://www.asqa.gov.au/about-us/how-asqa-uses-feedback/concerns-about-training-providers>

Work Placement Policy

Some courses include a mandatory work placement so you can build real-world skills and confidence in the workplace. To help everything run smoothly, please read the following information carefully.

Placement Arrangements

We'll organise your **unpaid work experience placement** with an approved host organisation. Placements are not scheduled on weekends, public holidays or night/sleepover shifts.

Before your placement starts, you'll be asked to sign a **Work Experience Agreement**. This outlines everyone's responsibilities, expectations and the conditions of your placement.

You may also be given a **Student Logbook** to complete during placement. This records your workplace activities and observation tasks and must be signed by a qualified supervisor, team leader or one of our Trainers and Assessors. Where possible, an ESTR Trainer and Assessor will visit your placement to complete observations and provide support.

Before you start your placement, you'll need to complete some checks and provide documentation. These will generally include:

- Nationally Coordinated Criminal History Check (NCCHC)
- Working with Children Check (WWCC)
- NDIS Worker Screening Check

We'll let you know exactly what you need based on your host organisation and provide information on how to obtain these.

We process your NCCHC at no charge. Other checks are your responsibility to obtain and pay for before placement starts. Volunteer checks are available free of charge to cover your placement. If you gain employment in the sector in the future, you will need to apply for a paid worker check.

If any required check returns with disclosable outcomes, we may be unable to arrange a work placement, as these checks are essential for working with aged and vulnerable people in our community. Your enrolment will then be reviewed on a case-by-case basis. In some circumstances, you may be withdrawn from the course and no refund will apply.

Vaccination Requirements

While COVID-19 vaccination is no longer a legal requirement, organisations have their own policies.

Typically, they ask for:

- at least (2) doses of a COVID-19 vaccine, and
- a current Influenza vaccination.

You may need to provide evidence before a host organisation accepts you. If you choose not to be vaccinated, or can't provide proof, this may prevent you from completing your placement. As placement is a core requirement of your qualification, this could affect your ability to complete your course.

Conduct and Expectations

While on placement, you represent both yourself and ESTR. We expect you to:

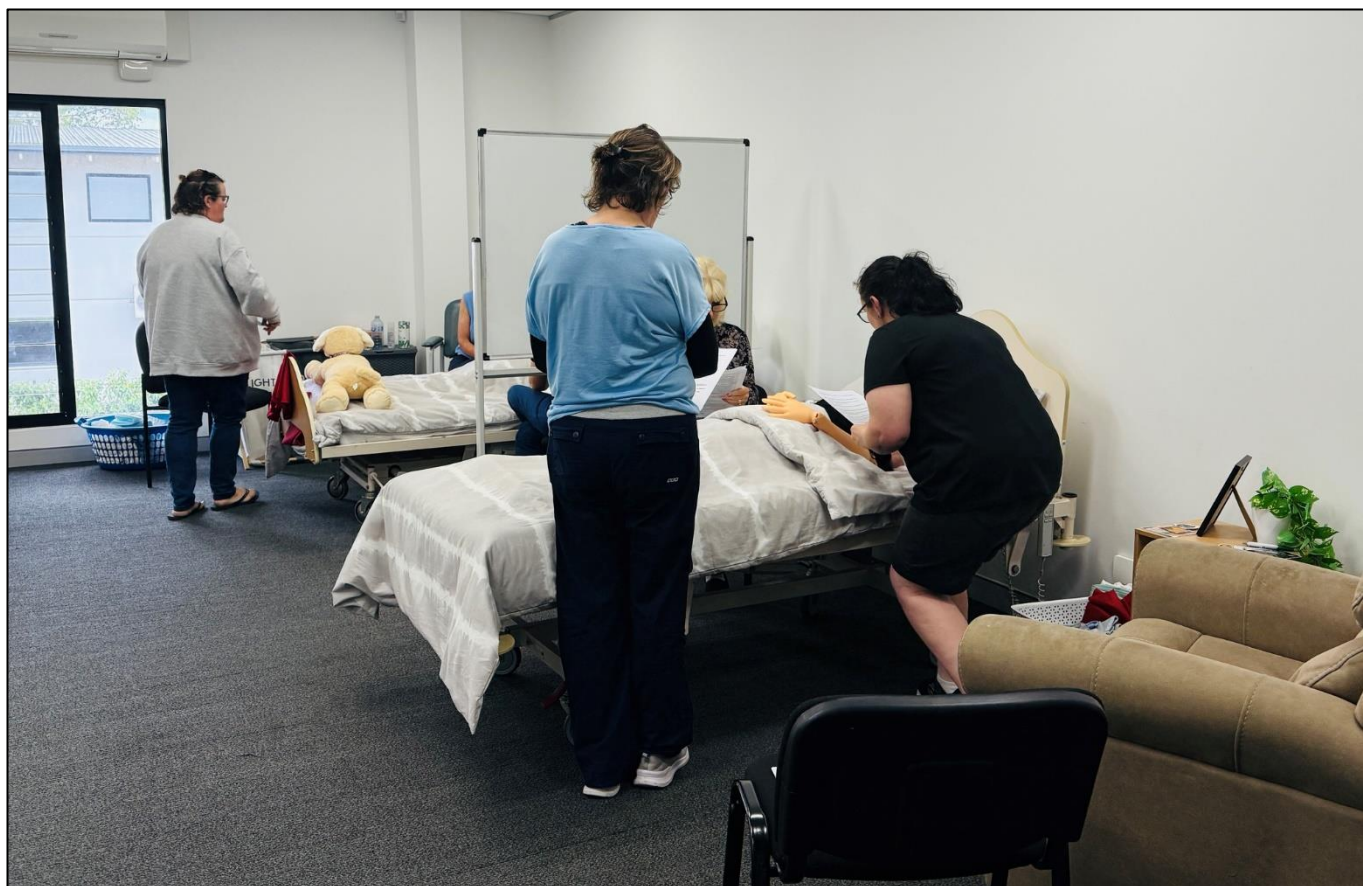
- follow all safety and infection control requirements, and any policies and procedures of the host organisation
- attend all scheduled shifts and complete the required number of placement hours
- arrive on time for each shift
- if you are unable to attend due to illness or unforeseen circumstances, notify both your host organisation and ESTR before the shift starts and arrange to make up the hours
- present professionally, wearing: full-length black pants, black collared or polo shirt, name badge and closed-in, non-slip shoes.

Termination of Work Placement

A work experience placement may be ended at any time by ESTR or the host organisation if:

- there is a safety risk
- behaviour is inappropriate
- the placement is no longer suitable for any reason.

Our goal is to support you to have a positive, safe and successful placement experience. If you have concerns, please talk to your Trainer and Assessor.





Changing Lives

Essential Skills Training and Recruitment is a Community Services focused Registered Training Organisation assisting employers and workers to set the benchmark for support and service in the community. We support the industry through recruiting a new workforce that is equipped with the skills, knowledge and passion to provide a quality experience for their clients.

www.essentialskills.com.au | Registration Code: 91729



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People for Positions is a community services recruitment specialist that focus on professional services and advice. We support you in recruiting your ideal talent whilst saving you time and money. We pride ourselves on our knowledge, experience and networks in the Community Services sector and have a person centred approach to all.

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