



VET Student Handbook 2025

Student Handbook

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RTO Details

Registered Business Name: Achievers College Pty Ltd
Registered Trading Name: Achievers College
Central Administration Office: 546 Marion Rd, PLYMPTON PARK, SA, 5038
Postal Address: 546 Marion Rd, PLYMPTON PARK, SA, 5038
ABN: 80 654 598 482
RTO Number: 46119
CEO: Mr Yagya Sapkota

Contact Details

Email: info@achieverscollege.com.au
Tel: 08 7808 47160 Mobile :- 0412 298 024
Website: achieverscollege.com.au

Introduction

Thank you for choosing Achievers College. We deliver nationally recognised training that has been specifically designed to meet the needs of the health industry.

The handbook provides students with information about the nationally recognised training courses they are enrolled in and about the operations of our RTO. It also covers your rights and responsibilities and the key concepts of Policies and Procedures that are relevant to your studies and time spent at the College.

If you have any questions about anything included in this handbook, please contact the CEO, Yagya Sapkota.

About Us

Achievers College is a forward-thinking, accredited training provider based in Adelaide, dedicated to equipping individuals and professionals with practical, industry-relevant skills for today's workplaces.

We specialise in **First Aid, CPR and Manual Handling**, training, and delivering nationally recognised courses that meet the highest industry standards.

Our supportive and inclusive learning environment is designed to help learners from all backgrounds succeed. With flexible training options, we make it easy to balance study with work and personal commitments.

Our courses serve businesses, healthcare professionals, and community members, offering tailored and engaging training experiences. Our qualified trainers bring extensive real-world experience, ensuring every student gain practical, hands-on skills they can apply immediately in the workplace.

At Achievers College, we are committed to helping you achieve your recognised qualifications, build your confidence, and advance your career.

Our Training Programs

We have been approved by ASQA, the national regulator for vocational education and training (VET) in Australia, to deliver and assess the following units of competency:

- HLTWHS005 Conduct manual tasks safely
- HLTAID011 Provide First Aid
- HLTAID009 Provide cardiopulmonary resuscitation
- HLTAID010 Provide basic emergency life support

Our Method of delivery

We deliver our courses by a blend of online and face to face (classroom based) learning and assessment. We have chosen this method because we feel it best meets the training needs of our students allowing you to develop theoretical knowledge and skills at your own time and leisure and complete practical application of these skills in a supportive learning environment.

Campus locations

Our fully equipped training facility is located at Level 1, 546 Marion Rd, PLYMPTON PARK, SA, 5038

Our Guarantee

We guarantee that we will provide quality training and assessment that meets the requirements of the Australian Quality Framework, other legislation that is relevant to Registered Training Organisations and in the time frame and as described in our course Information. If for whatever reason we cannot supply the training and assessment services that you have enrolled in, we will refund student fees. Please see our [Fee and Refund Policy](#) in this Handbook.

Code of Practice

Achievers College provides quality training and assessment for all students in accordance with its responsibilities as a Registered Training Organisation and is committed to fair, reasonable, and ethical practices in all of its undertakings.

The following list describes the principles that guide our operations.

Training and Assessment Delivery: Training and Assessment delivery will ensure clients are given every opportunity to achieve a satisfactory learning outcome.

Client Information: We ensure practices conform to privacy legislation requirements and that all staff are aware of their responsibilities regarding confidentiality of student information. Students will be made aware when personal information is to be shared with government or other bodies.

Complaints and Appeals: We have an accessible [Feedback, Complaints and Appeals Policy](#) and Procedure which ensure all complaints and appeals are dealt with in a timely and fair manner.

Financial Management: We implement best practice financial management systems and provide clearly stated fee and refund policies to students prior to enrolment.

Marketing: We are committed to the provision of accurate and ethical marketing. Promotional materials accurately reflect the cost of the training, the duration of training, provision for RPL and Credit Transfer and methods of training delivery.

Provision of Information: Accurate information is provided prior to enrolment and course commencement. This information includes course structure, fees, entry requirements and standards, pre-requisites, enrolment processes, course outlines and vocational outcomes, assessment methods and dates, opportunities for recognition, student support and provision for special needs.

Diversity and Inclusion: We are committed to an inclusive approach to the development, conduct and evaluation of training programs. A demonstrated commitment to these equity

principles and practices is a core responsibility for all those involved in education and training.

Anti-Discrimination and Harassment: We ensure that all staff and students have the right to work and learn in an environment where they are treated with dignity and respect and are free from all forms of discrimination or harassment.

Legislative Compliance: We provide training and work environment that complies with all relevant federal and state legislation including Equal Opportunity, Work Health and Safety, Disability Standards, Privacy, Anti-Discrimination and Fair Work requirements.

Records management: We have systems in place to assure accurate record and data management that enable client's access to records and information within a stated timeframe. Accurate statistical information will be provided to relevant organisations as required. We implement USI requirements according to Government policy.

Recognition: We ensure that all students have access to information regarding opportunities of recognition including RPL and Credit Transfer. Procedures and forms are in place to ensure any application for recognition is assessed in a timely and supportive manner. See separate Recognition Policy, procedures and forms.

Professional Staff: We employ trainers and assessors with relevant and current qualifications and industry experience. Systems of performance management are implemented to evaluate teaching and assessment quality. We review ongoing professional development needs to ensure current relevance of skills and knowledge.

Qualifications Issuance: We implement systems to ensure that Qualifications and Statements of Attainment are issued within the legislated timeframe after a competency decision has been made.

Professional conduct: All RTO staff and students will maintain awareness that VET Training is about professional conduct and will apply the same standard during course attendance:

Professional conduct is the standard applying to a typical workplace and includes:

- Use of substances is forbidden in the work environment
- Personal presentation must be at the level required in the work environment
- Language use will maintain the standard expected in a workplace
- Punctuality is required and we expect to be informed about any lateness or absence and may require a medical certificate for verification.

Workplace Health and Safety: We have systems in place to ensure the health, safety and welfare of staff and students at all worksites and training venues.

Liaison with Industry: We ensure training and assessment practices are relevant to current industry needs by developing ongoing networks with industry and industry groups.

Independent industry representatives will be consulted regarding the development of training and assessment strategies and for validation of assessment tools.

Third Party Arrangements: we are aware when appointing a third party to provide services on our behalf, such as marketing, enrolment and training and assessment, that it is our responsibility to ensure the quality and integrity of these services and to implement systematic monitoring processes to ensure all legislative and ethical standards are maintained. Currently, we have no third party arrangements.

Legislative Requirements

As a Registered Training Organisation, we comply with relevant Commonwealth, State and Regulatory requirements including the Standards for Registered Training Organisations 2025. If there are changes in legislation or regulations that may affect your participation in your studies, we will make sure you are informed of them through emails and by updating this handbook and our website.

The following legislation is relevant to our operations:

Commonwealth Legislation

- National Vocational Education and Training Regulator Act 2011
- Work Health and Safety Act 2011
- Australian Human Rights Commission Act 1986
- Age Discrimination Act 2004
- Racial Discrimination Act 1975
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Sex Discrimination Act 1984
- Privacy Act 1988 (including the latest Australian Privacy Principles)
- Competition and Consumer Act 2010
- Fair Work Act 2009
- Copyright Act 1968
- Student Identifiers Act 2014
- Modern Slavery Act 2018
- Fair Work Legislation Amendment (Closing Loopholes) Act 2024

These laws reflect the current Commonwealth legislative framework relevant to Registered Training Organisations as of 2025, ensuring compliance with workplace safety, anti-discrimination, privacy, fair work, education, and consumer rights standards.

South Australia legislation:

- Training and Skills Development Act 2008
- Work Health and Safety Act 2012
- Return to Work Act 2014
- Fair Trading Act 1987
- Fair Trading Act 1989

Student Rights and Responsibilities

Student Rights

Achievers College will ensure that all enrolled students will:

- Receive quality training and assessment that meets the NVR Standards for RTO's 2015.
- Receive the training and support necessary to enable competency to be achieved.
- Be personally issued with AQF Certificates and Statements of Attainment on successful completion of the training course. This may be by mail to your given postal address.
- Have access to our [Feedback, Complaints and Appeals Process](#).
- Receive a refund for services not provided in the event of the training program being terminated early or if the agreed services are not provided either by us or by a third party delivering on our behalf.
- Have your personal information protected in accordance with the National Privacy Principles and have access to that information on request.
- Be fully informed of fees and charges to complete the training course, including charges for equipment and materials.
- Be provided with sufficient information regarding the requirements of the training and assessment to enable you to make an informed decision regarding enrolment in the training program.
- Be provided with information regarding the implications of government training entitlements and subsidy arrangements in relation to the delivery of the service and enrolment in other training.
- Receive training in a safe, hazard-free environment that values diversity and prohibits harassment or discrimination.
- Be informed, as soon as practicable, of any changes to agreed services, including in relation to any changes to existing third party arrangements, new third party arrangements or a change in ownership.

Student Responsibilities

All students must ensure that they:

- Provide true and accurate information.

- Always behave in an ethical and responsible manner when engaged in training and assessment activities.
- Adhere to the principles of diversity and inclusion
- Meet their Workplace Health and Safety (WHS) duty of care responsibilities by immediately reporting any WHS concerns or incidents and follow any WHS related instructions.
- Do not behave in any way that might intimidate, threaten, harass or embarrass other students or staff
- Are always free from drugs and alcohol while in the training environment.
- Are punctual and attend all scheduled training and assessment sessions
- Complete online assessments as scheduled
- Meet assessment deadlines
- Do not cause damage to equipment or facilities
- Provide an USI or give permission to obtain one on their behalf.

Continuous Improvement

We are committed to provided training and assessment of the highest quality. This includes improving programs and services through:

- Collecting feedback from students, employers and industry with the regard to the quality of our training, assessment and administrative services.
- Implementation and maintenance of Standards for RTOs 2025 and the Standards for AQF certification documents.
- Implementing a continuous improvement strategy across all services
- Systematic review of our systems and procedures to ensure they meet legislative standards.

If you are unhappy with any aspect of our service to you, please discuss it with us, we will take your opinion seriously and do our best to improve our practice to your satisfaction. If, however, you wish to make a formal complaint or appeal against an assessment outcome then you should follow the Complaints and Appeals Process as described in the [Feedback, Complaints and Appeals Policy](#).

Student Feedback

As part of our continuous improvement process you will be asked at the end of your course to complete a feedback form that asks about your level of satisfaction with the training and support you have received. Please take time to complete this form accurately so that we can improve our training, assessment and administrative processes. refer to [our Feedback, Complaints and Appeals Policy](#) for further information.

Student Support

We will make every effort to ensure you successfully complete your training program. We clearly define the eligibility requirements for each of our training program and may ask for proof of your skill levels prior to enrolment. We do this to check that you will be able to successfully complete your studies or to determine if we can provide the necessary support to help you complete. You will also be required to undertake a Language, Literacy, Numeracy and Digital (LLND) Assessment.

Please talk to us prior enrolment or at any time during your studies if you require any support. We will meet with you and discuss your support needs, develop a support and plan and provide access, or referral, to relevant support services.

Support may include the following:

- language, Literacy and Numeracy (LLN) support
- assistive technology
- additional tutorials
- other mechanisms, such as assistance in using technology for online delivery components.
- disability support

In a situation where we cannot provide the necessary support, we will make referrals to relevant support organisations.

We will notify you if there are any additional costs because of the provision of individual support.

For further details regarding student support, please access our Student Support Policy on our Student Information Page on our [website](#).

Diversity and Inclusion

We provide equitable access to our services for everyone and do not discriminate based on race, religion, socio-economic status, gender, colour, sexual preference, physical or mental disability, marital status, family or carer responsibilities, pregnancy, political opinion, national extraction or social origin. Our Diversity and Inclusion Policy can be accessed on our Student Information Page on our [website](#).

Anti-Discrimination and Harassment

We take any complaints of harassment or discrimination very seriously and are committed to providing a learning environment where staff and students are treated with dignity and respect and free from all forms of discrimination or harassment. Please refer to the confidential [Feedback, Complaints and Appeals process](#) if you feel you have been discriminated against or harassed.

Disciplinary Action

We provide our training services in an environment of mutual respect and cooperation. If a student exhibits disrespectful or disruptive behaviour, then the Trainer/Assessor has the authority to warn the student that their behaviour is unsuitable. If there is no improvement or

the immediate safety or well-being of others is at risk, then the student should be directed to leave the training environment.

Examples of when disciplinary action may be required include when a student:

- Brings or consumes illegal drugs or alcohol on the premises
- Is under the influence of drugs or alcohol
- Damages property or removes property or resources belonging to the training venue.
- Assaults (physically or verbally) any person or persons on the training or business premises
- Fails to comply with any instructions relating to the safety of anyone on the premises
- Exhibits aggressive, disorderly, disruptive, harassing behaviour or interferes with the comfort, safety or well-being of any person who is acting lawfully and entitled to be present.
- Colludes, plagiarises or cheats in assignments or assessments.
- Enters any part of the training or business premises when not entitled to do so, or having entered, refuses to leave the premises.

In all instances, if there has been a cause for disciplinary action the CEO must be informed immediately.

If you wish to make a complaint in relation to any disciplinary action taken, then please follow the [Complaints Procedure](#).

Access to Records

If at any time you would like to access your student records, email info@achieverscollege.com.au

Workplace Health and Safety

We are committed to ensuring the health, safety and welfare of staff and students at all worksites and training venues and is bound by the requirements of the Work Health and Safety Act 2011.

As a student it is your responsibility:

- To inform us of any accidents or incidents that occur which may affect health and safety of anyone working or studying at our training sites and/or workplace.
- To take reasonable care of others at the training site and/or workplace and cooperating with RTO staff in ensuring health and safety.
- To ensure the training environment is not misused or interfered with.
- To cooperate with the employer or any other person to meet a requirement made for health and safety under the Act.

You should report any WHS related issues to your trainer and assessor or a staff member as soon as possible after the event or after identifying a hazard.

Privacy

We respect the privacy of our students and ensure that all information is collected and stored in accordance the Privacy Act of 1988 and the Australian Privacy Principles.

We do not give out personal information to any person or agency without your permission, unless we are required to do so by law.

The personal information that you provide to the Student Identifiers Registrar is collected, used, and may be disclosed, in accordance with the provisions of the Student Identifiers Act 2014 and the Privacy Act 1988. The [USI Privacy Policy](#) provides information about the protection of your information, including how you can access and seek correction of your personal information held by the Student Identifiers Registrar and how to make a complaint about a breach of your privacy and how such complaints are handled. Please refer to Appendix 1: Privacy Notice for more information regarding how we use and disclose your personal information .

Attendance

Students must attend the face to face training. Dates are outlined in the course information on our website and in Course Brochures. If you are unavoidably unable to attend, you must contact us on the number provided at the start of this handbook.

Cancelling an Enrolment or Withdrawing from Training

Cancellation of enrolments or intention to withdraw from training must be made by email to the CEO. Requests for refunds must also be by email..

Issuing Certificates and Statements of Attainment

It is the responsibility of Achievers College to issue AQF Certification Documentation. We will issue all Certificates or Statements of Attainment within 30 days of you being assessed as competent and when all agreed fees have been paid in full.

Fees and Refunds

We will supply you with information about all fees and charges prior to enrolment. This information will be in the course information on our website and in our Course Brochures. It is also listed below.

Fees comprise of course fees only.

Fee Protection

We are aware of our obligations as Registered Training Organisation to protect any student fees paid in advance. To this effect we do not collect fees in advance of more than \$1500.

Replacement of Certificates or Statements of Attainment

We charge \$10 to replace a Certificate or Statement of Attainment. All requests for replacements must be made in writing and should include the address you want it posted to. You should allow 5 working days from receipt of request to delivery.

Refund Policy

We will make refunds to students in certain circumstances as listed in the table below. To apply for a refund, you should: email to info@achieverscollege.com.au

Circumstance	Refund Policy
Withdrawing from a training program	You will be entitled to a full refund of fees paid if you withdraw more than 48 hrs before the scheduled start of the training program.
	After 48hrs before the scheduled start of the training program no refund will be made
If a training program is cancelled before commencement	You will be entitled to a full refund of fees paid
Refund Guarantee	

IF for any reason we cannot complete the training	You will be entitled to a refund of fees proportional to the amount of training not delivered
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If you are unhappy with any decision made regarding fees and refunds, then please follow the [Complaints and Appeals process](#).

Assessments

All assessments in nationally registered training will be done in accordance with the criteria laid down in the course outline and in the training package.

Assessment Outcomes

Each assessment task will be assessed as satisfactory (S) or not yet satisfactory (NYS) by your assessor. Satisfactory completion of all will lead to a verdict of competent at the unit level. If you are deemed NYS your assessor will explain the areas you need to strengthen and you will be given time for revision and practice prior to resitting the assessment task. If after **two** attempts, you have not completed the task satisfactorily you may be required to undergo more training and then resit the assessment and there will be additional costs for this.

Please make sure you keep a copy of all completed work you hand in for assessment; in the unexpected event of assessments going missing it is your responsibility to be able to provide a copy.

Reasonable Adjustment

We understand that not all students are able to demonstrate competency in the same way, therefore, it may be necessary to adjust the assessment tasks for individual students. This is called reasonable adjustment, and it is the process of adjusting or changing the assessment to meet the needs of the student being assessed.

Students with any of the following could expect reasonable adjustment to occur and should speak to their trainers and assessors regarding any changes they feel they need:

- physical disabilities
- limited language
- limited literacy and numeracy skills
- limited communication skills
- limited learning strategies
- wellbeing issues

The types of adjustments that are made must be within the entry requirements of the course, industry workplace standards, and our capacity to provide them. They include:

- Oral response to questions rather than written
- Allowing extra time for assessment
- Using a support person
- Enlarging reading material
- Use of technology such as voice activated software screen reading, voice synthesisers
- Use of ramps, height adjustment desks

Students who identify or are identified as having support needs, will be interviewed at enrolment to ensure any required adjustments are noted in your student records and trainers and assessors are made aware of your needs.

Assessments must be handed in on time as per the assessment schedule you are given at the start of your training. Extensions to assessment deadlines must be requested in writing to your assessor and it is at their discretion if extra time will be allowed.

Authenticity of work

When you submit a written/online assignment for assessment you will have to sign a statement that it is all your own work and has not been copied from other sources.

Assessment Appeals Procedure

For information on how to appeal and assessment decision refer to the [Feedback, Complaints and Appeals Policy](#) included in this handbook.

Recognition of Prior Learning (RPL)

We do not offer RPL for our short courses. This is due to either licensing requirements and/or the need to demonstrate current skills.

Credit Transfer (CT)

Credit Transfer is not applicable for our short, one unit courses.

Other Policies and Procedures

Our Policies and Procedures guide our operations and determine how we conduct our services and business. Copies can be accessed on our website or on request from the office. [The Feedback, Complaints and Appeals Policy and Form](#) are included below. If any changes are made to these Policies during the time you are training with us, we will email you to ensure you are informed.

Policies include:

- Training and Assessment Policy
- Validation Policy
- Student Information Policy
- Student Support Policy (includes Diversity and Inclusion)
- Complaints and Appeals Policy
- Continuous Improvement Policy
- Leadership and Accountability Policy
- Risk Management Policy
- Information Management Policy
- Complaints and Appeals Policy
- Workplace Health and Safety Policy

Organisational Change

Where there are any changes to agreed services, we will advise you as soon as practicable, including a change in ownership or changes to existing third party arrangements or in relation to any new third party arrangements.

Third-Party Arrangements

We currently have no third party arrangements but will inform you regarding any arrangements we make with a Third Party to market our services or deliver training and assessment on our behalf. This information will include:

- name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the student on the RTO's behalf; and
- your rights, including arrangements if the RTO, or a third-party delivering training and assessment closes or ceases to deliver any part of the training product that the you are enrolled in.

Feedback, Complaints and Appeals Policy

Achievers College understands that effective and confidential feedback and complaints processes enhance the overall quality of VET services and strengthens our reputation. It also means we can proactively identify and rectify systemic issues and strengthen our continuous improvement practices.

In most instances, we accept the definition of feedback to be a compliment, criticism, comment or suggestion where a response is not sought, or not reasonable to expect. Therefore, the key difference between complaints and critical feedback for the purpose of this policy is the reasonable expectation of a response.

We also understand our obligation to manage appeals regarding assessment decisions.

We ensure that information regarding feedback, complaints and appeals processes is accessible by publishing it in our Student Handbook and on our Student Information webpage. New staff will be informed at induction as per the VET Workforce Policy and students at course commencement.

Feedback

We encourage ongoing and timely feedback with respect to our services as we recognise that prompt resolution of minor issues can prevent escalation into formal complaints and can ensure improvements are made to services that enhance the experience and satisfaction of students

Procedures

We collect feedback from students and stakeholders in several ways:

- through end of course evaluations
- by informal discussions with students, trainers and staff
- from feedback when applying reasonable adjustment to training and assessment processes
- from Quality Indicator survey feedback
- from industry representatives into the development of our training and assessment strategies and assessment validation

Monitoring

- All feedback including course evaluations and Quality Indicator surveys is reviewed by the RTO manager and/or CEO and summaries are presented at management meetings.
- Any agreed action is minuted and allocated to a staff member.
- Improvements generated by feedback from review of Training and Assessment Strategies or assessment validation are monitored as per the Training and Assessment Policy.
- Improvements are recorded in the Continuous Improvement Register.

Records

- End of Course Evaluations
- Quality Indicator Surveys
- Minutes of meetings
- Assessment Validation Checklists
- Training and Assessment Strategies

- Continuous Improvement Register

Complaints

We adopt the Australian and New Zealand Standard Guidelines AS/NZS 10002:2014 definition of a complaint as an implied or express statement of dissatisfaction where a response is sought, reasonable to expect or legally required.

We are committed to protecting the rights of our students by managing and responding to complaints involving the conduct of our marketing, administration and training and assessment processes. This includes complaints directed at other students, our trainers, assessors and staff. All complaints and appeals will be treated as an opportunity for improvement, will help determine future programs and contribute to our continuous improvement systems.

Procedures

- The student complaints process is written in plain English and included in our Student Handbook and on our Student Information webpage.
- We make it clear that complaints are welcome, and the process is unbiased and confidential.
- The Complaints Form is simple and easy to use.
- The Complaints Form on our website is accessible from our Student Information page so that anyone can reach it in one or two clicks.
- Students have a variety of ways to make a complaint including:
 - face to face prior or after class
 - by phone
 - by email
 - by post
 - the Complaints and Appeals form (on request and on website)
 -

As we grow, we will ensure the following procedures apply:

- All staff including trainers, assessors will be informed of the complaints process at induction.
- We will ensure adequate staff are employed to handle front of house complaints.
- To ensure staff can provide relevant and up to date services and support in response to complaints, they will be kept informed of any changes to training programs, services and policy or procedures through emails and discussion at management/staff meetings.

The Complaints Process

Achievers College welcomes complaints and has processes in place to ensure they are handled reasonably and fairly in confidence and without bias or any fear of punishment.

Step 1 – Informal resolution

Students and staff are encouraged in the first instance to talk to the person involved; this might be a trainer/assessor, member of staff or another student.

If the problem continues or is not easy to resolve informally the following steps are initiated.

Step 2—Submit the complaint

Complaints may be received by phone, text, post, email or via our Complaints and Appeals form on our website. Contact details and links are available on our website and in our Student Handbook and on our Student Information Page.

In all instances we will clarify the source of the dissatisfaction, that is, is it with our services, actions, decisions, inaction, delay, policy or processes.

If possible, we establish the desired outcome of the person making the complaint (the complainant).

We also establish if the complainant has any communication preferences, requires an interpreter or needs support with making the complaint.

The complaint is logged in the Complaints and Appeals Register.

Written complaints are acknowledged in writing and include:

the expected length of time to resolve
contact details for the CEO.

Step 3—Assess and triage

To facilitate quicker resolutions and higher levels of complainant satisfaction, complaints are triaged as Simple, Priority/Urgent or Complex. Those classified simple or urgent can be resolved promptly. Complex and sensitive complaints are allocated more time and resources.

The CEO is responsible for triaging complaints and notifying other relevant staff members who are to be involved in the resolution process.

Simple: can be resolved by staff normally within 3 days and are usually:

- any that involve external agencies and can be resolved by a suitable referral
- those that can be resolved by providing a better explanation or information
- those that relate to simple errors that can be readily fixed.

In instances where simple complaints can be handled by frontline staff, they will be logged in the Complaints Register with details of the agreed resolution and the Manager notified.

Priority/Urgent: can normally be resolved internally within 7 days and are usually:

- those that have urgent wellbeing, health or safety implications for the person involved and/or other staff and students
- any that involve a deadline for achieving an outcome e.g. the impending end of training or assessment delivery
- those that have risks of escalation or loss of reputation.

Complex/Sensitive: may take up to 28 days to resolve and usually require an investigation that may involve people other than the complainant e.g. other students, staff or external organisations.

Step 4 - Resolve or Investigate

A complaint is considered resolved when the outcome wanted by the complainant is reached or a solution is provided that is appropriate and fair in the circumstances and that corresponds with legislation and organisational policy.

If a complaint falls outside our organisational responsibility, we will provide suitable referral information or support the person to access the appropriate services.

Investigation may be required if the complaint cannot be resolved easily or promptly.

Investigation plans and reports will be developed for complex complaints to indicate how the following is considered.

- significant complaint issues
- further information required
- the estimated timeframe to resolution
- the complainants preferred outcome
- communication required to keep complainant informed of progress
- potential outcomes and solutions
- internal and relevant external policies and procedures
- legislation

A meeting with the complainant may be required to gather more information through the investigation process. This meeting can be face to face, by phone or zoom, and the complainant can elect to have a representative present. A record of the meeting is kept. Any investigation of matters raised is followed up and a response made within an agreed timeframe. Both parties are to sign the record of the meeting,

Step 5 - Communicate the outcome

Prior to finalising a complaint, we will contact the complainant to discuss the intended outcome. At this stage, the complainant can provide other information and ask further questions. In most instances, this will be done verbally, either by a meeting or phone, and followed up in writing taking into consideration any identified LLN issues or language barriers of the complainant.

If the complainant is satisfied with the outcome, it is considered completed.

Step 6—Independent mediation

If the matter is still unresolved, an independent mediation body will be assigned to examine the matter. This party will be independent of the RTO and the complainant, and their selection will be managed by the Manager with the mutual agreement of the complainant. The written decision of this body will be final and will be made within 28 days of the complaint first being submitted. If the 28-day target cannot be met, the complainant will be informed in writing giving reasons why more time is required and will then be given regular updates on the progress of the matter.

Step 7-Finalise

The Complaints and Appeals Register is updated with details of the complaint, personnel involved, actions taken and outcome. Links to relevant documents and correspondence are included.

Monitoring

- All complaints are used to inform our Continuous Improvement Process.

- Feedback and complaints are presented at management meetings. Causes for complaints and required improvements are discussed and agreed actions recorded and allocated to staff. The Continuous Improvement Register is updated accordingly

Records

- The Complaints and Appeals Register
- The Continuous Improvement Register
- Submitted Complaints Forms
- Signed records of meetings with complainant
- Minutes of meetings with any related personnel or students
- Relevant meeting minutes

Appeals

The Assessment Appeals Process

Achievers College will consider all appeals against assessment decisions. All appeals are treated as confidential.

Step 1 – Informal Resolution

Students are encouraged in the first instance to talk to the assessor who made the assessment decision within one week of receiving the result. Students are entitled to two (or three for online questions) attempts at assessment so in most cases the matter can be resolved by the assessor providing feedback and a resubmission or reattempt organised at a mutually convenient time.

Step 2—Review the competency decision

If the outcome is not resolved, then the assessment will be re-assessed by another, fully qualified assessor. This should be completed within 14 days.

Step 3 – Submit a formal appeal

If the student is still not satisfied with the assessment outcome, the appeal should be put in writing within 7 days using the Appeals Form which is available in the Student Handbook and on the Student Information page.

Appeals may be received by phone, text, post, email or via our Appeals Form on our website. Contact details and links are available on our website and in the Student Handbook/Information webpages.

The details of the appeal are logged in the Complaints and Appeals Register

Step 4 - Resolve

On receipt of the Appeals Form a meeting with the Manager is arranged. This meeting can be face to face, by phone or zoom, and students can elect to have a representative present. A record of the meeting is kept including the reasons for appeal and the agreed proposed solution. Any investigation of matters raised is followed up and a response made within an agreed timeframe. Both parties are to sign the record of the meeting.

Step 5 – Independent mediation

If the matter is still unresolved, a mutually agreed, independent mediation body will be assigned to examine the matter. The written decision of this body will be final and will be made within 28 days of the complaint first being submitted. If the 28-day target cannot be

met, the student will be informed in writing giving reasons why more time is required and will then be given regular updates on the progress of the matter.

Step 6 – Finalise

All appeals will be recorded in the Complaints and Appeals Register links to the assessment(s), outcome results records, and assessor feedback. Copies will also be kept on the student file.

Monitoring

All appeals are used to inform our Continuous Improvement Process.

Appeals are tabled for discussion at management meetings and processes are developed and implemented to mitigate the risk of future appeals. Identified improvements are noted in the Continuous Improvement Register.

Records

- Complaints and Appeals Register
- Continuous Improvement Register
- Submitted Appeals Forms
- Signed records of meetings with appellant
- Assessment Records
- Relevant management meeting minutes
-

Complaints and Appeals: Alternative Contacts

If in the instance of an Appeal or Complaint not being resolved by the above processes, the student will be informed that there are other avenues of complaint. These include:

- [Fair trading - SA.GOV.AU](https://www.fairtrading.sa.gov.au) for complaints regarding non-training issues such as disputes over refunds or charges.
- Complaints to do with Fair Trading SA should be directed to:
Phone: [131 882](tel:131882)
- Postal Address: GPO Box 1719, Adelaide SA 5001.
- Website: <https://www.cbs.sa.gov.au/contact-cbs>
- The Australian Skills Quality Authority (ASQA) is the national regulator regarding training and assessment delivery. They handle complaints that relate directly to RTO's providing training and assessment processes that do not meet the Standards for Registered Training Organisations. Details of their Complaints Process are available on the ASQA [website](#).
- For any Work Health and Safety issue, the jurisdictional WHS State Body should be contacted. Details of each state body can be found on the [SafeWork Australia website](#).

Related Policies

- Privacy Policy
- Record Keeping Policy
- Student Support Policy

- Training and Assessment Policy
-

References

- [Outcomes Standards Quality Area 2](#)
- [A good practice guide to handling complaints](#)

Complaints and Appeals Form

Name of Complainant/Appellant			
Contact details	phone:	email:	
Date of incident/ receipt of assessment outcome			
Reasons for Complaint/Appeal			
Actions Taken to Date (With who and when have you discussed your complaint/appeal)			
Desired Resolution			
Signature of Complainant		Date	
<p>Send form to: info@achieverscollege.com.au or</p> <p>Postal Address: - Level –1, 546 Marion Road, Plympton Park SA 5038</p> <p>Attention: Yagya Sapkota</p>			

For Office use only

Date Received		Staff Member	
Action Taken			
Signed			

Appendix 1: Privacy Notice

The following Privacy Notice will be included with your enrolment form; it explains how any personal information or data collected by us will be used

Achievers College handles your personal information in accordance with our Privacy Policy (which you can view here: <https://www.stanleycollege.edu.au/studying-with-us/policies-and-procedures/>). By enrolling with Achievers College, you are acknowledging that you have read and agree to the collection, use and disclosure of your information in accordance with the policy. The Privacy Notice in this form is supplementary to the Achievers College Privacy Policy.

Why we collect your personal information

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

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 NCVER 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 NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. The NCVER does not intend to disclose your personal information to any overseas recipients.

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

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR 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>.

Surveys

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

Contact information

At any time, you may contact Achievers College to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

USI Privacy Notice

The Office of the Student Identifiers Registrar's privacy obligations require Achievers College to:

- be open and transparent about how we hold, use and disclose personal information
- have a privacy policy in place that is reasonably available to the public
- take reasonable steps to ensure the security of personal information and protect it against intentional or unintentional misuse, loss, interference, unauthorised access, modification or disclosure
- take reasonable steps to ensure the personal information that is held, used or disclosed is accurate, up to date, complete and relevant.

We are committed to ensuring the proper handling of your personal information in accordance with the Privacy Act 1988 ('Privacy Act'). Achievers College is an 'APP entity' that must comply with the Australian Privacy Principles (APPs) which are set out in Schedule

1 of the Privacy Act. The Privacy Act and APPs regulate how Achievers College must collect, use, disclose and hold personal information, and how people may access and correct their personal information.

The information you provide through the USI application process is collected by the Student Identifiers Registrar for the purposes of:

- processing your application for a USI
- verifying and providing a USI
- resolving problems with a USI and creating authenticated Vocational Education & Training (VET) transcripts.

The information may be disclosed to:

- a number of organisations, departments, regulators and other persons where it is reasonably necessary for the purposes of performing functions or exercising powers
- the Oversight Authority in instances pertaining to digital identity to enable them to perform their functions
- current and former registered education and training providers to: enable them to deliver VET and Higher Education courses
- meet their reporting obligations under the VET and Higher Education standards and government contracts
- assist in determining eligibility for training subsidies and higher education funding
- schools for the purposes of delivering VET courses to you and reporting on these courses
- the National Centre for Vocational Education Research (NCVER) for the purpose of: creating authenticated VET transcripts
- resolving problems with USIs
- collecting, preparing and auditing national VET statistics
- researchers for education and training related research purposes
- any other person or agency that may be authorised or required by law to access the information
- any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system and will not otherwise be disclosed without their consent unless authorised or required by or under law.
- Detailed information on the use of your information can be found in Division 5 - Collection, use or disclosure of student identifiers of the Student Identifiers Act 2014, and in the USI's Privacy Policy.

Your personal information and the USI application process

The USI application process requires personal information, including your:

- name
- date and place of birth
- gender
- contact details
- identification documents.

This information is used to confirm your identity and ensure your USI is unique. The USI Registry System only keeps information about your name, date and place of birth, gender, contact details and the type of identification provided. The USI Registry System doesn't retain details from the ID used to create your USI. If you've authorised [Achievers College](#) to create a USI on your behalf, [Achievers College](#) is required by law to destroy your personal information as soon as possible after making the USI application.

USI VET transcripts

For USI account holders who are undertaking VET studies, the National Centre for Vocational Education and Research (NCVER) holds your training information, which is used to electronically create authenticated VET transcripts.

The Office of the Student Identifiers Registrar does not hold or store the information received from NCVER for this purpose. NCVER is authorised to disclose information to the:

- Australian Government Department of Employment and Workplace Relations (DEWR)
- Commonwealth authorities and State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulator
- for the purposes of:
 - the administration of VET, including program administration, regulation, monitoring and evaluation
 - the facilitation of research relating to education, including surveys and data linkage
 - understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how NCVER will handle your personal information please refer to NCVER's Privacy Policy.