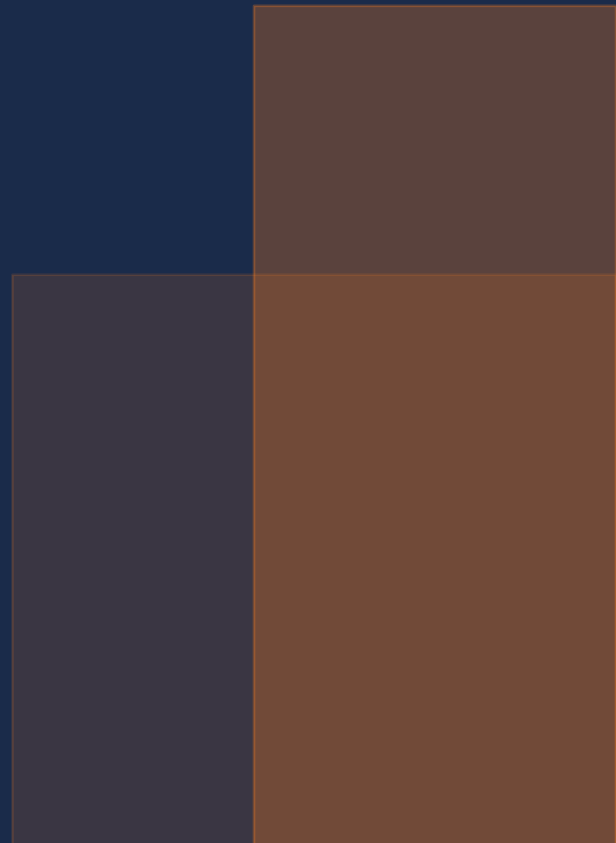




Get Skilled Training

Student Handbook

2026



Contents

Welcome	2
About Get Skilled Training	3
Student Success	4
Rights and Responsibilities	5
Student Code of Conduct	7
Student Selection and Enrolment Procedure	8
Student Support	14
Equal Opportunity and Inclusion	20
Feedback and Continuous Improvement	21
Misconduct	22
Academic Integrity	23
Fees	25
Refund Policy	28
Credit Transfer	30
Recognition of Prior Learning	32
Training and Assessment	34
Transition of Training Products	36
Certificate Issuance	37
Complaint and Appeals	38
Legislation	42
Privacy	43
Record Keeping Procedures	45
Workplace Health and Safety Policy	48
Bullying, Harassment and Discrimination Policy	50

Welcome

Thank you for choosing Get Skilled Training as your training provider.

Whether you are seeking to update or upgrade your skills or embarking on a new career, our team of friendly and dedicated staff are committed to supporting you through your learning journey.

Get Skilled Training is committed to providing high-quality professional education and training in a relaxed and supportive environment as we prepare students in their learning journey. We provide educational programs and pathways that develop the skills and knowledge needed for industry-ready graduates and workforce professionals.

This Student Handbook outlines important information about your rights and responsibilities, our obligations as a registered training provider, and the policies and procedures that guide our operations. We encourage you to take the time to read through it carefully and reach out to our team if you ever need assistance.

Your active participation and feedback are valued, and we are here to support you every step of the way.

Welcome!

Nick Wardle

Director | Get Skilled Training

About Get Skilled Training

Get Skilled Training is a Queensland-based, family-owned Registered Training Organisation (RTO: 40569) delivering nationally recognised training and assessment services since 2012. We've supported thousands of tradespeople to gain qualifications and grow their careers in the air conditioning and refrigeration industry, with flexible, high-quality training led by experienced professionals and underpinned by strong compliance, safety and continuous improvement.

Qualifications

- UEE32225 Certificate III in Air Conditioning and Refrigeration
- UEE20120 Certificate II in Split Air Conditioning and Heat Pump Systems
- 11412NAT Course in Refrigerating and Air Conditioning – Minimum Australian Context Gap

Short Courses

- Restricted Electrical License Course
- Hydrocarbon Refrigerant Self-Contained Systems Services and Repair Course
- Carbon Dioxide Refrigerant Services and Repair Course
- Test and Tag
- CPR/LVR

Please see the Courses page on our website for a full list of course units provided in each short course.

Student Success

Get Skilled Training is committed to delivering high quality services to support students throughout their training and assessment journey. This commitment is based on a student-centred operation that produces the best possible outcome for students. Get Skilled Training will ensure students are informed of the services they are to receive, their rights and obligations, and the responsibilities of Get Skilled Training as an RTO. Students who undertake training with Get Skilled Training receive every opportunity to successfully complete their chosen program. Get Skilled Training will provide students with all required information prior enrolment to allow them to make an informed decision about enrolling with Get Skilled Training.

Get Skilled Training takes a systematic approach to establishing and identifying the needs of its students. It is a requirement that all staff members do their utmost to meet the needs of students. Where a student's need is outside the scope or skill of the organisation, they will be referred to an appropriate external support service.

As an RTO, Get Skilled Training is regulated by the Australian Skills Quality Authority (ASQA) and operates in compliance with the 2025 Standards for NVR RTO's. These standards ensure nationally consistent, high-quality, training and assessment that meets the needs of students, industry, and the broader community.

Our obligations under these standards include:

- Maintaining training and assessment practices that are current, industry-aligned, and supportive of learner success;
- Ensuring all students have access to accurate and timely information about their course, training and assessment arrangements, support services, and fees;
- Providing quality support and services to all learners, with a focus on outcomes and continuous improvement;
- Employing qualified and experienced Trainers and Assessors who undertake regular professional development and maintain current industry skills;
- Upholding fair and transparent processes for complaints, appeals, and academic integrity.

Rights and Responsibilities

As a participant in our training program, you have rights and responsibilities. Similarly, Get Skilled Training has obligations to you under the 2025 Standards for NVR RTO's and relevant Australian legislation.

You have the right to:

- Access quality training and assessment that reflects current industry practice;
- Be treated with respect, fairness, and dignity in a safe and inclusive environment;
- Learn free from bullying, discrimination, or harassment;
- Receive timely, accurate information about your course, fees, support services, and progress;
- Access your personal records and seek reasonable adjustments where applicable;
- Appeal decisions and make complaints without fear of victimisation;
- Receive a Statement of Attainment or Qualification upon successful completion, compliant with national standards.

You have a responsibility to:

- Act respectfully and professionally toward fellow students, staff, and Trainers;
- Engage actively in your training and assessment activities;
- Submit authentic, original work and uphold academic integrity;
- Follow our policies and procedures, including safety, conduct, and participation requirements;
- Inform us of any changes to your circumstances that may affect your enrolment or training;
- Provide feedback to help us improve.

Get Skilled Training has an obligation to:

- Provide training and assessment services in line with the training product and industry expectations;
- Ensure all information shared with you is accurate, clear, and accessible;
- Support your learning journey with reasonable adjustments where required;
- Maintain the confidentiality of your personal information, as outlined under the *Privacy Act 1988*;

- Keep training and assessment materials and practices up to date and compliant with the training package;
- Monitor our performance and continuously improve based on feedback and data.

We also expect all learners and staff to:

- Contribute to a safe and respectful learning environment;
- Value diversity and different perspectives;
- Report inappropriate or unlawful behaviour;
- Adhere to Get Skilled Training Code of Conduct.

Important Note: Where changes occur to course requirements, delivery arrangements, or RTO policies that may impact your training, Get Skilled Training will communicate these changes as soon as practicable and, where possible, provide information about available options to support you in continuing or completing your training.

Student Code of Conduct

All students enrolled with Get Skilled Training are expected to:

- Comply with all relevant Get Skilled Training policies & procedures outlined within the student handbook and available on the website
- Treat all Trainers, Assessors, staff, and fellow students with respect, courtesy, and fairness.
- Attend scheduled training and assessment sessions punctually and participate actively.
- Refrain from any behaviour that disrupts the learning of others.
- Submit all assessments honestly and without plagiarism or cheating, in line with the Academic Integrity Policy and Procedure.
- Respect intellectual property, copyright, and confidentiality.
- Take responsibility for own learning and seek support when needed.
- Use RTO facilities and resources responsibly.
- Get Skilled Training has a zero-tolerance policy towards illegal drugs and use of alcohol. Any person found to be in possession or under the influence of illegal drugs or alcohol will be asked to leave the premises.
- Maintain appropriate behaviour in face-to-face and online environments.
- Notify the RTO of changes to personal information and contact details.
- Respect the cultural, religious, and gender diversity of others.
- Comply with WHS requirements, follow the safety instructions and advice of the Trainer and Assessor and report any hazards or risks.
- Use IT systems and LMS platforms only for learning purposes and in accordance with usage policies.
- Keep mobile devices on silent during sessions unless authorised.
- Provide feedback and raise complaints or appeals through the appropriate internal processes outlined within the Feedback, complaints and appeals policy and procedure.
- Protect the integrity of assessments by not sharing answers or materials or engaging in forms of plagiarism or cheating.
- Accept and act upon Trainer feedback constructively.
- Refrain from bullying, harassment, or discriminatory behaviour towards other students, the Trainers, Assessors or other personal within Get Skilled Training.

Student Selection and Enrolment Procedure

The Enrolment procedure commences when a student contacts Get Skilled Training expressing interest in a training program(s). Get Skilled Training staff will respond by providing pre-enrolment information, information on the program(s) being considered, and any other documentation which may be relevant.

Enrolment and admission into some Get Skilled Training programs is subject to meeting certain prerequisite conditions and/or entry requirements. Specific details of the prerequisites pertaining to these training programs are contained in individual course information which is available on the Get Skilled Training website. In the case that a potential student does not meet the prerequisite conditions and/or entry requirements, Get Skilled Training staff will assist them in understanding the alternative options available to them. Any questions regarding these arrangements can be addressed by Trainers or Get Skilled Training staff.

A pre-course evaluation of each student is conducted. Questions are designed to identify the student's needs and will allow Get Skilled Training staff members to evaluate any requirements the student may have to improve their learning experience and outcome. Based on the information gathered through the initial application, interview, and any other relevant correspondence and conversations. Applications will be assessed to ensure that the student meets any prerequisites and/or entry requirements that have been set for the selected course.

Course Information

Course information is provided for on each relevant course webpage on the Get Skilled Training website. Please ensure you read and understand the provided course information material, including any course information booklets where provided. If you have any questions about your preferred course, please contact us before enrolling.

Course Specific Requirements

Some programs delivered by Get Skilled Training include mandatory licensing requirements and/or prerequisites that must be held by students prior to or at the time of enrolment. These may include:

- Holding a current trade qualification in a related discipline
- Partially completing or actively participating in an apprenticeship
- Completing an apprenticeship

- Providing evidence of 6+ months full-time work experience in the industry
- Access to an appropriately qualified supervisor to complete on-the-job verification

Please refer to the Get Skilled Training website for a full list of course-specific prerequisites for your chosen program.

Refrigeration Licensing Requirements – All students undertaking refrigeration training will need to hold the appropriate licence. This may include:

- CL000 – Refrigeration and Air Conditioning Trainee Licence (classroom), or
- TL000 – Trainee Refrigeration and Air Conditioning Licence

Restricted Electrical Licensing Requirements – All students undertaking electrical training which leads to occupational licensing must hold the appropriate training permit/letter before undertaking their training and assessment. This may include:

- A training permit from the ESO in Queensland
- A letter from the ESV in Victoria
- Approval from Building and Energy Western Australia

Licensing is at an additional cost and is not included in the course enrolment fee. Please visit the ARCTick.org website for air conditioning or refrigeration licensing or your state or territory regulator for electrical licensing for more information on licensing requirements or contact a member of our enrolments team.

Personal Protective Equipment (PPE) Given the nature of training delivered by Get Skilled Training, students must provide their own personal protective equipment (PPE) while attending practical workshops. This includes, but is not limited to:

- Steel-capped boots or reinforced toe-cap shoes
- Flame-retardant cotton drill long-sleeved work shirt and long pants
- Gloves
- Safety glasses/eye protection

Technology Requirements Students will also need access to a laptop, computer, tablet, or similar device to access the Get Skilled Training learning portal. The device must be able to connect to Wi-Fi, and students must have access to a reliable internet connection outside of class.

Evidence of Identity

You are required to provide evidence of identity as part of your enrolment. This is used to confirm authenticity, verify your citizenship or residency status, and assess your eligibility for government funding, where required.

The type and amount of identification evidence required will vary depending on the course.

Please note that Get Skilled Training is not a CRICOS provider and cannot generally enrol international students on a Student Visa (subclass 500) except where specific exemptions apply.

Change in Personal Details

If a student's personal details changes, such as their name, address, or phone number, they must advise the Get Skilled Training administration team as soon as reasonably possible to undertake the relevant change of personal details process.

Unique Student Identifier (USI)

The Unique Student Identifier (USI) scheme allows students to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs. Under the scheme each student enrolling into a VET course is required to hold a USI.

All accredited training reported against a student's USI will be recorded on their transcript. Students will have access to their transcript through the USI website.

Get Skilled Training requires all students to provide a USI at the time of enrolment.

You can access your USI through the following website <http://www.usi.gov.au>, you will need at least one valid form of identification, and the application process takes around 10 minutes to complete. There is no fee for creating a USI. If you have undertaken any form of accredited training since 2015 you may already have a USI, you can retrieve your existing USI from the USI website.

If you have been granted a USI exemption under the Student Identifier Act 2014, the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript provided by the Registrar.

Funding Access Requirements

If you are enrolling into a course that is eligible for government funding, you will need to provide additional documentation to prove eligibility. The specific evidence required, rules that need to be met, and how much of the course is subsidised will vary depending on the type of funding arrangement. Refer to the “Course Funding” tab on the Get Skilled Training website.

Queensland

Get Skilled Training is a Skills Assure Supplier (SAS) and has access to the following Queensland funding programs through the Department of Trade, Employment and Training (DETE).

- Career Start – Apprenticeship or Traineeship Pathway

Australian Capital Territory

For electrical workers, plumbers and air conditioning trade assistants currently working for a company or organisation that carries out work in the ACT, a funding rebate is available with the [ACT Building and Construction Industry Training Fund Authority \(TFA\)](#) to reduce training costs and to help businesses and employees to develop and enhance their skills.

South Australia

Funding may be available to eligible SA residents through the Construction Industry Training Board (CITB). To receive CITB subsidised training, eligible students are required to supply their valid CITB number to Get Skilled Training at enrolment which allows us to confirm your eligibility prior to the course commencement. To apply, find or renew your CITB number, please visit the CITB website [here](#).

Tasmania

Students working for a company or as a sole trader in the building and construction industry may be eligible for funding for their course via Keystone. An application must be made with Keystone up to 3 full business days before training begins. To fill in a Keystone application please [click here](#).

Western Australia

For electrical workers, plumbers, and air conditioning trade assistants currently working in the construction industry in Western Australia, funding is available with the [Construction Training](#)

[Fund](#) to reduce training costs and to help businesses and employees to develop and enhance their skills.

A maximum of \$500 is available for training undertaking in Metropolitan Areas such as Perth. [Click here](#) for more details on this funding opportunity.

If you require further information on the Construction Training Fund's Construction Skills or Industry Skills programs, please phone [\(08\) 9244 0100](tel:(08) 9244 0100) or email inquiries@bcitf.org.

Course Withdrawal

Please refer to Get Skilled Trainings Payment Terms, Cancellation and Refund policy on our website for further information.

Failure to Progress

Courses offered by Get Skilled Training have a set course duration, meaning that you are required to complete your entire course before your course end date. One of the biggest risk factors for failing to complete the course is lack of steady course progression. Some qualifications require significant time and effort, but students who chip away consistently are much more likely to succeed than those who leave everything to the last minute.

As a Get Skilled Training student, you're expected to:

- Stay engaged with your coursework,
- Submit assessments on time,
- Communicate regularly with your Trainer or Assessor.

Investing your time into your coursework is an investment in your future self. If you're not meeting assessment due dates or not engaging with your course, your Trainer may identify you as at risk of non-progression. In this case, they'll contact you to discuss your options. Options will depend on your course and any relevant government funding rules or deadlines.

If we don't hear from you at all, your enrolment may be cancelled. As a rule, 3 months of no contact or activity is considered grounds for course cancellation due to abandonment.

Enrolment Cancellation

Your enrolment may be cancelled in the following circumstances:

- **Course abandonment:** If there is no contact or activity for 3 months, you will be considered to have abandoned your course. This applies to all students unless an extension or special arrangement has been approved.
- **Lack of course progress:** If you're enrolled in a government-funded course (such as an apprenticeship), you must show genuine and ongoing engagement with your training. If you fail to meet these expectations and do not respond to contact attempts, your course may be cancelled to meet government funding and reporting requirements.
- **Course end date:** Your enrolment period ends on your official course end date. Once this date passes, your access to course materials and assessment tools will be removed. If you haven't completed the course by this date and wish to continue, you will be required to re-enrol into the course.

Student Support

Get Skilled Training can offer advice on course suitability prior to your enrolment being finalised. During enrolment, Get Skilled Training offers the following supports:

- Access to our administration team, who can help you with administration questions, basic technological support such as navigating the student portal
- Access to an allocated, qualified and experienced Trainer and Assessor

All general student support enquires will be responded to by a Get Skilled Training staff member in a timely manner.

Individual Support Strategies – Language, Literacy, Numeracy and Digital

You will be required to complete a Language, Literacy, Numeracy and Digital (LLND) indicator assessment prior to enrolment. The outcome of this indicator will be used by Get Skilled Training to give you advice on course suitability, and suitable support strategies based on your individual needs, where relevant.

The advice provided is based on your LLND assessment. You know yourself best, so if you believe that the advice does not apply to you, and you would like to continue with your enrolment, it will be considered that you understand and accept the advice given.

Get Skilled Training already provides a range of support strategies that are beneficial for all students, regardless of LLND outcomes or other individual unique challenges, such as identifying as having a disability. On a case-by-case basis, Get Skilled Training may provide additional learner supports needed which are unique to the student. If additional support attracts an additional cost to the student, Get Skilled Training will provide these details before the enrolment is approved.

If you are unsure about your LLND results, whether you believe you may have individual challenges that could affect your ability to complete the course, or need more information about how we can support you, please contact us first to discuss.

General Support

Students are encouraged to raise any queries and support needs at any stage with relevant Get Skilled Training personnel. Get Skilled Training has implemented the following effective support strategies tailored to the student cohort and course.

Service Type	Contact	Availability
Training Support Services GST determines and provides training and support services based on student need to ensure successful course completion	Trainers, RTO Administration	Available throughout the enrolment period
Access to Trainers & Assessors Student's access to Trainer and Assessors for academic support	Trainers	During scheduled training sessions, office hours and by appointment
Student Communication & Response Time Queries are responded to in a timely manner	Trainers, RTO Administration	Response within two (2) business days for email enquiries and during business hours for phone support
Pre-Enrolment Materials Information provided to ensure students understand course requirements, support services and training expectations.	RTO Administration	Prior to course commencement
Study Support & LLND Assistance Study skills programs, LLND support and referrals for students requiring assistance	Trainers, External Providers (e.g. Reading, Writing Helpline)	As negotiated throughout enrolment
Learning Resources Access to study materials, research tools, and training resources	Trainers, RTO Administration	As required, determined at enrolment or upon request
Mediation & Counselling Services Mediation services for conflict resolution and referrals to external counselling support.	Trainers, RTO Administration, General Manager	As required/by referral
Flexible Scheduling Adjustments to training and assessment schedules for student needs.	Trainers, RTO Administration, General Manager	As required/by referral
ICT Support Assistance with online platforms, LMS access and digital tools	Trainers, RTO Administration	Business hours, excluding weekends and public holidays

Students with a Disability

Get Skilled Training has obligations under the *Disability Standards for Education 2005* and the *Disability Discrimination Act 1992* to support students with disability to access and participate in training and assessment on the same basis as students without disability. Students with a disability will be supported to disclose their disability to Get Skilled Training if they choose to do so. Students can choose to disclose information at any time prior to or during their enrolment.

Disclosing this information is the personal choice of each student and is not a requirement of enrolment. However, students should note that providing information about the impact of your disability early the enrolment process will assist Get Skilled Training to ensure that reasonable adjustments can be put in place as soon as possible.

Reasonable Adjustment

Get Skilled Training recognises that some people are better suited to learning via teaching methods not usually obtained in traditional classroom settings. With some minor adjustments to teaching and assessment methods, a student who is experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.

The staff and management of Get Skilled Training respect these differences among students and will endeavour to make any necessary adjustments to their methods in order to meet the needs of a variety of students.

Reasonable adjustment means adjustments that can be made to the way in which evidence of student performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent / not competent decisions (and / or awarding grades) should not be altered in any way. That is, the standards expected should be the same irrespective of the group and / or individual being assessed; otherwise, comparability of standards will be compromised. For example, a student who has difficulty writing may be able to type their assessment instead or verbally answer questions. However, if the requirements of the unit mean that a student needs to demonstrate an ability to write information by hand, these adjustments would need to be reviewed.

Acceptable adjustments to teaching and assessment methods will vary depending on the needs of the student and the type of evidence that needs to be gathered.

The need for an adjustment and the nature of an adjustment will be determined in consultation with the student or the student's chosen advocates or representatives. This might include consultation on whether there is any other adjustment that would be no less beneficial for the student but less disruptive and intrusive for others. Information about the student's disability will form part of an assessment of:

- What adjustment may be required, including assessing the nature and extent of the adjustment needed and assessing Get Skilled Training's capacity to provide the adjustment; and
- To clarify the student's ability to comply with the requirements of their desired course or training program, ensuring that these requirements are genuine and non-discriminatory.

Get Skilled Training staff will pursue any reasonable means within their ability to assist students in achieving the required competency standards. If a student's needs exceed the capacity of the support services Get Skilled Training can offer, they will be referred to an appropriate external agency. Where it is determined that a student is unable to comply with any genuine and non-

discriminatory requirements of a course or training program, Get Skilled Training will consult with the student, as well as the student's chosen advocates or representatives if nominated, about the next steps that can be taken.

As per the *Disability Standards for Education 2005* Section 3.4(3), Get Skilled Training is entitled to maintain the academic requirements of the course that are inherent or essential to its nature. Therefore, a reasonable adjustment cannot be applied where the inherent requirements of the course are modified or removed. For example, a student cannot be assisted with fitting personal protective equipment (PPE) in the White Card course.

External Support Services

Get Skilled Training will do what we can to support you. However, sometimes the scope of support falls outside our training and assessment services. Where this is the case, students can refer to an external professional support service. While every effort has been made to ensure the accuracy and relevance of this information, Get Skilled Training does not endorse or guarantee the services of any external organisations. Students should contact the providers directly to confirm service availability and suitability.

In an Emergency: If there is an immediate threat to anyone's safety, contact Triple Zero (000) for ambulance, fire, or police.

External Support Services		
Organisation	Description	Contact Details
MATES in Construction	Is a leading mental health and suicide prevention support service that provides industry-specific training, peer support and crisis intervention to workers across the building and construction sector.	P: 1300 642 111 W: www.mates.org.au
Lifeline Australia	A nationwide organisation offering 24/7 crisis support and suicide prevention services to all Australians facing emotional distress.	P: 13 11 44 W: https://www.lifeline.org.au
Beyond Blue	Beyond Blue is a trusted and reliable source of mental health information, support and hope for Australians.	P: 1300 22 4636 W: https://www.beyondblue.org.au
Medicare Mental Health	Medicare Mental Health is a free service that connects you with the mental health support service in your area.	P: 1800 595 212 W: https://www.medicarementalhealth.gov.au
Kids Helpline	Access free and confidential 24/7 online and phone counselling service for young people aged 5 to 25.	P: 1800 55 1800 W: https://kidshelpline.com.au

External Support Services		
Organisation	Description	Contact Details
13YARN	13YARN provide 24/7 support to Aboriginal and Torres Strait Islanders (First Nations people) in crisis.	P: 13 92 76 W: https://www.13yarn.org.au
Aboriginal and Torres Strait Islander Family Wellbeing Services	A free, confidential service offering Aboriginal and Torres Strait Islander families comprehensive support for social, emotional, physical, and spiritual wellbeing, while helping you safely care for and protect your children.	P: 1300 117 095 W: https://www.familywellbeingqld.org.au
WomensLine Australia	DVConnect's WomensLine is a free helpline for women and their children in Queensland who are experiencing domestic and family violence.	P: 1800 811 811 W: https://www.dvconnect.org/womensline
MensLine Australia	MensLine Australia is a free telephone and online counselling service offering support for Australian men anywhere, anytime.	P: 1300 789 978 W: http://www.mensline.org.au
QLife	QLife provides anonymous and free LGBTIQ+ peer support and referral for people in Australia.	P: 1800 184 527 W: https://www.qlife.org.au
JobAccess	Access advice, information and funding to support people with disability, employers and service providers.	P: 1800 464 800 W: https://www.jobaccess.gov.au
Alcohol and Drug Foundation	Australia's leading organisation dedicated to reducing alcohol and drug-related harm through evidence-based strategies and positive community change.	P: 1800 250 015 W: https://adf.org.au
Financial Counselling Australia	If you are experiencing financial difficulty, you can speak to a free, independent financial counsellor.	P: 1800 007 007 W: https://www.financialcounsellingaustralia.org.au
Reading Writing Hotline	A free service to help adults improve their reading, writing and basic maths.	P: 1300 6 555 06 W: https://readingwritinghotline.edu.au

Supporting Your Own Wellbeing

Supporting personal wellbeing as a student is vital for maintaining a balanced and fulfilling life, and to ensure you can maintain engagement with your studies.

To support wellbeing, students should:

Prioritise Mental and Physical Health:

- Get enough sleep - aim for between 7 and 9 hours per night.
- Eat a well-balanced diet and ensure you drink enough water.
- Engage in regular physical activity that suits your lifestyle, needs and level of ability.
- Practice mindfulness or meditation to reduce stress.

Maintain a Healthy Routine:

- Set realistic goals and manage your time effectively.
- Avoid overcommitting - balance study, social life, and self-care.
- Take breaks to recharge and avoid burnout.

Build a Support System:

- Stay connected with friends and family.
- Seek help when needed - talk to a mentor, teacher, or counsellor.
- Join clubs or activities that bring joy and foster connections.

Develop Healthy Study Habits:

- Create a structured study plan and avoid cramming.
- Find a quiet, comfortable place for studying.
- Use productivity techniques like the Pomodoro method to stay focused.

Manage Stress Effectively:

- Engage in hobbies or creative activities that bring relaxation.
- Limit screen time and social media usage to avoid distractions.
- Practice gratitude - reflect on positive moments in your day.

Equal Opportunity and Inclusion

We recognise that some students may face additional barriers to education based on their personal circumstances, including but not limited to cultural background, language, disability, gender, age, sexuality, religion and socioeconomic status. Get Skilled Training is committed to providing a safe, fair and inclusive learning environment. We are dedicated to responding to individual needs in a respectful and practical way.

We support the participation and success of First Nations people through respectful relationships, appropriate adjustments and continued learning from Aboriginal and Torres Strait Islander perspectives. We are committed to applying our continued learning in our processes, training and assessment material and communication styles.

Get Skilled Training acknowledges the Traditional Owners of the land on which we live, work, and learn, and pay our respects to Elders past, present and emerging. We recognise that these lands have always been and always will be places of teaching, learning, and sharing knowledge. We honour the enduring cultural and spiritual connection of Aboriginal and Torres Strait Islander peoples to Country.

Child Safety

Students under 18 years of age may enrol in courses with Get Skilled Training. Where Get Skilled Training offers training or assessment to VET students aged under 18 risks to their safety and wellbeing associated with our delivery of training or assessment are identified and managed. This includes the content of training and how training and assessment are delivered.

Get Skilled Training is committed to ensuring that students are protected from all forms of harm, including bullying, harassment, discrimination, and intimidation. All staff are required to report to Get Skilled Training management any behaviour that can reasonably be considered harmful or potentially harmful to students, or where it is reasonable to believe that a student has been harmed or requires protection from harm.

Get Skilled Training will comply with all relevant State and Federal legislation in the area of working with children, and the National Principles for Child Safe Organisations.

Feedback and Continuous Improvement

Get Skilled Training recognises that opportunities for improvement may arise in every aspect of business and has developed an organisational culture within Get Skilled Training to capitalise on these opportunities for improved practice. Get Skilled Training supplies feedback forms to all students at the end of each program as an important and valuable factor in monitoring and developing business practices and quality training, ensuring the everchanging needs and expectations of clients are being met. The Director also welcomes feedback from other improvement opportunities such as reviews of workplace health and safety including how practical tasks are prepared for, demonstrated and completed, student suggestions, complaints and appeals, validation sessions and audit reports. As a student with Get Skilled Training, your feedback is critical to our continuous improvement policy. Along with the formal feedback mentioned earlier, students are encouraged to give feedback throughout their enrolment. In order to encourage and achieve continuous improvement based on the collection of the above-mentioned data, Get Skilled Training has developed a best practice register which includes a written record of all improvement strategies.

Surveys

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

Misconduct

Get Skilled Training makes every effort to practice cooperation and mutual respect in all internal and external dealings to uphold high quality, professional training, and assessment services. The same disciplined behaviour is expected of students as a contribution to a functional learning environment, and as a sign of respect to staff and fellow students.

Get Skilled Training requires that all students observe the Student Code of Conduct at all times.

All students are also asked to operate within the general guidelines of the policies and procedures as outlined here in the Student Handbook. Get Skilled Training expects all students to conduct themselves with honesty and integrity in all their dealings with staff and other students. This is especially important in the verification that a student's work is genuinely their own. This environment of mutual respect and understanding is important to foster the learning process, and it is all of our responsibility to maintain.

Failure to uphold the policies and rules as described in this Student Handbook is considered to be misconduct and may result in disciplinary action. All notices and notes of verbal discussions relating to misconduct and counselling sessions will be placed on the individual's student file. Get Skilled Training's Management Team advises any Trainer or staff member who is dissatisfied with the behaviour or performance of a student that they have the authority to:

- Warn the student that their behaviour is unsuitable; or
- Advise the student to leave the room for break and return after a few minutes once they have modified their behaviour.

If a student wishes to object or lodge an appeal against the disciplinary action taken, they have the right and opportunity to follow the Get Skilled Training's complaint and appeals procedure.

Academic Integrity

Academic dishonesty poses significant risks to the VET industry. When students cheat their way through assessments, they fail to develop the competencies their credentials claim they possess, potentially endangering themselves, colleagues, and the public. Forms of academic dishonesty include copying others' work, submitting assignments completed by someone else, or misrepresenting borrowed ideas as original. While you're encouraged to conduct research and incorporate external sources, you must reword the content and provide proper attribution, such as including source links. Take care when studying with classmates, as sharing specific answers undermines the assessment's validity since it cannot verify individual understanding. This principle applies across all Get Skilled Training programs, particularly safety-critical courses like the White Card. The determining factor in cases of cheating is whether there's evidence of deliberate, repeated dishonest conduct. Get Skilled Training staff follow an internal Academic Integrity Policy that outlines indicators of potential misconduct. When concerns arise, the organisation conducts a thorough investigation before deciding on appropriate consequences. Get Skilled Training requires all learners to maintain honest practices and demonstrate genuine completion of their assessments. The solution is straightforward - do your own work!

Get Skilled Training acknowledges the increasing use of Generative Artificial Intelligence (AI) tools in various educational and workplace settings. While these tools can support learning and skill development, their use in assessment must align with principles of academic integrity and the competency-based assessment requirements of the Australian VET sector. Students are expected to demonstrate their own knowledge, skills, and competence in assessment tasks. The unauthorised use of Generative AI tools to produce, modify, or complete assessments without proper acknowledgment may be considered academic misconduct, including plagiarism or cheating.

Cheating is the act of attempting to circumvent the assessment practices in an unethical or illegal manner.

Plagiarism is a form of cheating. Plagiarism is the practice of claiming or implying original authorship of (or incorporating material from) someone else's written or creative work, in whole or in part, into one's own without adequate acknowledgement.

Cheating and plagiarism are serious breaches of academic integrity and may result in disciplinary action, including exclusion from a unit, module, or course. To maintain integrity in assessment, students must ensure that all work submitted is their own and properly reference any external sources used.

To support transparency and uphold academic integrity, Get Skilled Training provides the following guidance regarding the use of AI and AI-assisted tools in learning and assessment contexts. Any use of AI must be explicitly authorised or acknowledged in accordance with the expectations set out below:

Use Case	Outcome	Conditions/Notes
Generating full or partial assessment responses using AI (e.g. ChatGPT)	Prohibited	Considered academic misconduct
Using AI to brainstorm or assist with research ideas	Permitted with citation	Students must acknowledge AI assistance within their submission (e.g. "This work was supported using [Tool] for research purposes")
Using AI tools to check grammar, spelling or readability	Permitted	No citation required, provided the content remains the student's original work
Using AI-powered translation tools (e.g. Google Translate)	Context-specific	Must be discussed with the Assessor. Students must demonstrate understanding of translated content.
AI generated diagrams, visuals or charts	Prohibited	Considered academic misconduct
Submitting AI generated content as original work	Prohibited	Considered academic misconduct

Any uncertainty regarding the appropriate use of AI must be clarified with the assigned Trainer or Assessor prior to submission.

Fees

Course fees are outlined in each respective course page on the Get Skilled Training website.

Course fees are subject to change at any time prior to enrolment. Payment of course fees can be made to Get Skilled Training via Direct Deposit, Credit and Debit Card and in some cases Purchase Order.

Under fee for service arrangements, Get Skilled Training will only collect a maximum of \$1,500 in prepaid fees per course where the payment is made by the student, or from someone on the behalf of the student. Where the course total value exceeds this amount, payments will be made at progression points as per the agreed terms. Failure to make payment as per the agreed terms may result in suspending your access to training and assessment services until the agreed fees have been paid.

For all courses paid for by a third party/employer, the entire fee may be collected on enrolment.

The course fee covers the student's access to training and assessment services, including access to your allocated Trainer and Assessor, training and assessment materials needed to complete the course and support from our administration team.

Please note that some courses may require you to purchase additional resources needed for completion. For example, all Get Skilled Training deliveries require students to have access to a laptop, computer, tablet, or similar device with a reliable internet connection, in order to access and complete theoretical work and practical assessment forms online via our website. Additional consideration should be made in relation to each course's requirement for Personal Protective Equipment (PPE), such as safety toe boots, long-sleeved work shorts, pants and eye protection which are required to be supplied by the student.

IMPORTANT: Student's enrolling into some Get Skilled Training courses will be required to apply for and hold an Australian Refrigeration Council (ARC) Refrigeration and Air Conditioning Trainee License (at an additional cost of \$36.00 as at December 2025) or similar at an additional cost.

Students enrolling in the restricted electrical course may be required to obtain a permit/letter from their state or territory regulator to undertake training. Additional information regarding licensing requirement can be obtained through contacting a member of the Get Skilled administration team.

Government Funding

Fee structures, such as concessions, will differ depending in funding arrangements where applicable. Refer to the “Course Funding” tab on the Get Skilled Training website for more information.

Recognition of Prior Learning Fees

Where a student undertakes the RPL process, this will attract an additional administration and assessment fee. This fee is in addition to the course fee listed on the Get Skilled Training website and on the course flyer.

- UEE20120 RPL Fee: \$95.00
- UEE32225 RPL Fee: \$1,450.00

This fee covers the initial application, consultation and wither in person or via phone with a suitably qualified Assessor, and the RPL assessment.

Workshop Re-Booking Fees

A workshop re-booking fee may apply when insufficient notice (less than 3 business days) is provided to Get Skilled Training.

- \$250.00 for short course workshops
- \$350.00 for qualification workshops

Administration Fees

All approved refund requests, except for Career Start – Apprenticeship Pathway funded students, are subject to an administration fee. The administration fee will be subtracted from the total refund amount prior to the payment being made to the student. Administration fees cannot be refunded or waved without the written approval of the General Manager and/or Director, as these fees contribute to the reimbursement of costs Get Skilled Training incur processing student refund applications and other operational and administrative outlays.

- \$150.00 per enrolment

Re-Printing and Issuing Fees

Where a student requests a printed copy of their certification or course reference material booklet, the following fees apply:

- Statement of attainment \$20.00 + GST
- Qualification (with academic transcript) \$25.00 + GST
- Certificate II in Split Air Conditioning and Heat Pump Systems – Course Reference Material Booklet \$30.00 + GST
- Certificate III in Air Conditioning and Refrigeration – Course Reference Material Booklet per Unit of Competency \$30.00 + GST

To request a printed copy of your certificate or statement of attainment, please contact with a member of our administration team.

If a student requests a hard copy print out of their records this will incur a charge of \$30.00 for administration, printing and postage.

Refund Policy

Get Skilled Training will protect fees paid in advance and has a fair and reasonable refund policy (please see the Get Skilled Training website for the full Payment Terms and Cancellation Policy).

The following amounts will be refunded for fee for service enrolments.

Fee for Service Refund Amounts		
Reason for Refund	Notification Requirements	Refund Amount
Student cancels or withdraws	In writing 14 days or more prior to the course commencement	100%
Student cancels or withdraws	In writing 7 days or more prior to the course commencement	75%
Student cancels or withdraws	In writing made between 6 days – 1 day prior to the course commencement	50%
Student withdraws on the day of the course starting or after commencing	Withdrawal on the day of the course starting or after starting the course	No refund
Course is cancelled by Get Skilled Training prior to commencement		Get Skilled Training will contact you to offer to rebook you into the next available course in your area that suites you or offer a full refund of the course fees paid
Course is cancelled by Get Skilled Training after commencement		A pro-rata refund will be made to students. The total amount will be based on the number of units of competency that you have not yet completed or commenced.
Career Start – Apprenticeship Pathway Refund Amounts		
Reason for Refund	Notification Requirements	
Where the student/apprentice has paid the co-contribution fee amount and withdrawn/cancelled their training contract prior to commencing training	100%	
Where the student/apprentice has paid the co-contribution fee amount and withdrawn/cancelled their training after commencing	A pro-rata refund will be made to the student. The total refund amount will be based on the number of units of competency that have not yet been completed or commenced.	
Where the employer has paid the co-contribution fee amount and withdrawn/cancelled their training contract prior to commencing training	100%	
Where the employer has paid the co-contribution fee amount and withdrawn/cancelled their training after commencing	A pro-rata refund will be made to the Employer. The total refund amount will be based on the number of units of competency that have not yet been completed or commenced.	

If you are eligible for a refund on course fees already paid for your course, the full refund amount will be paid directly into your nominated bank account. You will need to provide the details of your bank account to the Finance Team to allow them to process your refund.

By enrolling into a course with Get Skilled Training you agree to pay the full Course fee for the Course using the payment method you have selected. You are required to pay the full amount of the Course fees even if you do not complete your Course, or if you fail to advise Get Skilled Training of withdrawal from your Course within the refund periods as show in the Payment Terms and Cancellation Policy.

Credit Transfer

Credit transfer is the recognition of unit/s of competency that students have previously successfully completed. Credit may be obtained by students if they have previously completed units in courses or qualifications with other VET providers or with Get Skilled Training. When credit is recognised, you don't need to repeat training or assessment for that unit.

To receive a credit transfer for a unit you must provide formal evidence that you've previously completed the unit (this includes if you have previously completed an earlier version of a unit which is equivalent). Formal evidence can be a qualification certificate or transcript, statement of attainment or your VET transcript.

Get Skilled Training will recognise all verifiable AQF qualifications and statements of attainment issued by any other RTO, as well as verified VET Transcripts. If any ambiguity is detected when validating a student's certification, Get Skilled Training will seek verification from the student or relevant RTO before recognising the evidence provided.

There is no reduction in fees for Fee for Service students if Credit Transfer is applied for or granted. Where a student is accessing a government subsidy or funding, pro-rata refunds may be applied to fees, the amount to be paid will be confirmed prior to enrolment.

How to apply for Credit Transfer

Students who believe that they are eligible for Credit Transfer should speak with our administration team prior to or at the time of enrolment, or at any time during their enrolment. Additionally, where our administration team identifies that a student may be able to receive a credit, we will let the student know.

Students will need to supply suitable evidence to claim a credit transfer, this may include:

- AQF qualification and record of results
- A Statement of Attainment
- Verified VET Transcript (USI Transcript)

If a student has lost evidence of their previously completed study, they should contact the RTO that issued the AQF qualification or Statement of Attainment. If the student has difficulty contacting the issuing RTO, or if that RTO has ceased operations, the student should contact the Australian Skills Quality Authority (ASQA) for assistance - www.asqa.gov.au.

When a student provides evidence for the purpose of applying for a credit transfer, a copy will be taken and kept on the student's file. Get Skilled Training staff will verify the authenticity of the evidence provided and may request additional evidence.

To verify the authenticity of credit transfer evidence, Get Skilled Training staff may:

- Ask to see an original copy of AQF qualification and record of results, or Statement of Attainment
- Ask for a certified copy of the evidence (i.e., a copy that has been witnessed and signed as true and correct by a Justice of the Peace or a Commissioner of Declarations)
- Contact the RTO that issued the original AQF qualification and record of results, or Statement of Attainment to verify the authenticity of the evidence
- Use the QR code on a VET Transcript to verify its authenticity

In the event that the authenticity of the evidence provided cannot be established, the application for a credit transfer may be refused. If this occurs, students will be offered an opportunity to provide suitable alternative evidence.

If the authenticity of evidence can be verified, Get Skilled Training staff will inform the student that their application was successful and will apply the relevant credits. Staff will ensure the student is aware of and understands what component(s) of their training and assessment are affected.

Recognition of Prior Learning

Recognition of prior learning (RPL) means recognition of competencies currently held, regardless of how or where the learning occurred. These competencies may be attained through any combination of formal or informal training and education, work experience or general life experience.

In order to grant RPL, the Assessor must be confident that the student is currently competent against the endorsed industry or enterprise competency standards or outcomes. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples.

The Assessor must ensure that the evidence is:

- **Authentic** – The Assessor must be assured that the evidence presented for assessment is your own work.
- **Valid** – The Assessor must be assured that you have the skills, knowledge, and attributes as described in the module or unit of competency and associated assessment requirements.
- **Current** – The Assessor must be assured that the evidence demonstrates current competency. This means the evidence should be from the present or the very recent past.
- **Sufficient** – The Assessor must be assured that the quality, quantity, and relevance of the evidence enable a judgement to be made about your competency.

Get Skilled Training appreciates the value of workplace and industry experience and recognises that students will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired and the RPL process is designed to provide validation of such relevant skills.

The RPL Process

Recognition of Prior Learning (RPL) is a process that assesses an individual's formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and / or partial or total completion of a VET qualification.

Students who believe they have already obtained current skills and knowledge that would otherwise be covered in the qualification / unit of competency which they intend to attain, can advise Get Skilled Training staff prior to enrolment or at any time during their course. The student's skills and

knowledge will be assessed and validated, and where appropriate, units of competency acknowledged, and face-to-face training reduced.

As part of the Get Skilled Training enrolment process, students will be advised of the availability of RPL, what the process involves and how it relates to the attainment of the qualification. Students will be reminded of the availability of this option progressively throughout their time in training, to provide multiple opportunities for students to engage in the RPL process. Students will be required to provide a variety of evidence that can be used to support an RPL application.

Students will need to ensure that the evidence provided meets the Rules of Evidence, namely that it is valid, sufficient, authentic, and current.

Evidence may include:

- **Primary Evidence:** This is evidence that is provided “firsthand”, it has not been interpreted, it is factual and objective. This evidence may include work samples, recordings, records, or original documents, such as licenses, certificates, and academic transcripts.
- **Secondary Evidence:** This is evidence that is gathered after the fact and is often an interpretation, commentary, or evaluation of primary evidence. It may be considered less reliable than primary evidence. This evidence may include resumes or written references.

Ideally, students should provide a mixture of both Primary and Secondary Evidence to support their application. Your Assessor will check the evidence provided and confirm whether further information is required or if your RPL application was successful.

Training and Assessment

Get Skilled Training is committed to meeting the requirements of the 2025 Outcome Standards for RTOs, delivering high quality training and assessment services that exceed the expectations of their students. To ensure this, Get Skilled Training has implemented processes for industry engagement and data collection and analysis within its operations to ensure provision of relevant training and assessment. The respective training strategies are subject to ongoing continuous improvement. Continuous improvement measures in this area respond to the results of data analysis and involve all internal and external stakeholder groups.

Training and assessment at Get Skilled Training follow a competency-based assessment model. This means students are assessed on their ability to demonstrate the required skills and knowledge to the standard set by each unit of competency. Competency-based assessment is not graded. Instead, students must meet 100% of the performance criteria to demonstrate that they are competent in each task. As a result, there are two outcomes for each assessment activity:

- **Satisfactory:** You have successfully completed all assessment tasks to the required standard.
- **Not Yet Satisfactory:** One or more parts of the assessment do not yet meet the required standard. This is not a failure, it simply means you're not quite there yet.

Once you have achieved a Satisfactory outcome for all required assessment tasks in a unit, you will be deemed competent for that unit, and no further evidence is required. Please note that some assessments may require you to demonstrate competency on multiple occasions e.g. most units of competency in the UEE training package will require an assessment of the elements, performance criteria and performance evidence on at least two (2) separate occasions.

Your Trainer will provide clear and detailed feedback on any assessment items that require further evidence or improvement. You are only expected to address the specific items identified by your Trainer. If anything in your feedback is unclear, please don't hesitate to reach out to your Trainer for clarification, they're here to help you succeed.

Get Skilled Training will apply the Principles of Assessment and the Rules of Evidence as outlined in the 2025 Standards for NVR RTOs.

Principles of Assessment	
Principle	Description
Fair	Fairness in assessment requires consideration of the individual student’s needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the RTO, the Assessor, and the student to ensure that the student is fully informed about, understands and is able to participate in the assessment process, and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be re-assessed if necessary.
Flexible	To be flexible, assessment should reflect the student’s needs. It needs to provide for recognition of competencies no matter how, where or when they have been acquired. Assessment should draw on a range of methods appropriate to the context, unit of competency, associated assessment requirements and the individual student.
Valid	Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires: <ul style="list-style-type: none"> • Assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance • Assessment of knowledge and skills is integrated with their practical application • Assessment to be based on evidence that demonstrates that a student could demonstrate these skills and knowledge in other similar situations • Judgement of competence is based on evidence of student performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliable	Reliability refers to the degree to which evidence presented for assessment is consistently interpreted and results are consistent with assessment outcomes. Results must be comparable regardless of the Assessor conducting the assessment.

Rules of Evidence	
Rule	Description
Validity	Evidence is considered valid when the Assessor is assured that the student has the skills, knowledge, and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly.
Authenticity	To accept evidence as authentic, an Assessor must be assured that the evidence presented for assessment is the student’s own work.
Currency	In assessment, currency relates to the age of the evidence presented by a student. Evidence collected must be from either the present or the very recent past.

Transition of Training Products

From time to time, nationally endorsed training products, such as qualifications or units of competency, are updated. Get Skilled Training is permitted to accept new enrolment applications in the superseded training product for up to 1 year from the date the replacement training product was published. Approved new enrolment applicants will be required to transition to the updated version when the new product is ready to be offered.

In very rare circumstances where a training product is expired, deleted, or removed from the National Register, Get Skilled Training will be unable to accept new enrolment applications.

If you are currently enrolled in a course that has been superseded or replaced, one of two outcomes will apply:

- You will complete your course under the existing training product, or
- You will be required to transition to the updated version.

In either case, there will be progress milestones that must be met to ensure a smooth and timely transition. If these arrangements affect you, Get Skilled Training will notify you as soon as reasonably possible and provide clear information about what the transition involves, including any changes to your training or assessment.

When a transition is occurring, we understand that you may be curious about what is happening. Get Skilled Training asks for your patience during this time – we'll send you information once we have a transition plan in place.

Certificate Issuance

Upon successful completion of a nationally recognised qualification, Get Skilled Training will issue you with a certificate and record of results.

Upon successful completion of a nationally recognised course that is not a qualification (such as an individual unit or skill set), Get Skilled Training will issue you with a statement of attainment.

Students who voluntarily withdraw or are cancelled from their course are entitled to a Statement of Attainment that will list all units of competency successfully completed in the course if all fees for these units of competency have been paid.

Completion documents will be issued to the student within 30 calendar days from the date the final unit is awarded an outcome. Completion documents are issued in accordance with the Australian Qualifications Framework (AQF).

Note that Get Skilled Training is not obligated to issue completion documentation if there are still outstanding fees (except for apprenticeships).

Complaint and Appeals

Get Skilled Training treats complaints and appeals very seriously and will deal with these in an effective and timely manner. Complaints and appeals may be made by, or made about, any of the following: students, staff, partner organisations, third parties, and any person employed or contracted by Get Skilled Training.

Complaints

Get Skilled Training typically aims to resolve all complaints within three weeks (15 business days).

Get Skilled Training will act upon any substantiated complaints or appeals. These will be recorded within Get Skilled Training's Quality Management System and will lead where appropriate to continuous improvement activities.

In the first instance that a person or organisation wishes to make a complaint about an aspect of our service delivery, they should consult their Trainer and Assessor, administrative staff or Get Skilled Training's General Manager or Director. Employers, contractors or third parties should contact Get Skilled Training's General Manager or Director.

Your Trainer and Assessor should be the first point of contact for students. The aim of this first contact is to resolve the issue quickly.

If the students' complaint is about the Trainer and Assessor, or if the student is uncomfortable discussing this issue with the Trainer and Assessor, then they should contact Get Skilled Training's General Manager or Director.

Should the complaint not be resolved in the first instance, then the complainant is requested to formally lodge a complaint or appeal by completing the Complaints and Appeals Form. These forms are available on the Get Skilled Training website or by contacting Get Skilled Training's Administration staff.

The complainant can take the form away to complete and should be returned within 48 hours so the matter can be promptly investigated using the Complaints Investigation Checklist.

Should the complaint concern Get Skilled Training's General Manager or Director, whether in their capacity as a Trainer and Assessor or in their managerial role, the following process will apply: complaints regarding the Director will be received and processed by the General Manager, and complaints regarding the General Manager will be received and processed by the Director.

This formal complaint will be entered on our Complaints Register for tracking purposes. This is the responsibility of Get Skilled Training's General Manager or Director, the receipt of the Complaint or Appeal will be formally acknowledged within two business days, in writing by Get Skilled Training's General Manager, Director, or delegated person.

Should the nature of the complaint refer to criminal matters or where the welfare of people is in danger, Get Skilled Training will, with the permission of the person making the complaint, seek assistance from other authorities such as the police, legal representative, or other parties as appropriate.

Get Skilled Training will ensure that the student's academic progress will remain unimpeded by their complaint or appeal.

Upon receipt of the formal complaint, Get Skilled Training's General Manager or Director will be responsible for resolving the issue. This will involve at least a formal interview with the student, the Trainer, and Get Skilled Training's General Manager and/or the Director, if appropriate.

Should the issue still not be resolved to the student's satisfaction within three weeks (15 business days), Get Skilled Training will make arrangements for an independent third party to resolve the issue and outline any costs that may be involved with this to the student. The student will be given the opportunity to formally present their case. The time frame for this process may vary but should take no longer than an additional two weeks (10 business days).

All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 10 business days period.

If the process is taking longer than 15 business days from the initial complaint or appeal being received, the student will be notified in writing of the reason for the delay and kept informed about all progress.

If the student is still not satisfied with the outcome, they may take their complaint to the appropriate State/Territory Ombudsman (see External Authorities and Further Escalation below for details).

The Australian Skills Quality Authority (ASQA) accepts complaints about training providers such as Get Skilled Training from all members of the community. ASQA takes a risk-assessment approach to student complaints, which allows them to focus on risks to the quality of vocational education and training in Australia.

ASQA is not a consumer protection agency and cannot act as an advocate for individual students. However, ASQA highly values complaints about training providers—all complaints are used as intelligence to inform regulatory activities.

For more information on how ASQA handles complaints, refer to ASQA's policy on managing complaints about training providers. [Managing complaints about training providers](#)

A further option available to students and organisations is the National Training Complaints Hotline. This number is 13 38 73 and is staffed Monday - Friday, 8 am to 6 pm nationally. More details on the National Complaints Hotline can be found at <http://www.education.gov.au/NTCH>.

Appeals

In rare circumstances, the participant may object to decisions made by Get Skilled Training, including enrolment rejections and assessment outcomes, and wish to appeal these decisions.

(Note: Other circumstances may also apply and be considered on a case-by-case basis)

Enrolment rejection appeal

A prospective student may appeal an enrolment rejection if they believe the decision was made unfairly, in error, or without due consideration. Possible grounds include:

- The prospective student met all published entry requirements but was incorrectly deemed ineligible.
- The prospective student's application was incomplete or misinterpreted, despite sufficient documentation being submitted.
- The decision was based on incorrect or outdated information.
- The prospective student believes reasonable adjustments or support were not considered (e.g., due to disability or LLN&D needs).
- The prospective student was not provided with sufficient explanation or opportunity to clarify or supply additional evidence before the rejection.
- The rejection was inconsistent with the Get Skilled Training's Equal Opportunity and Inclusion Policy.
- The prospective student believes the decision was influenced by bias, discrimination, or procedural error.
- All enrolment rejection appeals will be reviewed under the principles of procedural fairness and natural justice, and students will be notified of outcomes in writing.

Decision appeals (including assessment outcomes)

In rare circumstances, the participant may object to decisions made by Get Skilled Training, including assessment outcomes, and wish to appeal these decisions.

Possible grounds for an Assessment appeal could be (and others are possible):

- The correct response was provided; however, the response was marked incorrect in error
- The material assessed was not covered in the learning materials
- The response provided by the participant was the response provided in class
- Or any other reason.

In the case of the Assessment appeal, the participant will follow the same basic steps as outlined in the complaint and appeal section.

- Discuss the issue with your Trainer and/or Assessor and seek their opinion.
- If you are still dissatisfied, complete the appeals form and submit it to Get Skilled Training's General Manager or Director, who will:
 - Provide written receipt of your case within one business day,
 - Review your case, and if desired, you will be able to present your case to Get Skilled Training's General Manager or Director. Get Skilled Training's General Manager or Director will review your case with you and provide you with a written response, including the reasons for the response.
- At all times, the participant is to be kept updated as to the progress and resolution of the matter.

Irrelevant of the process undertaken to resolve the matter, the appellant will be provided with a formal written statement of the resolution of the complaint or appeal, and this will state the reasons for the decision.

At all times will we keep our participants informed of the progress of their complaint and appeal; should this process take longer than sixty (60) days, we will keep the participant informed of these reasons through written correspondence.

Legislation

Registered training organisations are subject to legislation which clearly sets out standards for training and assessment, as well as business practice. Get Skilled Training complies with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its scope of registration, including participating in regular audit activities.

Staff are advised at induction and kept up to date with changes to legislation through fortnightly webinars and written correspondence. Policies and procedures and associated tools and templates are updated to reflect changes to legislation as soon as practical following advice. Any associated update training is organised in a professional and timely manner. All staff are encouraged to view current legislation online at: <http://austlii.edu.au>

Examples of legislation relevant to the training business and staff include but is not limited to:

Commonwealth legislation	Queensland legislation
<ul style="list-style-type: none"> • Copyright Act 1968 • Privacy Act 1988 • Privacy Amendment (Enhancing Privacy Protection) Act 2012 • Australian Privacy Principles • Sex Discrimination Act 1984 • Racial Discrimination Act 1975 • Age Discrimination Act 2004 • Disability Discrimination Act 1992 • National Vocational Education and Training Regulator Act 2011 • National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 • National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 	<ul style="list-style-type: none"> • Working with Children (Risk Management and Screening) Act 2000 • Disability Services Act 2006 • Anti-Discrimination Act 1991 • Fair Trading Act 1989 • Further Education and Training Act 2014 • Work Health and Safety Act 2011

Privacy

Get Skilled Training complies with all legislative requirements including the *Privacy Act 1988* (Commonwealth) and Australian Privacy Principles (2014). The *Privacy Amendment (Enhancing Privacy Protection) Act 2012* (Privacy Amendment Act) made many significant changes to the *Privacy Act 1988* (Privacy Act). These changes commenced on 12 March 2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014. Get Skilled Training ensures no student information is disclosed without the student's consent, except as required by law or in adherence to the 2025 Standards for NVR RTOs.

Get Skilled Training takes the privacy of students very seriously and complies with all legislative requirements. Here's what you need to know:

Why we collect your personal information

As a Registered Training Organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

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

How we disclose your personal information

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

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

How the NCVER and other bodies handle your personal information

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

The NCVET is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- Administration of VET, including program administration, regulation, monitoring and evaluation.
- Facilitation of statistics and research relating to education, including surveys and data linkage.
- Understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVET may also disclose personal information to persons engaged by NCVET to conduct research on NCVET's behalf. The NCVET does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVET will handle your personal information please refer to the NCVET's Privacy Policy at www.ncvet.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact the Get Skilled Training team.

DEWR is authorised by law, including the Privacy Act and the NVET Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

Where data relates to delivery under a funding program administered by the Queensland Government Department of Trade, Employment and Training (DTET), Get Skilled Training submits data to DTET in line with these requirements. DTET manages personal information in line with the *Information Privacy Act 2009* (Qld).

The Queensland Government Privacy Notice can be accessed here <https://www.qld.gov.au/legal/privacy>.

Complaints about privacy

Any individual wishing to make a complaint or appeal about the way information has been handled within Get Skilled Training can do so by following Get Skilled Training's Complaints and Appeals Policy and Procedure.

Record Keeping Procedures

Get Skilled Training has a clearly documented quality administrative and records management system in place to secure the accuracy, integrity, and currency of records, to keep documentation up-to-date and to secure any confidential information obtained by Get Skilled Training, individuals or organisations acting on its behalf.

Data is collected and stored in accordance with the processes outlined in this document and Get Skilled Training's record management procedures ensure timely and accurate records form the continuous improvement processes of Get Skilled Training. In addition, these records management procedures ensure that all documentation providing evidence of compliance to the essential standards of registration is accurately maintained.

Upon enrolment, student's details are entered into the Get Skilled Trainings Student Management System and database. This process initiates the establishment of the student's individual file which is then used to record all future details pertaining to the student. The file is retained by Get Skilled Training and management of the file will be in accordance with the Get Skilled Trainings record management policy.

Get Skilled Training is committed to maintaining the accuracy, integrity, and currency of all student files, as well as ensuring appropriate security of all records, in order to uphold confidentiality and protect student privacy.

Completed assessment retention

Each and every assessment submitted by every student will be retained for:

- Training and Assessment completed up to 30 June 2025: a minimum period of six (6) months from the date the assessment decision was made.
- Training and Assessment completed on or after 1 July 2025: a minimum period of two (2) years after the student has completed the training product.

Where the student accesses a subsidy to pay for their course, assessments will be retained for the mandatory period as specific in the relevant contract.

Individual student records will be stored in a secure location at all times.

Results of assessment records

Student assessment results are recorded electronically within Get Skilled Training's Student Management System. This information may be used to provide annual competency completion reports and/or AVETMISS reports, as required. Record retention periods will also meet various contractual requirements under various funding schemes.

- Sufficient information to re-issue the testamur, if required, will be retained
- Results of assessment will be retained for thirty (30) years

Security

Get Skilled Training ensures further security of records by complying with the storage requirements detailed by ASQA. These documents contain requirements for storage including safeguards against unauthorised access, fire, flood, termites, or any other pests, and to ensure that copies of records can be produced if the originals are destroyed or inaccessible. Get Skilled Training enhances its compliance with these documents by protecting electronic files with up-to-date virus protection, firewall and spy ware protection software.

The student management system is Cloud based and offers the security and integrity expected of a reputable Cloud storage system.

Get Skilled Training software and hardcopy systems will retain student's results for a period of no less than thirty (30) years. If requested, enrolment information, training and assessment information or results of assessment will be provided in electronic format wherever possible.

A copy of each testamur issued is retained in Adobe PDF format. If requested, the testamur may be re-printed at any time within the thirty (30) year period after issue. This method ensures the original format, design, signature, date, and units of competency are re-printed accurately and with a minimum of effort and expense.

The student management system used, and data/files/records are converted and saved in Adobe PDF format. Get Skilled Training has chosen Adobe PDF because research indicates this software will be able to be opened and read for up to thirty (30) years.

Student records

Access to individual student training records will be limited to those required by 2025 Standards for NVR RTOs, such as:

- Trainers and Assessors to access and update the records of the students whom they are working with;
- Management and administration staff as required to ensure the smooth and efficient operation of the business; and
- Government and/or regulatory officers or their representatives (e.g., ASQA, Queensland state government) for activities required under the 2025 Standards for NVR RTOs or other relevant contracts for delivery of VET programs.

Get Skilled Training Trainers and Assessors will maintain accurate and current records of each student's progress and achievement of competencies in the area of their study. These records will be entered on Get Skilled Training's student management system during training and assessment.

As students complete each unit of competency, the Assessor will check the achievements against the relevant qualification packaging rules and sign off successfully completed units. All details of fully or partially completed units of competency will be recorded and stored on the student's file.

Upon successful completion of all relevant units of competency within the students chosen course, the student will receive an award. The testamur and academic record and / or statement of attainment will be produced and presented to the student.

Student access to records

Students have the right to request information about or have access to their own individual records. Get Skilled Training Trainers and Assessors or administration staff will provide the requested information or access. Students also have the right to request a hard copy of their own individual file that can be supplied as a printout from records retained within the data management system. Please note that any hard copy print out of records will incur a charge of \$30.00 for administration, printing and postage.

Workplace Health and Safety Policy

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

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

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- Smoking is only permitted in the designated smoking areas or off site;
- Report all potential hazards, accidents and near misses to the Get Skilled Training staff;
- No consumption of alcohol or drugs within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g., moving equipment in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

Electrical equipment

- Electrical equipment that is not working should be reported to Get Skilled Training staff. This includes any damage to equipment housing where access to energised parts of equipment could occur with direct contact.
- Electrical work should only be performed by appropriately licensed or trained personnel. Students should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.
- All portable appliances should be visual inspected before use and only plugged in to a socket outlet if it has an appliance tag that is within its next test date.
- All training and assessment on electrical equipment will be undertaken at Extra Low Voltage (ELV) where a hazard of a student's coming into contact with live parts exists.

Fire safety

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

First aid

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

Lifting

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

Work & study areas

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

Bullying, Harassment and Discrimination Policy

Get Skilled Training is committed to providing a workplace, learning environment and client services which are free from bullying, harassment, and unlawful discrimination. Get Skilled Training aims to ensure all those participating in the workplace, training and services are treated with respect, dignity, and fairness with an aim of creating an environment which promotes positive relationships.

Get Skilled Training ensures that all stakeholders understand what will be regarded as bullying, how complaints of bullying can be made and how claims will be treated. This applies to all personnel, agents, students, and other clients engaging in Get Skilled Training's services.

Discrimination can be direct, indirect, or systemic.

Direct discrimination is any action which specifically excludes a person or group of Individuals from a benefit or opportunity, or significantly reduces their chances of obtaining it, because their status or personal characteristics, irrelevant to the situation (e.g., sex, ethnic origin) are applied as a barrier. Direct discrimination has as a focus assumed differences between Individuals.

Indirect discrimination is the outcome of rules, practices and decisions which treat Individuals equally and therefore appear to be neutral; but which, in fact, perpetuate an initially unequal situation and therefore significantly reduce a person's chances of obtaining or retaining a benefit or opportunity. Rules, practices and decisions are applied to all groups alike, but it is the very assumption of a likeness that constitutes the discrimination.

Systemic discrimination is system of discrimination perpetuated by rules, practices and decisions which are realised in actions that are discriminatory and disadvantage a group of Individuals because of their status or characteristics and serve to advantage others of different status or characteristics. Direct and indirect discrimination contribute to systemic discrimination.

Bullying & Harassment

Bullying is repeated, unreasonable behaviour directed towards an individual or a group of individuals that creates a risk to health and safety and is unlawful. Repeated behaviour refers to the persistent nature of the behaviour and can involve a range of behaviours over time.

Unreasonable behaviour means behaviour that a reasonable person, having regard for the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating, intimidating, or threatening. Examples of bullying may include (but are not limited to):

- A manager or supervisor using a management style that is harsh, involves shouting, constant criticism or humiliation of an individual or group of individuals in private or in front of their peers;
- An individual being treated less favourably by another individual or group of individuals, including, but not limited to, bullying or intimidation; forcing an individual to participate in an “initiation” process; the playing of practical jokes or forcing an individual to undertake demeaning tasks;
- Sniggering or gossiping behind someone’s back;
- Laughing at someone which is intended to make them feel uncomfortable or distressed;
- A manager or Trainer setting unreasonable timelines or constantly changing deadlines for an individual to meet, or setting tasks that are unreasonably below or beyond a person’s skill level; and/or
- Continuously and deliberately excluding someone from workplace or classroom activities including ignoring or keeping individuals isolated from relevant communications about work issues.

Get Skilled Training expectations are not limited to the workplace or working hours and/or Training facilities and class hours and will include all work and training related events which includes but is not limited to; lunches, client functions, class functions, meetings and conferences as well as social events.

Get Skilled Training expectations relate to, but are not limited by the following types of communication:

- Verbal communication either over the telephone or in person in the workplace, and outside of it;
- Written communication including; letters, notes, minutes of meetings etc.;
- Internal and external electronic communication including:
 - Email;
 - Instant messaging services;
 - Internal intranet;
 - Social media and networking forums including; Facebook, LinkedIn, Twitter and other forms of social media; and
- Communications via text message.

In line with Get Skilled Training's commitment to creating a place which is free from WHS risks and one which strives to create positive working relationships, all individuals are expected to observe the following minimum standards of behaviour, including:

- Being polite and courteous to others;
- Being respectful of the differences between Individuals and their circumstances;
- Ensuring they do not engage in any bullying behaviour(s) towards others in, or connected with the workplace which includes all individuals;
- Ensuring they do not assist, or encourage others in the workplace, or in connection with the workplace to engage in bullying behaviour(s) of any type;
- Adhering to the complaint procedure if they experience any bullying behaviour(s) personally;
- Reporting any bullying behaviour(s) they see happening to others in the workplace, or connected with the workplace in line with the complaint procedure; and
- Keeping information confidential if involved in any investigation of bullying.

Fair and reasonable management action taken in order to counsel an individual for instances of underperformance, investigating complaints made against personnel, discipline for misconduct and other work directions in line with business needs does not amount to bullying.

All individuals are expected to adhere to the standards of behaviour contained herein at all times. Any individual who is found to have breached these expectations will be disciplined accordingly, which may lead up to, and include termination of employment or enrolment. If a contractor of Get Skilled Training is found to have breached these expectations, their contract stands to be terminated or may not be renewed in the future.

The Get Skilled Training Student Handbook contains information that is correct at the time of publishing. Changes to legislation and/or Get Skilled Training's policy may impact on the currency of information included. Get Skilled Training reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your Trainer or by contacting Get Skilled Training.

This handbook has been prepared as a resource to assist students to understand their obligations and, those of Get Skilled Training.

Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to Get Skilled Training at: info@getskilledtraining.com.au