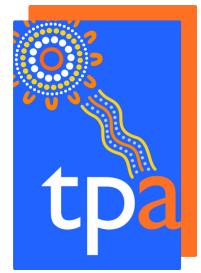




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Student Handbook sRTO 2025

Version	Date	Description	Author	Approved By
1.0	12/2025	Full rewrite for sRTO 2025 compliance	Jamie Whittle	Director

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1. Welcome & About Us

Welcome to our RTO. We're glad you've chosen to study with us.

We are a Registered Training Organisation (RTO), which means we are approved to deliver nationally recognised training and assessment. Our role is to help you gain practical skills, knowledge, and qualifications that are recognised across Australia.

We deliver training to domestic students through:

- Online learning
- Face-to-face training
- Blended delivery (a mix of online and face-to-face)

We are committed to providing quality training, fair assessment, and a supportive learning environment that meets regulatory requirements and supports student success.

Our contact details

- RTO name and code: Training & Personnel Australia 41096
- Phone: 1300 TOP JOB (1300 867 562)
- Email: admin@tpaustralia.com.au
- Website: www.tpaustralia.com.au

If you're ever unsure about something, please reach out. Asking questions early is always a good idea.

2. Your Rights & Responsibilities

Your rights as a student

When you study with us, you have the right to:

- Be treated fairly, respectfully, and without discrimination
- Receive clear and accurate information before and during your course
- Access support services where needed
- Have your personal information kept private and secure
- Make a complaint or appeal a decision without fear of disadvantage

Your responsibilities as a student

When you enrol with us, you agree to:

- Participate actively in training and assessment
- Submit your own work and follow assessment instructions
- Meet course requirements, including attendance where applicable
- Treat trainers, staff, and other students with respect
- Follow our policies and procedures

Training works best when everyone plays their part and communicates early if support is needed.

3. Before You Enrol

Before enrolling, it's important that you understand what the course involves and whether it's right for you.

Entry requirements

Some courses have entry requirements. These may include:

- Prior qualifications or experience
- Minimum age requirements
- Access to suitable technology for online learning

Any entry requirements will be clearly explained before you enrol.

Language, literacy and numeracy (LLN)

We may ask you to complete an LLN check before or during your course. This helps us understand what support you may need to succeed. It is not a test you can fail.

If support is needed, we will discuss suitable options with you in a supportive and confidential way.

Course suitability

We want you to enrol in a course that matches your goals, skills, and circumstances. Before enrolment, you should:

- Review course information carefully
 - Ask questions if anything is unclear
 - Let us know if you need support or adjustments
-

4. Your Course & Training

How training is delivered

Training may be delivered through:

- Online learning platforms
- Virtual or face-to-face classes
- Practical activities and assessments
- Self-paced study supported by trainers

Your trainer will explain how training works for your specific course.

Competency-based training

Our courses are competency-based. This means:

- You are assessed on whether you can demonstrate required skills and knowledge
- Results are recorded as competent or not yet competent
- You may need to demonstrate skills more than once

Learning takes time, and support is available if you need it. Please let us know early if you are struggling.

Participation and attendance

You are expected to participate in training activities and complete assessments by the required deadlines. Attendance requirements (if applicable) will be explained at the start of your course.

If you are having difficulty participating, please contact us as early as possible so we can discuss your options.

5. Assessment

Assessment is how you show that you have the required skills and knowledge for your course.

Assessment methods

Assessment may include:

- Written tasks or questions
- Practical demonstrations
- Projects or case studies
- Workplace-based activities (if applicable)

Your trainer or assessor will explain what is required for each assessment and when it is due.

Submitting assessments

You are expected to:

- Submit assessments by the due date
- Follow the instructions provided
- Submit your own work

If you need extra time or support, contact your trainer before the due date wherever possible.

Results and feedback

Assessment results are recorded as:

- **Competent (C)**, or
- **Not Yet Competent (NYC)**

If you are assessed as Not Yet Competent, you will be given feedback and the opportunity to resubmit or be reassessed, in line with our assessment policy.

We aim to provide assessment results and feedback within reasonable timeframes as outlined in our assessment processes.

6. Recognition, Credit & Experience

Credit Transfer

Credit Transfer applies when you have already completed a unit of competency or qualification that is the same as, or equivalent to, one in your current course.

If you apply for Credit Transfer, you will need to provide verified copies of your qualification or statement of attainment.

Recognition of Prior Learning (RPL)

RPL recognises skills and knowledge you have gained through work, training, or life experience.

If you apply for RPL, you may be asked to provide evidence such as:

- Workplace documents
- References from employers or supervisors
- Examples of your work

Your assessor will review your evidence to determine whether you meet the requirements.

7. Support While You Study

We are committed to supporting you throughout your training.

Support may include:

- Help from your trainer or assessor
- Learning and study support
- Language, literacy and numeracy assistance
- Reasonable adjustments to training or assessment

If you are experiencing difficulties with your course, personal circumstances, or learning, please contact us as early as possible. Early support can make a big difference to your progress and outcomes.

8. Fees, Payments & Refunds

Fees

Course fees and payment options will be clearly explained before you enrol. Fees may differ depending on whether you are:

- Fee-for-Service student, or
- Accessing government-funded training

Payments

Payment arrangements, including due dates and methods of payment, will be outlined in your enrolment information.

Refunds

Refunds are managed in line with our Fees and Refunds Policy, which is applied fairly and consistently. This includes information about:

- When you may be eligible for a refund
- How to apply for a refund
- Timeframes for processing

Full details are available in our Fees and Refunds Policy.

9. Behaviour, Safety & Respect

We aim to provide a safe, respectful, and inclusive learning environment.

Expected behaviour

Students are expected to:

- Treat others with respect
- Follow reasonable directions from staff
- Act honestly and ethically

Unacceptable behaviour

Unacceptable behaviour may include:

- Bullying, harassment, or discrimination
- Disruptive or unsafe behaviour
- Academic misconduct, including plagiarism

Safety

You must follow all safety instructions provided during training. This includes online safety, workplace safety (where applicable), and any health and safety requirements.

Breaches of behaviour or safety expectations may result in disciplinary action, in line with our policies and procedures.

10. Complaints & Appeals

We are committed to fair, transparent, and timely processes and take all complaints and appeals seriously.

Making a complaint

If you have a concern about your training, assessment, or experience with us, we encourage you to raise it as soon as possible.

You can make a complaint by:

- Contacting us directly by phone or email, or
- Submitting a complaint in writing, as outlined in our Complaints Policy

We will acknowledge your complaint and work with you to resolve it fairly and promptly.

Appeals

If you do not agree with an assessment decision or outcome, you have the right to appeal.

An appeal:

- Must be lodged within the timeframe outlined in our policy
- Will be reviewed by someone not directly involved in the original decision
- Will be handled fairly and without disadvantage

External options

If a complaint or appeal cannot be resolved internally, you may choose to contact an external body, such as the national regulator.

Making a complaint or appeal will not affect your enrolment or result in any form of disadvantage.

11. Privacy, Records & Your USI

Privacy

We collect and manage personal information in line with privacy legislation.

Your information is used to:

- Manage your enrolment and training
- Meet reporting and regulatory requirements
- Issue qualifications and statements of attainment

We take reasonable steps to protect your information from misuse, loss, or unauthorised access.

Student records

You have the right to access your training and assessment records. Requests can be made by contacting us.

Unique Student Identifier (USI)

A USI is required to issue nationally recognised training certificates.

You are responsible for:

- Creating and maintaining your USI, and
- Providing your USI to us before certification can be issued

More information about USIs is available at the official USI website.

12. Certificates & Completion

Issuing certificates

Once you have successfully completed all required units and met course requirements, we will issue your qualification or statement of attainment.

Certificates are issued within the required timeframe after completion, provided all fees have been paid and a valid USI has been supplied, in line with regulatory requirements.

Replacement certificates

If you require a replacement certificate or statement of attainment, you may request one by contacting us. Fees may apply.

13. Policies & Where to Find Them

Our policies and procedures support fair treatment, quality training, and compliance with regulatory requirements.

Relevant policies include:

- Assessment Policy
- Complaints and Appeals Policy
- Fees and Refunds Policy
- Privacy Policy
- Student Support Policy

Full copies of our policies are available:

- On our website, or
- On request by contacting us

If you have any questions about a policy, please ask. We're here to help.

Appendix A: Standards Mapping Table (2025 Standards for RTOs)

This table is for compliance and audit purposes and is not intended for students.

Handbook Section	Topic Covered	2025 Standards for RTOs (Indicative)	Evidence / Notes
Section 1 – Welcome & About Us	RTO identity, scope, delivery modes, contact details	Governance & Transparency	Student Handbook Sections 1.1–1.4
Section 2 – Rights & Responsibilities	Fair treatment, informed learners, procedural fairness	Learner Protection	Student Handbook Section 2
Section 3 – Before You Enrol	Entry requirements, LLN, course suitability	Informed Enrolment & Support	Student Handbook Section 3; Enrolment process
Section 4 – Course & Training	Delivery methods, competency-based training	Training Delivery	Student Handbook Section 4; TAS
Section 5 – Assessment	Assessment methods, feedback, reassessment	Assessment Integrity	Student Handbook Section 5; Assessment Policy
Section 6 – Recognition, Credit & Experience	Credit Transfer and RPL	Recognition & Credit	Student Handbook Section 6; RPL Policy
Section 7 – Support While You Study	Learner support, reasonable adjustment	Learner Support & Equity	Student Handbook Section 7; Support Policy
Section 8 – Fees, Payments & Refunds	Fee transparency, refunds	Fees & Financial Protection	Student Handbook Section 8; Fees & Refunds Policy
Section 9 – Behaviour, Safety & Respect	Safe learning environment, conduct	Safe & Inclusive Environment	Student Handbook Section 9; Code of Conduct
Section 10 – Complaints & Appeals	Complaints handling, appeals process	Complaints & Appeals	Student Handbook Section 10; Complaints Policy
Section 11 – Privacy, Records & USI	Privacy, record management, USI	Information Management	Student Handbook Section 11; Privacy Policy
Section 12 – Certificates & Completion	Issuance and replacement of certification	Certification Issuance	Student Handbook Section 12; Certification Procedure
Section 13 – Policies & Access	Access to policies and procedures	Transparency & Access to Information	Student Handbook Section 13

Note: Clause references may be confirmed or adjusted once final ASQA numbering for the 2025 Standards is published or applied in audit context.