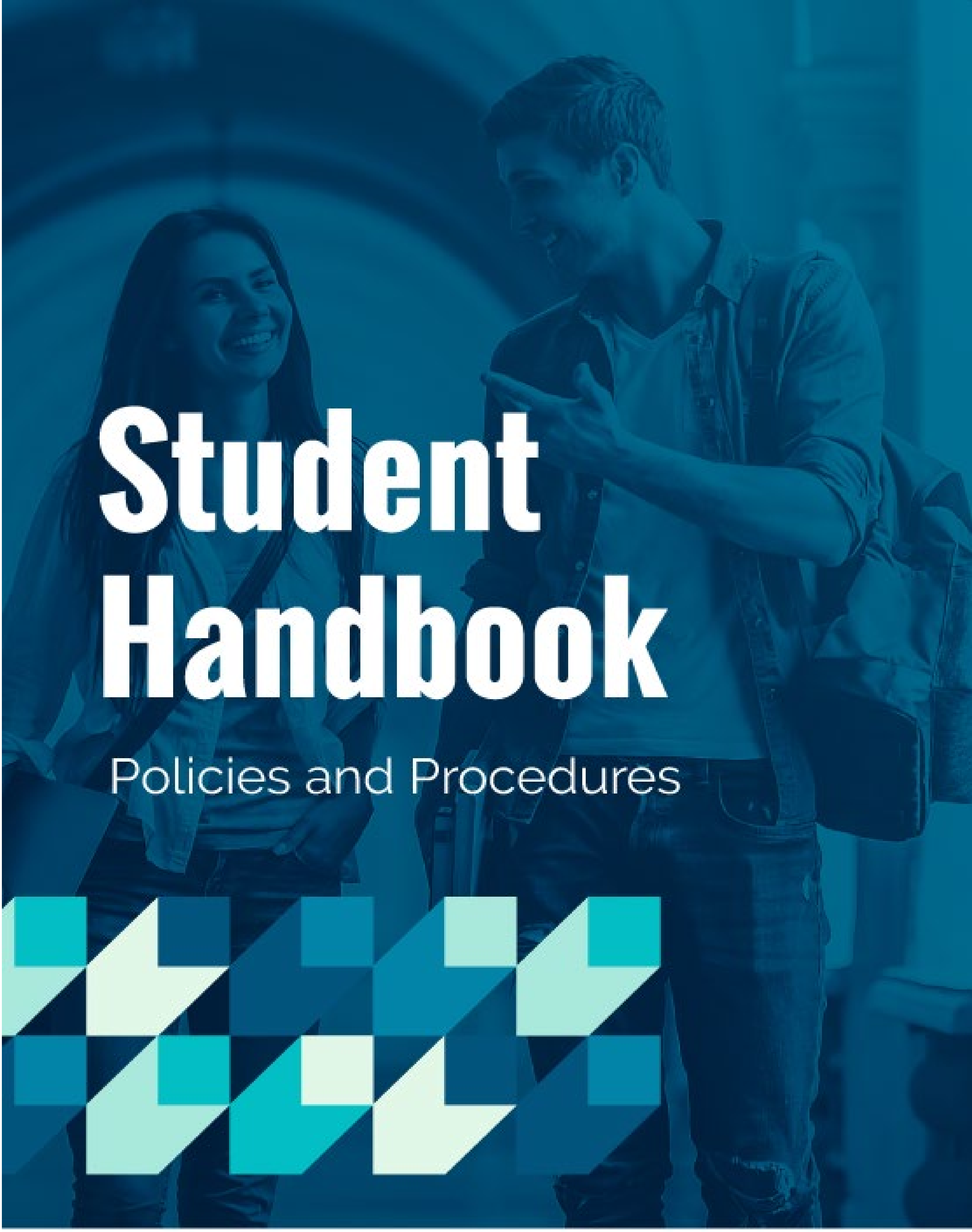


Student Handbook

Policies and Procedures

Newcastle Rescue and Consultancy Pty Ltd | 41033
1300 356 686 enquiries@newcastlerescue.com.au |
www.newcastlerescue.com.au

1 Quick Start Guide ... 4
1.1 Welcome Message from Newcastle Rescue and Consultancy Pty Ltd ... 4
1.2 Key Contacts ... 4
1.3 How to Use This Handbook ... 4
1.4 Accessing Your Student Tools (In Class) ... 5
1.5 Your First Day Checklist ... 5
2 Pre-Enrolment and Onboarding ... 7
2.1 What We check Before You Enrol ... 7
2.2 What You'll Need to Provide ... 10
2.2.3 Suitability Self-Assessment ... 11
2.3 Understanding Your Course Fees ... 17
3 Studying at Newcastle Rescue and Consultancy Pty Ltd ... 21
3.1 What Your Course Includes ... 21
3.2 Insurance ... 21
3.3 Training Adjustment Plans – Your Personal Support Strategy ... 22
4 Student Support and Wellbeing ... 24
4.1 Need Help with Your Study? ... 24
4.2 Individual Support Strategies ... 28
4.2.3 Requesting & Receiving Help ... 31
4.2.4 Diversity & Inclusion—Cultural & Accessibility Support ... 32
4.3 Workplace Health and Safety ... 34
5 Rights, Responsibilities & Policies ... 37
5.1 Your Rights as a Student ... 37
5.2 What We Expect From You ... 37
5.3 Code of Conduct: Our Shared Values ... 37
5.4 Understanding Your Obligations ... 39
6 Recognition and Results ... 43
6.1 Can You Use Past Experience? (RPL & CT) ... 43
6.1.3 RPL/CT Appeals—What to Do If You Disagree ... 47
6.2 How You'll Be Assessed ... 48
6.3 When You'll Get Results and Certificates ... 51
7 Complaints, Appeals & Feedback ... 53
7.1 How to Give Feedback ... 53

7.2 Not Happy? How to Raise a Complaint 54
7.3 Want to Appeal? What Happens and When 56
8 Legislative and Regulatory Requirements 58
8.1 National Standards & Regulatory Framework 58
8.2 Data Provision Requirements 2020 58
8.3 Statutory Education Licence 59
8.4 Privacy Protection – Privacy Act 1988 & 2024 Amendments 59
8.5 Anti-Discrimination, Harassment & Bullying 60
8.6 Media Consent and Usage Policy 60
8.7 Anti-Discrimination Act 1977 & Related Legislation 61
8.8 Sexual Harassment Act 1984 & Workplace Code 62
8.9 Harassment Act 1997, Bullying and Victimisation 62
8.10 Anti-Bullying 63
8.11 AFP National Police Check 63
8.12 Child Protection & Working with Children 64
9 Forms & Resources 68
9.1 Form Directory—What's Available & Where 68

Our Marketing and Compliance Team regularly reviews all student-facing documents, including this Handbook, to ensure the information provided is accurate, up to date and compliant with national training standards.

- **Email Notification:** You will receive an email to your primary and RTO-registered addresses within **5 business days** of any change to policies, procedures, training products or schedules.
- **LMS Alert:** A corresponding alert will be posted under **News & Notices** on the Student Portal dashboard on the same day the email is issued.
- **SMS Reminder:** For major changes (e.g. amended unit codes, timetable adjustments), a brief SMS will be sent to the mobile number on file **2 business days** before the change takes effect.

All notifications will include the nature of the change, its effective date, any impact on your Training Plan or assessments, and the actions you need to take. Please acknowledge receipt via the LMS or by replying to the email within **5 business days** of notification. Failure to acknowledge will prompt a follow-up SMS from Student Support.

1 Quick Start Guide

1.1 Welcome Message from Newcastle Rescue and Consultancy Pty Ltd

Welcome to Newcastle Rescue and Consultancy Pty Ltd – part of the Newcastle Rescue and Consultancy Pty Ltd group. We're excited to support you on your learning journey. This handbook will guide you through everything you need to know as a student with us.

Our Commitment to You

We're committed to:

- Providing quality training that meets National-Standards for Registered Training Organisations 2025
- Making your learning experience safe, inclusive and supportive
- Helping you succeed with the right support services and clear information

1.2 Key Contacts

- **General Enquiries:** 1300 356 686 | enquiries@newcastlerescue.com.au
- **Student Support:** enquiries@newcastlerescue.com.au
- **Complaints & Appeals:** enquiries@newcastlerescue.com.au
- **Trainer Contact:** training@newcastlerescue.com.au

1.3 How to Use This Handbook

This Student Handbook has been designed to guide you through your journey as a learner with Newcastle Rescue and Consultancy Pty Ltd. It includes important information to help you understand what to expect, what is expected of you, and where to get support along the way.

We recommend reading the handbook in full at the start of your training. You can return to it any time you need clarity on your rights, responsibilities, or support options.

Here's how it's organised:

- **Quick Start Guide**
  Your first day essentials—key contacts, and what to do first.
- **Pre-Enrolment and Onboarding**
  What happens before you start training, including eligibility checks, required documents, and understanding your course fees.
- **Studying at Newcastle Rescue and Consultancy Pty Ltd**
  Information on how your course is delivered, assessment types, and safety.
- **Student Support and Wellbeing**
  Where to go if you need help with study, personal challenges, or require reasonable adjustments.

- **Rights, Responsibilities & Policies**
  What you're entitled to as a student and what we expect from you, including behaviour, attendance, and academic integrity.
- **Recognition and Results**
  How to apply for RPL or credit transfer, how you'll be assessed, and when to expect your certificate.
- **Complaints, Appeals and Feedback**
  How to raise concerns, challenge decisions, or provide feedback on your experience.
- **Final Notes and References**
  Glossary, policy review cycle, and how we use your feedback to improve services.

If you're unsure about anything in this handbook, please contact your trainer or email enquiries@newcastlerescue.com.au for clarification.

1.4 Accessing Your Student Tools (In Class)

Your learning materials, assessment tools, and important course documents will be provided to you during your classroom induction session.

At your first session, your trainer will:

- Explain your training schedule and assessment plan
- Provide your course workbook or folder (if printed)
- Walk you through any digital tools or portals used (if applicable)
- Introduce the Student Support process and contacts

You'll also receive a **Student Information Pack**, which includes:

- Course dates and delivery details
- Contact information for trainers and support
- Assessment overview and support options

If you're missing anything after induction, or unsure how to use a resource, please ask your trainer or contact Student Support at enquiries@newcastlerescue.com.au or 1300 356 686.

Everything you need to participate and succeed in class will be explained clearly during your induction—no prior experience with online tools is required.

1.5 Your First Day Checklist

What We Do:

- We provide you with an induction, covering key tasks such as LLND touchpoints, introduction to your trainer and Student Support Officer, and safety briefings.
- We monitor completion and follow up on any outstanding items within five business days.

Your Role & Actions:

1. **Complete Your Pre-Course Documentation** – Ensure you have completed your ID verification, LLND submission as soon as you receive it.

2. **Ask Questions Early** – If any item is unclear, speak to your trainer or Student Support on the day of induction.
3. **Return Any Outstanding Documents** – Ensure all forms (e.g. emergency contact, USI consent) are submitted on your first day.

2 Pre-Enrolment and Onboarding

2.1 What We check Before You Enrol

Completing your enrolment and pre-training checks before your course begins helps us confirm your eligibility, tailor support to your needs, and secure your place. This ensures Newcastle Rescue and Consultancy Pty Ltd meets its obligations under:

- **Standard 2.1 and 2.2** – providing accurate information and confirming suitability before enrolment
- **Standard 2.3 and 2.4** – assessing your LLND skills and planning any necessary adjustments
- **Standard 2.5 and 2.6** – ensuring training aligns with your goals, needs, and wellbeing

Before you enrol, you will have access to documents on our website (flyers, resources, policies and procedures) that contains all the key information about your chosen course, including:

- the course code and title
- how it will be delivered
- any fees or resources required
- available support services
- any work placements or special requirements (if applicable).

Please read these documents carefully and ask us if you have any questions before signing your agreement

2.1.1 What You'll Receive from Newcastle Rescue and Consultancy Pty Ltd

Prior to enrolment, Newcastle Rescue and Consultancy Pty Ltd will ensure you are provided with:

What We Provide	When You'll Receive It
✅ Training product details **– Title, code, duration, delivery modes, assessment requirements, work placement, or licencing needs**	≥ 10 business days before your course starts
✅ Support services **– LLN/digital support, wellbeing assistance, and how to access them**	With your Pre-Enrolment Pack
✅ Fees and refunds **– Total cost, payment schedule, refund policy, and any extra materials**	With your Enrolment Agreement
✅ Your obligations **– Attendance, participation, expected conduct, equipment needed**	As part of your Welcome Communication

All this information is summarised in your **Course Flyer & Information Pack**.

2.1.2 What You Need to Do

To confirm your enrolment and help us identify any support you may need:

Step	Your Action	Due Date
1	**Read all course information** provided by Newcastle Rescue and Consultancy Pty Ltd via email, or printed pack	Immediately on receipt
2	**Complete the Suitability Self-Assessment** via the Wisenet Enrolment Agreement.	Within 5 business days
4	**Provide your USI** and upload photo ID via the Wisenet Enrolment Agreement.	Before Enrolment Agreement
5	**Return your signed Enrolment Agreement** via Wisenet.	≥ 5 business days before your course starts

2.1.3 How We Get You Ready

Step 1: Enrolment Agreement & Pre-Information Session

- You will receive an Enrolment Agreement tailored to your program type (e.g. Full Qualification, Skill Set, Micro credential, or Under-18 enrolment).
- Students enrolling in Full Qualifications or Under-18 pathways will also be invited to a phone information session (optional), to explain the enrolment process, evidence requirements, and Unique Student Identifier (USI) steps.
- If you need this information in another format (e.g. Easy English, translated, or screen-reader friendly), please contact Student Support at enquiries@newcastlerescue.com.au.

Step 2: LLND Capability Assessment

- For most enrolments, we will ask you to complete our online **Language, Literacy, Numeracy and Digital (LLND) Assessment**.
- This tool is matched to the AQF level of your program to ensure your readiness aligns with the course level and training package entry requirements.
- For Microcredentials or single units, a shorter LLND check may be conducted onsite.

Step 3: Suitability Self-Assessment & Pre-Training Review

- You will complete a Suitability Self-Assessment to help us understand your goals, physical or learning needs, and work/study history.
- Your Trainer (and/or LLN Support team) will review this with you during a one-on-one interview, in person.
- If any support or adjustments are needed, we'll agree on these before you start.
- If, based on your responses or results, the course is not deemed suitable, we will explain why, suggest an alternative pathway, and document this advice in your student record.
- Where support needs cannot be reasonably addressed in your current course, we may recommend deferral, foundation skills training, or an alternate learning pathway.

Step 4: Course Information & Support Summary

- Every program has a Training and Assessment Strategy (TAS). You will receive a **Course Flyer** or **Session Plan** summarising key information, including:
    - Unit list and expected schedule
    - Assessment types and formats
    - Support options and trainer contacts
    - Delivery mode and attendance requirements
- You'll access this via the Resources tab on the website or by email.
- All course information documents are version-controlled and stored in Q4.D3-Governance Register.xlsx/TAS tab to ensure currency.

Step 5: Confirmation and First Session Access

- Venue details (for face-to-face delivery) are issued 3 calendar days before your start date.
- You'll receive email reminders automatically.
- If any important course details change (e.g. schedule, trainer, fees), we will notify you via phone and/or your registered email within 3 business days.

Step 6: Final Sign-Off

- Before your enrolment is finalised, you'll be required to:
    - Confirm suitability by signing the Suitability Self-Assessment and any agreed adjustment plans
    - Sign your Training Plan (if applicable)
    - Confirm participation via attendance sheet

2.1.4 Your Role & Actions

1. **Complete the Enrolment Agreement**
    - **Full Qualifications & Under-18s:** attend the info session (optional), then fill in, sign and submit the correct form with certified photo ID and your USI at least 10 business days before course start.
    - **Single Units/Micro-credentials:** complete the online enrolment form, provide your USI, and attach required ID upon registration.
2. **Undertake LLN & Digital Assessment**
    - **Full Qualifications & Under-18s:** LLN & Digital and complete within five business days of receiving the form.
    - **Single Units/Micro-credentials:** complete the onsite LLN & Digital questionnaire honestly immediately before your first session.
3. **Attend Pre-Training Interview or Support Brief**
    - **Full Qualifications & Under-18s:** join your scheduled interview within seven business days of LLN completion.
    - **Single Units/Micro-credentials:** engage with the Trainer's on-the-spot support advice.
4. **Review Course Flyer & Draft Plan or Information Pack**

- **Full Qualifications & Under-18s:** check your documents for the Course Flyer & Information Pack summarising your Delivery and Assessment Plan; raise any queries with your Trainer.
- **Single Units / Micro-credentials:** read your Information Pack carefully upon receipt and ask your Trainer any questions before your first session.

5. **Return Signed Documents or Confirm Participation**
   - **Full Qualifications & Under-18s:** sign and upload the Training Plan and Suitability Checklist within five business days of your interview, then notify Student Support.
   - **Single Units/Micro-credentials:** sign the onsite participation and suitability form during the session.

If you have any questions or need assistance at any point, please contact **Student Support** immediately.

2.2 What You'll Need to Provide

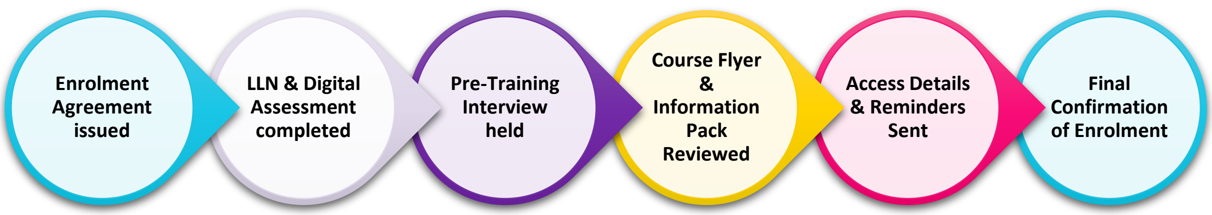
2.2.1 Pre-Enrolment checklist

Before we can confirm your place in the course, you must complete the following:

We Provide...	You Confirm...
A summary of your training product (name, code, volume of learning, delivery modes, key dates)	☐ I have read and understood the training product details.
Details on fees, charges, refund policy, and payment arrangements	☐ I accept the fees, payment schedule, and refund policy.
Information about support services available (LLN, digital, wellbeing, adjustments)	☐ I know how to access support services if I need them.
A Code of Conduct and expectations around participation and behaviour	☐ I agree to follow the expectations outlined in the handbook.

You must check and acknowledge all four items before your Enrolment Agreement is accepted.

2.2.2 Timeline Overview



Enrolment Agreement	**Complete and submit via Student Portal or email with valid ID and USI**	**≥10 business days before course start**
LLND Assessment	Complete LLND tool provided on day of training or via link sent to you	Within 5 business days of receipt
Suitability Self-Assessment	Access via online enrolment and complete; submit when done	Within 5 business days of enrolment packet
Pre-Training Interview	Attend your scheduled interview with your Trainer (optional)	Within 7 days of LLND completion
Training Plan and Adjustment Sign-Off	Review and sign Training Plan (incorporating adjustments if applicable)	Before enrolment is finalised

If you need help at any stage, contact **Student Support** at enquiries@newcastlerescue.com.au.

2.2.3 Suitability Self-Assessment

Conducting a Suitability Self-Assessment **before** you sign your Enrolment Agreement ensures we can:

- Confirm you meet entry requirements;
- Identify any LLN, digital, physical, or other support needs;
- Plan reasonable adjustments and support strategies;
- Document outcomes in your Training Plan.

This aligns with **Standard 2.2(b)** and helps us tailor your learning experience for success.

How We Conduct the Suitability Check

1. **Issue the Form**
   - As part of your Pre-Enrolment Pack (≥ 10 business days before start), we provide the Suitability Self-Assessment via online enrolment application → Pre-Enrolment Documents.
2. **Complete the Questionnaire**
   - The form covers:
     - Language, literacy, and numeracy tasks (e.g. reading and writing activities)
     - Digital capability tasks (e.g. basic file handling, navigation of online modules)
     - Physical or workplace requirements (e.g. manual handling, use of tools)
     - Any other factors affecting your ability to engage
3. **Review & Analyse**
   - Your Trainer and our LLN/Digital Specialist review your responses and task results, scoring each domain against benchmark criteria.
   - We interpret outcomes to determine whether:
     - You can proceed without adjustments;
     - You require specified support (e.g. LLN workshop, digital skills coaching);

- Alternative pathways or deferment should be considered.

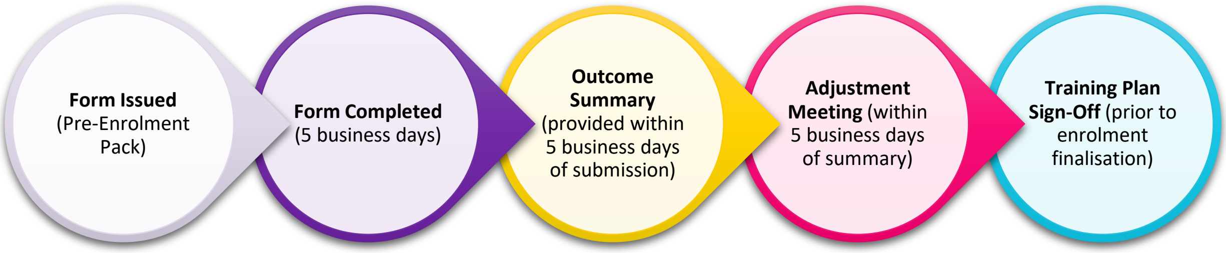
4. **Provide Feedback & Next Steps**
   - Within 5 business days of submission, you receive a Suitability Outcome Summary via email and Student Portal, detailing:
     - Your assessed strengths and gaps
     - Recommended support services and resources
     - Any agreed reasonable adjustments
5. **Integrate into Training Plan**
   - We update your draft Training Plan to include any support strategies or adjusted timelines, for your final sign-off.

2.2.4 Your Role & Actions

Step	What You Do	Timeline
1	**Access the Form** • Access the website and complete online enrolment application → Pre-Enrolment Documents → Suitability Self-Assessment.	As soon as Pre-Enrolment Pack is issued
2	**Complete & Submit** • Answer all sections honestly and thoroughly. • Upload the completed form.	Within 5 business days of form issue
3	**Review Outcome Summary** • Read your Suitability Outcome Summary in your email and Portal. • Note recommended supports.	Within 2 business days of receiving summary
4	**Discuss Adjustments** • Meet with your Trainer (online or face-to-face) to confirm support strategies.	Within 5 business days of outcome summary
5	**Final Sign-Off** • Sign the updated Training Plan—now including support and adjustment details. • Email your signed Training Plan.	Before signing the Enrolment Agreement

Mandatory Requirement: Your Enrolment Agreement **cannot** be finalised until the Suitability Self-Assessment is completed, reviewed, and incorporated into your Training Plan.

Quick Overview



For assistance at any point, please contact **Student Support** immediately.

2.2.5 USI & AVETMISS—Your Obligations & Our Reporting

Your USI is your unique education number made up of 10 letters and numbers. It can be all letters but never all numbers. You only need to create it once and you have it for life.

Your USI gives you access to a government authenticated record of all your vocational education and training (VET) achievements since 2015.

You need a USI if you are:

- a student studying nationally recognised Vocational Education and Training (VET)
- seeking a VET student loan
- a higher education student seeking a HELP loan or Commonwealth Supported Place
- a higher education student graduating.

Follow the link below for everything you need to know about creating, finding, managing, and sharing your USI. Students - Unique Student Identifier

Your Unique Student Identifier (USI) and accurate AVETMISS data ensure your training is recognised nationally and help us meet government data-reporting requirements under the Data Provision Requirements 2020.

2.2.6 How We Manage Your USI & AVETMISS Data

1. **USI Collection & Verification**
   a. We collect your USI when you enrol—or, with your written consent, apply on your behalf—using the official USI portal. usi.gov.au
   b. We verify your identity by matching the name you provide to your USI registration.
2. **AVETMISS Data Capture**
   a. We gather mandatory fields—demographics (Indigenous status, disability), employment, study details—directly from your enrolment form.
   b. We submit this data in compliance with Data Provision Requirements 2020, ensuring timely and accurate reporting.
3. **Regulatory Compliance & Data Security**
   a. All USI and AVETMISS processes conform to government standards.

b. We store and transmit your data securely, adhering to the Privacy Act 1988 and USI privacy principles.

Your Role & Actions

Step	What You Do
1	**Create or Provide Your USI**– If you already have a USI, enter it on your Enrolment Agreement. – If not, complete the USI Consent section to authorise us to apply on your behalf. – To create your own USI, go to usi.gov.au/students/create-your-usi and follow the steps: use a personal email, provide one form of ID, set up multi-factor authentication, and ensure your name matches your ID.
2	**Complete AVETMISS Fields**– Accurately fill all demographic and study-related fields on your enrolment form, including disability status and employment details.
3	**Notify of USI Changes**– If you update or correct your USI, submit an Access/Correction Request Form within **2 business days** of the change.
4	**Review Privacy Information**– Read the USI privacy notice (linked on the enrolment form) and our AVETMISS privacy summary in the Student Portal.

By providing accurate USI and AVETMISS information, you help us maintain the integrity of your training records and comply with government reporting obligations. If you need assistance, please contact Student Support via enquiries@newcastlerescue.com.au or 1300 356 686.

2.2.7 Language, Literacy, Numeracy and Digital (LLND) Support

Strong LLND skills are essential for your success in training and assessment. By identifying your needs early and providing focused support, we ensure you can fully engage with course materials and demonstrate competence.

How We Assess & Support Your LLND Needs

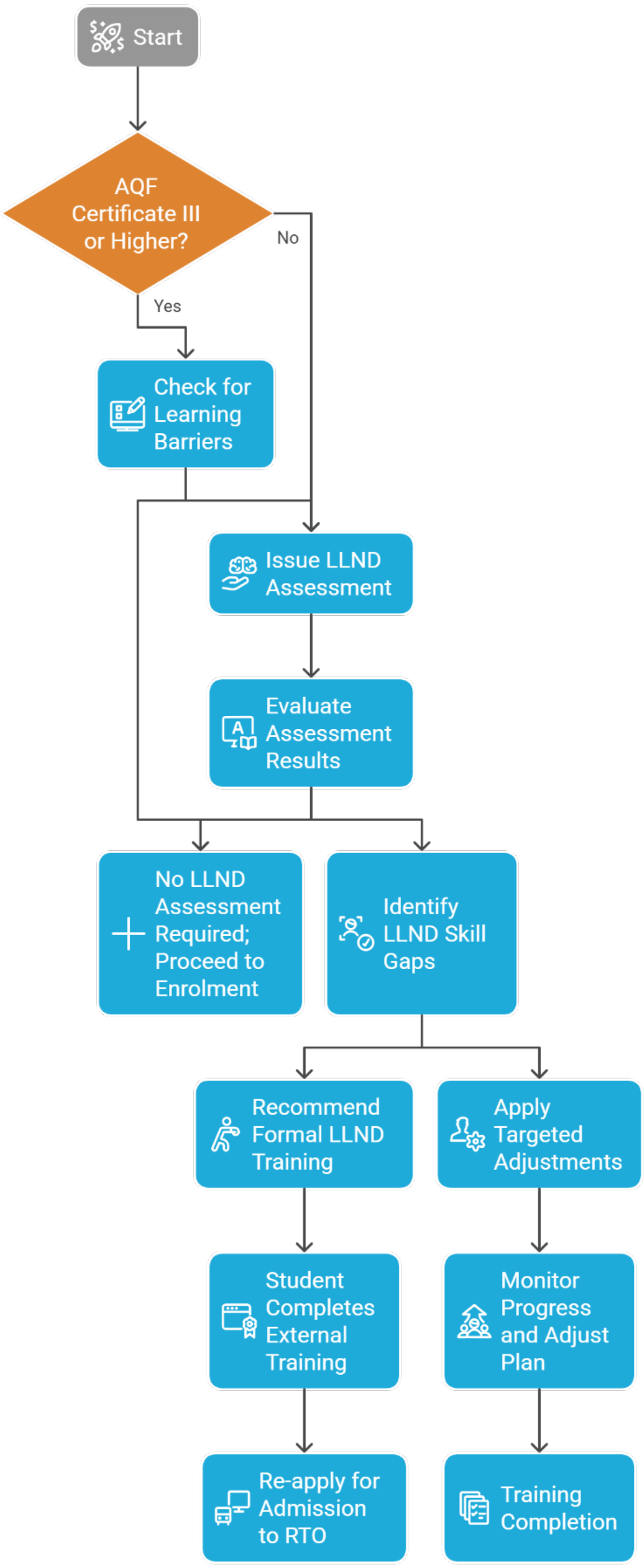
- **Mandatory Assessment:** All students without a Certificate III (or higher) or equivalent experience must undertake an LLND assessment.
- **Clear Exemptions:** You may be exempt if you hold a Certificate III+ or can demonstrate relevant industry experience.
- **Rapid Results & Planning:** We return your LLND results quickly, then tailor a Training Adjustment Plan if required.
- **Timely Implementation:** Agreed adjustments—extra time, tutorials, assistive technology—are put in place within days.
- **Ongoing Review:** We monitor your progress and adapt support through regular check-ins and governance reviews.

Your Role & Actions

Step	What We Do	What You Do
1. LLND Assessment	• **Document:** Q2.D1–LLN+D Assessment Assessor Guide & Tool • **When:** Within **5 business days** of enrolment acceptance • **Where:** Sharepoint → Assessments → LLND	1. Read this Handbook's LLND section for test format and instructions. 2. Complete the assessment unaided unless you have approved adjustments. 3. Contact Student Support if you need special arrangements.
2. Exemptions	• **What:** Exempt students with Certificate III+ or verified industry experience	1. Provide proof (AQF certificate copy or employer reference). 2. Email evidence to enquiries@newcastlerescue.com.au within **3 business days** of enrolment.
3. Results & Planning	• **When:** Within **2 business days** of assessment • **What:** Written LLND results and, if required, a Training Adjustment Plan	1. Review your LLND results and discuss any questions with your Trainer. 2. Sign the Training Adjustment Plan within **2 business days** to confirm your understanding.
4. Implement Adjustments	• **Document:** Q2.D2–Training Adjustment Plan • **When:** Within **5 business days** of plan sign-off • **What:** Apply tutorials, assistive tools, extra time	1. Attend all scheduled support sessions and use provided resources. 2. Provide feedback on how the adjustments are working for you.
5. Monitoring & Review	• **How:** Monthly Trainer Reports and governance reviews update support as needed	1. Join fortnightly check-ins with Student Support. 2. Ask for additional help or revise your plan if your needs change.

By following these steps, you'll get the LLND support you need to succeed. If at any point you're unsure or need further help, reach out to Student Support via enquiries@newcastlerescue.com.au 1300 356 686.

2.2.8 LLND Assessment Process



2.3 Understanding Your Course Fees

Transparent and fair fee practices help you make informed decisions about your training. This section outlines your financial obligations, refund entitlements, how to access certification, and what to do if you need support with payments or believe something hasn't gone right.

This aligns with:

- **Compliance Requirements – Division 1: Information and Transparency**
- **Compliance Requirements – Division 3: Accountability**
- **Outcome Standard Q1.D2.4** – Timely issuance of certification
- **Australian Consumer Law** – Cooling-off period and refund rights

2.3.1 How We Manage Fees, Refunds and Certification

What We Do	What You Need to Know
Fee Disclosure	You'll receive a Course Flyer that includes all tuition, material, and admin charges. A maximum of $1,500 can be collected before your course begins.
Admin Fee	An upfront admin fee (usually $250) is included in your deposit and is non-refundable if you cancel.
Refund Eligibility	Refunds are available under certain conditions (see table in section 2.3.3).
Payment Plans	Available for balances above $1,500.
Certification	You'll receive your certificate or Statement of Attainment within 30 calendar days of successful completion, at no extra cost.
Reassessment	You get two free reassessment attempts per unit. A Statement of Attainment will be issued for units you've completed if the full course isn't completed.
Fee Protection	Any amount collected over $1,500 is protected by a bank guarantee.
Cooling-Off Period	You may cancel within 10 business days of enrolment and request a refund.

For full details, refer to your Course Flyer and the Refunds Policy available on request or on the website under the Resources tab.

2.3.2 Setting Up a Payment Plan

If your total course fees exceed the $1,500 deposit cap, we offer a structured Payment Plan covering the full remaining balance. This includes all tuition, material and admin charges not covered in your initial deposit.

What We Do:

- Create a written Payment Plan showing total cost, due dates, and late fees
- Send payment reminders before each due date

Your Role:

1. Request a Payment Plan using the **Payment Plan Application Form**
2. Submit required financial info (e.g. payslips) within 5 business days
3. Review the plan, which includes:
   - Instalment 1: 50% (start of training)
   - Instalment 2: 25% (midway)
   - Instalment 3: 25% (end of course)
4. Sign and return the plan within 2 business days
5. Pay each instalment on time
6. Contact Student Support if you anticipate a missed payment

Tip: Set calendar reminders for each instalment to avoid late fees

2.3.3 Cancelling During the Cooling-Off Period

You have the right to cancel your enrolment for any reason within **10 business days** of signing your Enrolment Agreement — as long as your course hasn't commenced.

What We Do:

- Honour all cancellation requests made within the 10-day cooling-off period
- Process eligible refunds within 10 business days, less any applicable non-refundable admin fee

Your Role:

1. Send a written **Cancellation Notice** to **enquiries@newcastlerescue.com.au** within 10 business days of signing your Enrolment Agreement.
   Please include:
   - Your full name
   - Course code
   - Enrolment date
2. Complete and attach the **Refund Request Form** (available from Support Services) to your cancellation email.
3. Keep a copy of your sent email (with timestamp) as confirmation.
4. We will acknowledge your cancellation and refund request within 2 business days and confirm the next steps.

Note: If your course has already started, your request will be assessed under our standard refund conditions (see Section 2.3.4).

2.3.4 Requesting a Refund

Refunds may apply if you cancel your enrolment, depending on how much notice you give.

Notice Period Before Start	Refund Amount
More than 10 business days	100 % of fees paid*
Between 5 and 10 business days	50 % of fees paid*
Less than 5 business days	No refund

* Less any non-refundable administration fee specified in your Enrolment Agreement

Your Role:

1. Submit a **Refund Request Form** with your cancellation notice
2. We'll confirm the outcome within 5 business days
3. Approved refunds are processed within 10 business days
4. If funds don't arrive by the expected date, contact enquiries@newcastlerescue.com.au

Automatic Refund Triggers (no admin fee retained):

- Overpayment
- Course cancelled by Newcastle Rescue and Consultancy Pty Ltd

Refunds may be granted (with documentation) if:

- You experience serious illness or hardship
- Newcastle Rescue and Consultancy Pty Ltd fails to deliver agreed services

2.3.5 Protecting Your Prepaid Fees

To protect your investment, we follow **Schedule 6** of the Outcome Standards and do not collect more than $1,500 before your course starts.

If your total course fee exceeds this amount, we:

- Collect only $1,500 upfront
- Secure the remainder with a **bank guarantee** or other compliant protection method

This ensures that if Newcastle Rescue and Consultancy Pty Ltd is unable to deliver your course:

- You'll be placed in an equivalent course at no extra cost; **or**
- You'll receive a refund for any undelivered training

Your Role:

- Understand that any amount over $1,500 is protected
- Contact Student Support immediately if your course is interrupted

2.3.6 Your Consumer Rights and Appeals

As a student, you're protected by **Australian Consumer Law**, which guarantees that services must:

- Be delivered with care and skill
- Match the service described
- Be fit for purpose

If you believe Newcastle Rescue and Consultancy Pty Ltd has not met these expectations or you wish to dispute a fee outcome:

Your Role:

1. Submit a **Complaint or Appeal Form** detailing the issue and outcome you seek
2. Include any evidence (receipts, emails, correspondence)
3. We'll acknowledge your submission within 3 business days
4. We aim to resolve complaints within 10 business days
5. If unresolved, you may escalate to:
    - Australian Skills Quality Authority (ASQA)
    - State Ombudsman
    - Consumer protection agency

More information is available in our **Complaints and Appeals Policy** on Newcastle Rescue and Consultancy Pty Ltd website

3 Studying at Newcastle Rescue and Consultancy Pty Ltd

3.1 What Your Course Includes

What We Do:

- We deliver your training in accordance with the nationally recognised training product, using a validated Training and Assessment Strategy (TAS).
- Your course is structured into clear phases: orientation, training delivery, assessment, and (where applicable) work placement.
- Each unit of competency is mapped to the relevant training product requirements and delivered using appropriate methods (e.g. practical tasks, simulated work).
- We provide trainers who are qualified and current in their industry area and ensure all assessment tools meet the Principles of Assessment and Rules of Evidence.
- We monitor your progress, offer individualised support, and ensure your records are accurate and secure.

Your Role & Actions:

1. **Engage in Learning** – Attend sessions, complete tasks, ask questions.
2. **Meet Unit Requirements** – Understand the unit outcomes and the website Resources tab or handbook to check what's required.
3. **Stay on Track** – Use feedback, tutorials, and check-ins to stay up to date.
4. **Take Responsibility** – Raise any concerns early and make use of support.

Your course aligns with national qualification standards, meaning your achievements are recognised across Australia.

3.2 Insurance

Maintaining the right insurance protects you, our trainers, staff, and visitors if something goes wrong—such as an injury during training or damage to property. By holding adequate policies, Newcastle Rescue and Consultancy Pty Ltd meets our legal and regulatory obligations and ensures we can continue to deliver safe, uninterrupted training services.

3.2.1 How We Keep You Protected

1. **Public Liability Insurance**
   - We hold continuous **public liability cover** for at least **AUD 10 million**, covering all training and assessment activities throughout our registration period.
   - We retain a **Certificate of Currency** as proof; quotes or invoices alone are insufficient evidence.
2. **Professional Indemnity Insurance**

- While not mandated by ASQA, we maintain **professional indemnity cover** to protect against claims arising from advice, assessments, or services we provide.

3. **Workers' Compensation Insurance**
    - We comply with **state Workers' Compensation** laws, covering all employees (and contractors where required).
4. **Additional Policies**
    - Where we own or lease facilities, we hold **building and contents insurance**.
    - For any specialised training (e.g. with licensed equipment), we arrange **contract works** or **products liability** cover as needed.
5. **Regulatory Compliance**
    - We confirm our insurers are **APRA-authorised**, ensuring policies meet Australian Prudential Regulation standards.
    - Our CEO and Finance Manager review and renew all policies annually to match our scope of registration and emerging risks.

By holding these comprehensive insurance policies and following safe practices, Newcastle Rescue and Consultancy Pty Ltd ensure that you can focus on learning with confidence that you're protected from unforeseen risks. If you have questions about our coverage, contact Student Support via enquiries@newcastlerescue.com.au or 1300 356 686.

3.3 Training Adjustment Plans – Your Personal Support Strategy

Everyone's learning journey can present unexpected challenges. A tailored Training Adjustment Plan (TAP) ensures you receive the precise support you need—extra time, targeted tutorials, or assistive resources—so you can stay on track and succeed.

A Training Adjustment Plan is not about changing course outcomes—it's about supporting you to reach them. Every student deserves a fair opportunity to succeed.

3.3.1 How TAPs Work:

1. **Trigger Plan** – Based on LLND, Suitability Checklist, or Intervention Plans
2. **Draft & Approve** – You and your Trainer review and comment within 3 business days
3. **Sign-Off** – You confirm the TAP within 2 business days (ask questions if unsure)
4. **Implementation** – Resources and sessions are arranged immediately
5. **Review Cycle** – Monthly TAP reviews to adjust support using assessment, attendance, and your feedback
6. **Monitoring** – Outcomes are securely logged in our Student Management System and protected under the Privacy Act 1988

3.3.2 Examples of Reasonable Adjustments:

- Extra time for assessments or extensions on deadlines

- One-on-one tutorial support or mentoring sessions
- Use of assistive technology (e.g. screen readers, spell-check tools)
- Printed materials in large print or different formats
- Modified practical tasks to accommodate mobility or sensory needs
- Language support or simplified instructions

3.3.3 Your Role:

- Attend support sessions, review your plan regularly, and request updates if your needs change
- Keep in touch with Student Support to keep your plan effective
- Ask questions before signing and collaborate openly

By actively engaging with your Training Adjustment Plan, you give yourself the best chance of achieving success—on your terms.

For assistance or to request an adjustment, contact Student Support at enquiries@newcastlerescue.com.au or 1300 356 686.

4 Student Support and Wellbeing

4.1 Need Help with Your Study?

Our support services are available to all students—before enrolment, during training, and right through to completion. All support is provided confidentially and based on your consent.

Your success at **Newcastle Rescue and Consultancy Pty Ltd** depends not only on course content but also on the **support services** available to help you thrive.

By identifying learning needs early, providing timely support, and nurturing wellbeing, we ensure that you can fully participate and succeed—aligned with **Standards 2.3 to 2.6** of the *Standards for RTOs 2025*.

We offer:

- **Academic Support**: Language, Literacy, Numeracy & Digital (LLND) assessments, study-skills workshops, one-on-one tutoring, and reasonable adjustments
- **Wellbeing Services**: Confidential screening, counselling referrals, and regular check-ins with our Diversity & Wellbeing Officer
- **Diversity & Inclusion**: Accessible materials (compliant with WCAG 2.1), cultural partnerships, and a peer mentoring program
- **Continuous Improvement**: Termly feedback surveys, quarterly support reviews, and biennial policy updates

Step	What We Do	What You Do
1. Identify Support Needs	• LLND Assessment on enrolment (see *Q2.D1–LLND Assessment Guide*) • Student Obligations & Liabilities Checklist used to flag personal or access needs	• Complete your LLND within 5 business days of enrolment • Declare any health, language, or disability needs at induction
2. Academic Support	• Offer study-skills workshops (time management, assessments) • Provide one-on-one tutoring via Support Services Form (*Q2.D2*) • Reasonable Adjustments through a Training Adjustment Plan (see 4.2.1 for how this works in practice)	• Submit a Support Services Form to request help • Review and agree to your Training Adjustment Plan with your trainer
3. Wellbeing & Counselling	• Wellbeing screening at induction and mid-course • Rapid-response referral to our Wellbeing Officer within 2 business days • External counselling referrals in line with *Q2.D4–Wellbeing Policy* • Promote positive mental health through awareness campaigns and wellbeing tips.	• Complete your screening surveys • Consent to referral services and attend booked sessions • Provide feedback on support effectiveness

Step	What We Do	What You Do
4. Diversity & Inclusion	• Cultural partnerships (see *Q2.D3–Diversity Policy*) • Accessible digital/print materials • Peer mentoring program sign-up available via Portal • Accessible Materials: digital (WCAG 2.1), translated content, and hard-copy versions available on request • Cultural awareness training for Trainers and Student Support staff to ensure inclusive service delivery	• Notify Student Support if you need cultural/language services • Request print materials if digital is a barrier • Join our peer mentoring program
5. Monitoring & Review	• Quarterly effectiveness reviews logged in *Q4.D3-Governance Register.xlsx / CI tab* • Annual wellbeing surveys • Biennial policy review by Compliance Manager	• Complete surveys honestly • Participate in focus groups if invited • Share your support experience

Your wellbeing matters to us. If you feel overwhelmed, anxious, or need help, you can:

- Talk to your trainer or our Student Support Officer
- Contact Beyond Blue on 1300 22 4636 or Lifeline on 13 11 14
- Access culturally appropriate or youth-specific support services—ask us for a referral

All wellbeing matters are treated confidentially and respectfully.

4.1.1 Support Services – Where to Get Help

Your wellbeing is important. During your studies, you may experience challenges—whether personal, financial, emotional, or health-related. We are here to support you. In addition to support from your trainer and our staff, you can access the following **free and confidential support services** across Australia:

Mental Health & Crisis Support

Service	Description	Contact Details
Lifeline	24/7 crisis support for people in distress	📞 13 11 14
Beyond Blue	Mental health support, anxiety, and depression help	📞 1300 22 4636
Suicide Call Back Service	Counselling for people affected by suicide	📞 1300 659 467

Youth & Education Support

Service	Description	Contact Details

Headspace	Mental health and wellbeing for young people aged 12–25	📞 1800 650 890
Kids Helpline	Support for young people aged 5–25	📞 1800 55 1800

LGBTIQA+ Support

Service	Description	Contact Details
QLife	Peer support for LGBTIQA+ individuals	📞 1800 184 527

Family & Domestic Violence Support

Service	**Description**	**Contact Details**
1800RESPECT	24/7 support for sexual assault and domestic violence	📞 1800 737 732
Men's Referral Service	Help for men concerned about their behaviour	📞 1300 766 491

Multicultural & CALD Student Support

Service	**Description**	**Contact Details**
Multicultural Health Connect	Health information and services in your language	📞 1800 186 815
Translating & Interpreting Service (TIS)	Free interpreting for non-English speakers	📞 131 450

Disability & Accessibility

Service	**Description**	**Contact Details**
Disability Gateway	Info and referral for people with disability	📞 1800 643 787
NDIS	National Disability Insurance Scheme	📞 1800 800 110

Financial & Housing Assistance

Service	**Description**	**Contact Details**
National Debt Helpline	Free financial counselling and budgeting advice	📞 1800 007 007

Ask Izzy	Find local housing, food, health, and financial services	🌐 www.askizzy.org.au (Free data on Telstra network)

General Health & Sexual Health

Service	Description	Contact Details
Healthdirect	24/7 trusted health advice from registered nurses	📞 1800 022 222
SHINE SA (national referrals)	Sexual health support and education	🌐 www.shinesa.org.au

Not Sure What You Need?

If you're unsure which service to contact or just want to talk it through:

- Speak with your **Trainer**, **Student Support Officer**, or the **RTO Manager**
- They can help guide you to the most appropriate support and assist you in making contact

All support conversations are confidential and focused on helping you feel safe, supported, and ready to succeed in your training.

We regularly review and update this list to ensure services remain current and accessible. If you notice outdated details or need help choosing a service, please let us know.

4.1.2 Support Services Form

At Newcastle Rescue and Consultancy Pty Ltd, we know that students may need help at different points in their learning journey—whether it's academic, wellbeing, or access related. The **Support Services Form** is available to help you, your Trainer, or our Admin team request or record the support you need, when you need it.

This form can be used to:

- Request tutoring, study skills support, or extra learning resources
- Ask for adjustments to your training or assessment due to health, family, or personal reasons
- Notify us of a disability or condition that may affect your learning
- Share any wellbeing concerns, such as stress, mental health, or needing a referral
- Flag challenges with Language, Literacy, Numeracy or Digital (LLND) skills

You can access the form:

- Online via **the website Resources tab → Support Services**
- Or request a copy from your Trainer, the Admin team, or Student Support

Who Can Use This Form?

- **Students** – to request support, raise concerns or ask for adjustments

- **Trainers** – to document support discussions, wellbeing concerns, or adjustment needs
- **Admin staff** – to support referrals or record observations made during enrolment or induction

What Happens After You Submit the Form?

1. This form is reviewed by your **Trainer, Student Support Officer or Admin team** within **2 business days**. Depending on your needs, a Training Adjustment Plan (Q2.D2), referral, or one-on-one meeting may be arranged.
2. If further support is needed, one or more of the following may occur:
    - A **Training Adjustment Plan** or **Individual Support Plan** is created
    - A referral is made to counselling, LLND support, or other external services
    - A check-in is scheduled to follow up on how the support is working for you
3. All records are **securely stored in the Wisenet**, ensuring confidentiality and continuous support

If you are unsure whether to submit a form, speak with your Trainer or the Student Support Team—we're here to help.

4.2 Individual Support Strategies

At Newcastle Rescue and Consultancy Pty Ltd, we understand that life circumstances, learning needs, and health concerns can affect your ability to study. That's why we offer a range of **individual support strategies**—designed to keep you engaged, progressing, and supported throughout your training.

These may include:

- **Reasonable adjustments** to training or assessment (e.g. extra time, alternative formats)
- **Support plans** that outline agreed actions, check-ins, and resources
- **Intervention plans** to help you catch up if you fall behind
- **Leave plans** for extended personal or medical absences

All supports are provided confidentially and with your involvement. They do **not lower course standards or unit outcomes**—they're here to help you meet them.

4.2.1 Types of Support Plans

Type	What It's For	Triggered When
Training Adjustment Plan (TAP)	Supports access for students with health conditions, disabilities, carer responsibilities, or language needs	LLND assessment, Suitability Checklist, or Support Services Form
Individual Support Plan (ISP)	Short-term learning support (e.g. exam prep, confidence-building, access to tools)	You request tutoring or flag difficulty via the Support Services Form

Type	What It's For	Triggered When
Intervention Plan	Re-engagement strategy for missed classes, late assessments, or performance drop	Trainer notices reduced engagement or progress
Leave Request Plan	Manages extended absences with a catch-up schedule	You apply for approved leave 5+ days in advance

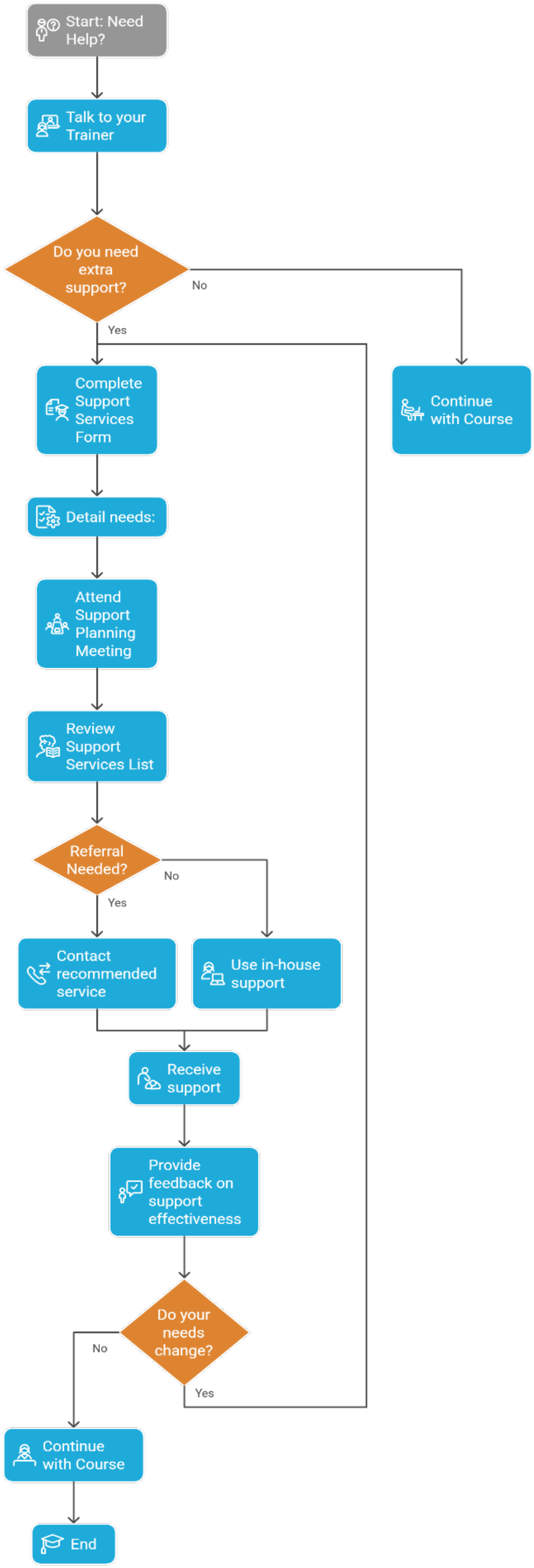
4.2.2 What You Can Expect

Step	What We Do	What You Do
1. Request Support	We provide the Support Services Form online or in class	Complete the form on the website (Resources → Support Services) or ask your Trainer/Admin
2. Draft a Plan	We review your needs and prepare the most suitable plan within 3 business days	Attend the meeting and share any relevant info (e.g. medical certificate, tech barriers)
3. Agree and Sign	We co-design your support strategy and send it to the Portal for sign-off	Review and sign the plan. Ask questions if anything is unclear
4. Deliver Support	We schedule tutoring, LLND sessions, extra time or adjusted assessments as needed	Attend all scheduled sessions, complete work as agreed, and let us know how it's going
5. Monitor & Update	We check in fortnightly and revise the plan monthly if needed	Give honest feedback—your needs may change, and that's okay!

Important:

All support records are stored securely in the Wisenet and reviewed quarterly via our Continuous Improvement Register. You'll always be involved in decisions that affect your learning.

If you're not sure which type of support applies to your situation, just speak with your Trainer, Student Support Officer, or the RTO Manager—we're here to help you succeed.


Start: Need Help?
Talk to your Trainer
Do you need extra support?
No
Yes
Complete Support Services Form
Continue with Course
Detail needs:
Attend Support Planning Meeting
Review Support Services List
Referral Needed?
No
Yes
Contact recommended service
Use in-house support
Receive support
Provide feedback on support effectiveness
Do your needs change?
No
Yes
Continue with Course
End

4.2.3 Requesting & Receiving Help

Everyone faces challenges from time to time—whether it's keeping up with deadlines, understanding difficult topics, or managing personal stress. At Newcastle Rescue and Consultancy Pty Ltd, support is never far away.

We offer **timely, structured, and personalised help** to remove barriers and keep you progressing confidently.

What Kind of Help Can I Ask For?

You can request help for:

- Academic challenges (e.g. falling behind, struggling with assessments)
- Language, Literacy, Numeracy or Digital (LLND) difficulties
- Health or personal issues affecting your study
- Access needs (e.g. learning disability, carer responsibilities)
- Technical support using Wisenet or training tools

How the Support Process Works

Step	What We Do	What You Do
1. **Identify Needs**	We screen your Suitability Checklist and LLND results to flag early support needs.	Complete your LLND assessment and Suitability Checklist honestly. Let us know if anything's affecting your learning.
2. **Acknowledge Your Request**	Once you submit a Support Services Form, we confirm receipt within 2 business days.	If you're struggling, submit the Support Services Form (Website → Resources → Support Services). Don't wait—ask early.
3. **Assess & Plan**	We meet with you (within 5 business days) to understand your needs and draft a support plan. This may be a Training Adjustment Plan or Individual Support Plan.	Attend the planning meeting and bring any documentation or examples (e.g. medical notes, past assessments). Be open—it helps us help you.
4. **Deliver Support**	We provide tailored help—this could be tutoring, extra time, simplified materials, assistive tech, or wellbeing referrals.	Attend all support sessions, follow your plan, and ask questions if anything is unclear.
5. **Monitor & Update**	We follow up with you fortnightly and update your plan at least monthly to ensure it's still working.	Give feedback at check-ins—if something's not helping, we'll adjust it together.

Not Sure Where to Start?

You don't need to know exactly what support you need—just tell us what you're experiencing.

- Talk to your **Trainer**, the **Student Support Officer**, or **Admin Team**
- Or email us at enquiries@newcastlerescue.com.au / call 1300 356 686

Support is **confidential**, free, and designed to **set you up for success**—no matter what challenges arise.

4.2.4 Diversity & Inclusion—Cultural & Accessibility Support

At Newcastle Rescue and Consultancy Pty Ltd, we value the richness of all backgrounds and are committed to building a safe, inclusive, and accessible learning environment for everyone—regardless of language background, cultural identity, ability, gender, sexuality, or belief system.

We actively remove barriers to participation and provide tailored support to ensure you feel welcome and respected. This commitment aligns with **Standards 2.3 to 2.6**, and supports the principles of access, equity, and cultural safety.

What We Provide

- **Cultural Inclusion**
  We respect the cultural beliefs and religious practices of all students. You can request:
  - Cultural leave for religious ceremonies or observances
  - Alternative class schedules or assessment dates (e.g. Ramadan, NAIDOC Week)
  - Prayer breaks or quiet spaces
  - Interpreters (including AUSLAN)
    Submit an *Inclusion Referral Form* at any time via email enquiries@newcastlerescue.com.au.
- **Disability Inclusion**
  We support students with visible and non-visible disabilities, including:
  - Learning (e.g. dyslexia): simplified text, audio content, extra time
  - Mental health (e.g. anxiety): quiet rooms, flexible assessment
  - Physical (e.g. mobility limitations): accessible classrooms, assistive tech
  - Sensory (e.g. vision/hearing): screen readers, large print, captioned videos
    These adjustments are made through a co-designed *Individual Support Plan*.
- **Learning Resource Adaptation**
  If you need learning materials adapted, we can:
  - Increase font size or line spacing
  - Simplify complex language
  - Provide translated summaries or glossaries
  - Supply digital files compatible with screen readers
- **Staff Cultural Capability**
  Our trainers and support staff undertake regular training in:
  - Cultural awareness
  - Inclusive language

- Anti-discrimination and unconscious bias

- **Peer Connection & Mentoring**
  You may request connection with a peer or mentor from a similar cultural, disability or lived-experience background. This is optional and confidential.

What You Can Do

Step	What We Do	What You Do
1. Explain Services	Provide information at induction about interpreters, cultural/religious leave, disability supports and assistive tools.	If you need support, complete the *Inclusion Referral Form* via your trainer or student support officer.
2. Arrange Support	Approve requests and arrange services within 3 business days.	Provide accurate info (language, disability type, event date, accommodation needed).
3. Adapt Materials	Modify materials and/or delivery methods to suit your needs.	Use the modified resources; give feedback if something doesn't work.
4. Monitor & Review	Check in mid-term; update your plan if your needs change.	Stay in touch with Student Support and request reviews as needed.
5. Capture Feedback	Conduct the *Inclusion Feedback Survey* to monitor quality.	Complete the short survey so we can improve our services.

Examples of Adjustments (Student & Staff Reference)

Barrier	Possible Adjustment
Visual impairment	Large-print handouts, screen readers
Hearing loss	Closed captions, AUSLAN interpreter
Dyslexia	Coloured overlays, audio assessments
Mental health	Quiet space, extended deadlines
Cultural obligation	Religious leave, rescheduled assessments
First Nations identity	Yarning circles, community elder engagement

If you're not sure what support you need or want to talk it through confidentially, contact:

- **Student Support** via enquiries@newcastlerescue.com.au or 1300 356 686
- **Your Trainer**
- Or the **RTO Manager**

All discussions are confidential and used only to help you feel safe and supported in your studies.

4.3 Workplace Health and Safety

Your safety is our top priority—whether you're on campus or out on placement. The Work Health and Safety Act 2011 (as amended) sets clear duties for everyone involved in training to prevent harm and keep our learning environments healthy.

- **Risk Management:** We carry out regular hazard inspections, safety audits, and risk assessments to identify and eliminate or control dangers.
- **Emergency Readiness:** You'll find evacuation maps, fire-equipment locations and first-aid kits clearly marked in all training areas.
- **Incident Reporting:** Any injury, 'near miss' or safety concern is recorded and investigated using our WHS Incident Report form. Corrective actions and follow-up checks ensure the issue is resolved.
- **Information & Training:** From day one you receive a safety briefing at induction. We provide ongoing toolbox talks, and one-on-one coaching so you understand safe work practices.
- **Health & Safety Representatives (HSRs):** If elected, HSRs receive paid training and act as your voice in safety consultations.

Right	What You Should Do
Safe Environment	Attend inductions, toolbox talks and follow all safety directives.
Informed & Consulted	Ask questions in briefings and participate in risk-assessment meetings.
Report Hazards & Incidents	Use the WHS Incident Report form (available from your Trainer) to report anything unsafe.
Access to HSRs	Nominate or vote for an HSR and bring safety issues to their attention.
Refuse Unsafe Work	If a task poses imminent risk, stop work immediately and seek advice.

4.3.1 Quick-Guide: What To Do After an Incident

1. **Ensure Safety First**: Move away from danger and, if needed, call emergency services.
2. **Notify Your Trainer or Supervisor**: They'll help secure the area.
3. **Complete the WHS Incident Report**: Capture what happened, where and who was involved.
4. **Follow Up**: Attend any review meeting and cooperate with corrective-action plans.

By working together—being alert, speaking up and following procedures—we create a training environment where everyone can learn, grow and thrive without unnecessary risk. If you ever have a safety question or concern, your Trainer, Student Support team or elected HSR is here to help.

4.3.2 Reporting an Incident

Whenever you see or experience an injury, hazard or "near miss," please follow these steps to ensure its logged and fixed:

1. **Stay Safe First**
   - Move yourself and others out of harm's way.
   - If someone needs urgent medical help, call **000**, then alert your Trainer or Assessor.
2. **Grab the WHS Incident Report Form**
   - Available from your Trainer/Assessor or at Reception.
   - **Form**: WHS Incident Report Form Q2.D4-WHS Incident Form
3. **Fill It Out Clearly**
   - **Incident Details**: Date, time, location, exactly what happened, and any witnesses.
   - **Injury Details** (if relevant): Person's name, role (Student/Staff), injury site, and whether medical treatment was needed.
   - **Hazard & Action**: What caused the incident? What you or others did immediately to control it?
4. **Submit Within 24 Hours**
   - Hand the completed form to Reception or email a scanned copy to the WHS Officer.
5. **WHS Team Follows Up**
   - The WHS Officer logs it in the register, carries out any risk assessments, and records corrective actions.
   - The WHS Coordinator finalises "Action Required/Taken" and ensures those controls are put in place.
6. **Continuous Improvement**
   - Incident outcomes are reviewed at the next Quality & Compliance meeting. You may be asked for feedback so we can prevent repeats.

By reporting promptly and fully, you help keep our training spaces safe for everyone. If you ever have questions about the form or process, just ask your Trainer or Student Support.

4.3.3 Emergency & Evacuation Onsite

Emergencies can happen without warning. Knowing exactly what to do keeps you and everyone around you safe, minimises panic and ensures we all get help as quickly as possible.

- **Clear Signage & Equipment:** All training rooms have evacuation maps, marked exits, fire extinguishers and hose reels.
- **Regular Drills:** We run evacuation drills each semester so you're familiar with routes and muster points.
- **Trained Fire Wardens:** Designated staff lead evacuations and ensure everyone is accounted for.

- **Communication Systems:** Alarms, public-address announcements, and mobile alerts are tested regularly.

When You Hear an Alarm	What You Do
1. Stop Work Immediately	Leave all equipment as is—do not tidy up or collect belongings.
2. Follow Your Fire Warden's Instructions	Proceed calmly to the nearest safe exit.
3. Use the Nearest Exit, Not Elevators	Head to the Evacuation Meeting Point (muster area) as signed.
4. Assist Others if Safe to Do So	Help classmates with mobility needs—but never put yourself at risk.
5. Report to the Muster Area	Wait for roll call; do not leave until you're formally dismissed.
6. Alert the Warden to Missing Persons	If you notice someone hasn't arrived, tell the Warden immediately.

4.3.4 Fire Emergency Tips

- **Only Fight Small Fires:** If a fire is small, you may use the nearby extinguisher—aim at the base, sweep side to side.
- **Know Your ABCs:** Use the correct extinguisher (A for wood/paper, B for liquids, C for electrical).
- **Don't Take Unnecessary Risks:** If in doubt, evacuate first and let the Fire Brigade handle it.

4.3.5 What Happens Next

1. **Accountability:** Your Trainer or Warden conducts a roll call at the muster point.
2. **All-Clear Signal:** Only once emergency services or the Warden confirm safety will you be told you can re-enter.
3. **Debrief:** After the event or drill, we'll review what went well and where we can improve. Your feedback is welcome.

By following these steps and staying calm, you help ensure everyone's safety. If you ever have questions about evacuation routes or emergency equipment, please ask your Trainer or a Fire Warden at any time.

5 Rights, Responsibilities & Policies

5.1 Your Rights as a Student

At **Newcastle Rescue and Consultancy Pty Ltd**, you are entitled to:

- Learn in a safe, inclusive, and respectful environment—free from discrimination, bullying and harassment
- Receive accurate, timely and accessible information about your course, assessments, and progress
- Request reasonable adjustments for a disability, health condition, learning need, or personal circumstance
- Access support services at no cost to assist with academic success and personal wellbeing
- Have your personal information protected in accordance with the **Privacy Act 1988**
- Provide feedback and participate in surveys that inform continuous improvement
- Lodge complaints and appeals without fear of penalty, and have these handled fairly, confidentially and in a timely manner

These rights apply to **all students**, regardless of your background, delivery mode, or location.

5.2 What We Expect From You

We ask that all students to:

- Participate actively in classes and meet attendance, engagement, and submission deadlines
- Treat Trainers, staff, peers and host employers with respect and courtesy
- Act honestly and independently in assessments—plagiarism and cheating are not tolerated
- Comply with Work Health and Safety (WHS) guidelines in all environments
- Communicate early if you need help, are at risk of falling behind, or require adjustments
- Respect the confidentiality of any information encountered during training or placements
- Follow the Student Code of Conduct in all settings (campus, online, work placement)

5.3 Code of Conduct: Our Shared Values

At Newcastle Rescue and Consultancy Pty Ltd, we are committed to creating a safe, respectful, and inclusive learning environment—where everyone is treated with dignity and given the opportunity to succeed.

This Code of Conduct outlines the behaviours expected of all students, both in training and during work placements. It applies to all modes of learning—on campus, online, and in the workplace—and is supported by our policies on wellbeing, diversity, academic integrity, and professional conduct.

5.3.1 Our Shared Values

We expect all students to uphold these values:

Value	What This Means
Respect	Treat all students, staff, clients and partners with courtesy and professionalism.
Responsibility	Take ownership of your learning, meet deadlines, and attend scheduled classes.

Value	What This Means
Integrity	Submit your own work, be honest in all assessments, and follow fair use of AI.
Inclusion	Celebrate diversity, accommodate difference, and use inclusive language and behaviour.
Safety	Follow all WHS instructions, report hazards, or misconduct, and avoid behaviour that risks others' wellbeing.
Professionalism	Dress appropriately, use mobile devices responsibly, honour placement etiquette

5.3.2 Prohibited Behaviours

You must not:

- Harass, bully, intimidate or discriminate against others
- Damage, misuse, or remove RTO property or training equipment
- Attend class or placement under the influence of drugs or alcohol
- Use threatening, abusive or inappropriate language in any learning setting
- Share confidential information about others without consent
- Breach academic integrity (e.g. plagiarise, cheat, misuse AI—see Section 5.4.1)
- Share assessments, learning content or login credentials
- Bring weapons or prohibited substances into a training or workplace setting

5.3.3 Online Behaviour Expectations

Whether you're learning through the Wisenet, attending webinars, or participating in online forums, you must:

- Use respectful and inclusive language
- Avoid spam, offensive memes, or non-relevant material
- Keep your camera on (where requested) and engage actively
- Never record or share content without permission

5.3.4 Use of Devices and Technology

- Keep mobile phones on silent in class unless authorised by your Trainer
- Comply with the Mobile Phone Use Agreement for placements (see Section 5.4.6)
- Never use AI tools or devices during assessments unless permitted
- Do not use technology to impersonate others or fabricate data

5.3.5 What Happens If You Breach the Code?

If you breach the Code of Conduct, Newcastle Rescue and Consultancy Pty Ltd may:

- Issue a verbal or written warning

- Apply temporary suspension
- Cancel enrolment for serious or repeated breaches
- Refer matters to external authorities (e.g. police or placement hosts)

All incidents are documented using the **Q1.D2–Misconduct Incident Form** and monitored through the **Q4.D3-Governance Register.xlsx/OFI tab**.

5.3.6 Reporting Concerns

If you see or experience inappropriate behaviour:

- Speak with your Trainer or Student Support
- Submit a confidential Incident Report via Wisenet → Forms → Incident Report
- Reports are managed confidentially under the Complaints & Appeals Policy (Q2.D5)

5.4 Understanding Your Obligations

As a student at Newcastle Rescue and Consultancy Pty Ltd, you share responsibility for maintaining a safe, fair, and ethical learning environment. The following expectations support compliance with Standards 1.4 (Academic Integrity), 2.3–2.7 (Support, Inclusion, Complaints), and 4.3 (Continuous Improvement).

5.4.1 Academic Integrity & Assessment Honesty

Academic integrity means submitting your own work, citing sources correctly, and declaring any external tools (including AI) used. We uphold a fair assessment process for all students.

Key Requirements

- **Sign the Academic Integrity Agreement (Q1.D1)** before submitting assessments.
- **Use correct referencing** (e.g. Harvard) to acknowledge all external sources.
- **Declare AI tools** used in assessments—state the tool, version, and extent on the cover sheet.
- **Do not engage in** cheating, plagiarism, collusion, data fabrication, or impersonation.

What You Must Do

Step	Action	Supporting Documents
1	Submit original work only	Q1.D1 – Academic Integrity Agreement
2	Cite all sources accurately	Q1.D2 – Assessment Integrity & Cheating Policy
3	Declare AI use honestly	Cover Sheet Template
4	Respond to misconduct notices promptly	Q1.D2 – Misconduct Incident Form
5	Use the Appeals Process if needed	Q2.D5 – Complaints & Appeals Form

Consequences for breaches range from resubmission to failure of the unit. All cases are documented and follow a fair process.

5.4.2 Work-Integrated Learning (WIL) Obligations

WIL placements are a formal part of many qualifications. You must meet all expectations to protect yourself, your host, and Newcastle Rescue and Consultancy Pty Ltd's obligations under Outcome Standards 1.1–1.3.

Your Responsibilities

- **Review your WIL Learning Plan and Placement Agreement** with your Trainer and host
- **Complete all host-specific requirements**, including background checks or WHS inductions
- **Log your attendance and tasks** in the Student Placement Logbook
- **Provide honest feedback** at the mid-point and end of your placement
- **Adhere to workplace professionalism** including punctuality, confidentiality, and safety protocols

Step	Action	Supporting Documents
1	Co-develop your WIL Plan	Q1.D1 – WIL Learning Plan
2	Complete host entry requirements	Host forms, Police Checks, etc.
3	Log placement tasks and hours	Q1.D1 – Workplace Visit / Contact Log
4	Attends debrief sessions	CI notes – Q4.D3-Governance Register.xlsx / CI tab

Failure to meet placement standards may affect your assessment outcome and eligibility to continue.

5.4.3 Cheating and Plagiarism

Academic misconduct damages the value of your qualification. We define:

- **Cheating**: Using unauthorised notes/devices, getting someone else to do your work, sharing answers.
- **Plagiarism**: Using someone else's ideas or words without citation, including from AI tools.
- **Misuse of AI**: Uploading assessments to AI platforms or submitting AI-generated work without disclosure.

Misconduct is investigated under Q1.D2–Misconduct Incident Form and may result in:

Offence Type	Outcome
Minor / first	Resubmission with support
Serious / repeated	Fail grade and misconduct record

Students have the right to appeal via the Q2.D5 – Complaints & Appeals Policy.

5.4.4 Responsible Use of RTO Resources

At Newcastle Rescue and Consultancy Pty Ltd, you'll have access to a wide range of resources to support your learning—from digital platforms to printed materials, work placement tools, and assessment templates. These tools are for your personal study and development only.

What's Covered?

This section applies to:

- Your Wisenet login and digital access
- Course content (e.g. PDFs, handouts, case studies)
- Training room equipment and software
- Work placement logbooks and forms
- Assessment templates and practice tasks
- Generative AI tools and search engines used during study

Permitted Use

You may:

- Access Wisenet with your individual login only
- Use course materials solely for your own learning and assessment
- Save personal notes or assignments to the system as advised by your Trainer
- Use AI tools (e.g. Grammarly, ChatGPT, Bard) **only when explicitly permitted by your Trainer** and declared on your cover sheet
- Seek clarification on AI use **before** starting your assessments

You must not:

- Share or upload assessment tasks or RTO documents to public AI tools, websites, or forums (this includes platforms like ChatGPT, Reddit, Chegg, etc.)
- Use AI-generated content in assessments **unless approved and properly cited**
- Distribute RTO-owned resources to others (e.g. friends, other students, online)
- Copy, modify or repurpose Newcastle Rescue and Consultancy Pty Ltd assessments for any other use
- Access LMS content using another person's login
- Use AI or digital tools to impersonate, fabricate results or avoid learning activities

About AI Use in Your Course

AI tools can be helpful—but they can also lead to breaches of academic integrity if misused. If AI has been used:

- You **must declare** the tool, version, and purpose in your assessment cover sheet
- Your Trainer will review its appropriateness and relevance to the task

- Undeclared AI use may result in academic misconduct procedures (see Section 5.4.3)

5.4.5 Intellectual Property & Copyright

All training and assessment content is protected under copyright law and remains the property of Newcastle Rescue and Consultancy Pty Ltd or its licensed third-party providers. Misuse or unauthorised distribution may result in:

- Withdrawal of access to the Wisenet or resources
- Academic misconduct procedures (see Section 5.4.3)
- Legal consequences for severe breaches

Need Clarification?

If you're unsure whether something is permitted—ask first. Contact your Trainer or the Compliance Officer via enquiries@newcastlerescue.com.au or 1300 356 686 before using or sharing any RTO materials.

6 Recognition and Results

6.1 Can You Use Past Experience? (RPL & CT)

We know your skills and experience count. Recognition of Prior Learning (RPL) lets you gain credit for what you already know, reducing duplication and fast-tracking your qualification.

Applies to all enrolled students at Newcastle Rescue and Consultancy Pty Ltd who wish to have previous learning, work or life experience recognised.

To apply for RPL or Credit Transfer, please speak with our Training Manager or request the RPL/CT Application Form. You will be asked to provide evidence of your skills, knowledge, or prior qualifications. All applications are assessed fairly, and we will notify you in writing of the outcome. You can appeal any decision under our Complaints and Appeals process

Your Rights & Our Commitments

- **Right to Apply**: You may apply for RPL at any time, ideally within 2 weeks of enrolment.
- **Clear Guidance**: We provide you with an RPL Kit and support to gather evidence.
- **Fair Assessment**: Your evidence is assessed against unit requirements by qualified assessors.

6.1.1 What RPL Covers

- Formal education, work experience, or life experience relevant to units of competency.
- Evidence types include portfolios, observations, interviews, simulations, written work and third-party reports.

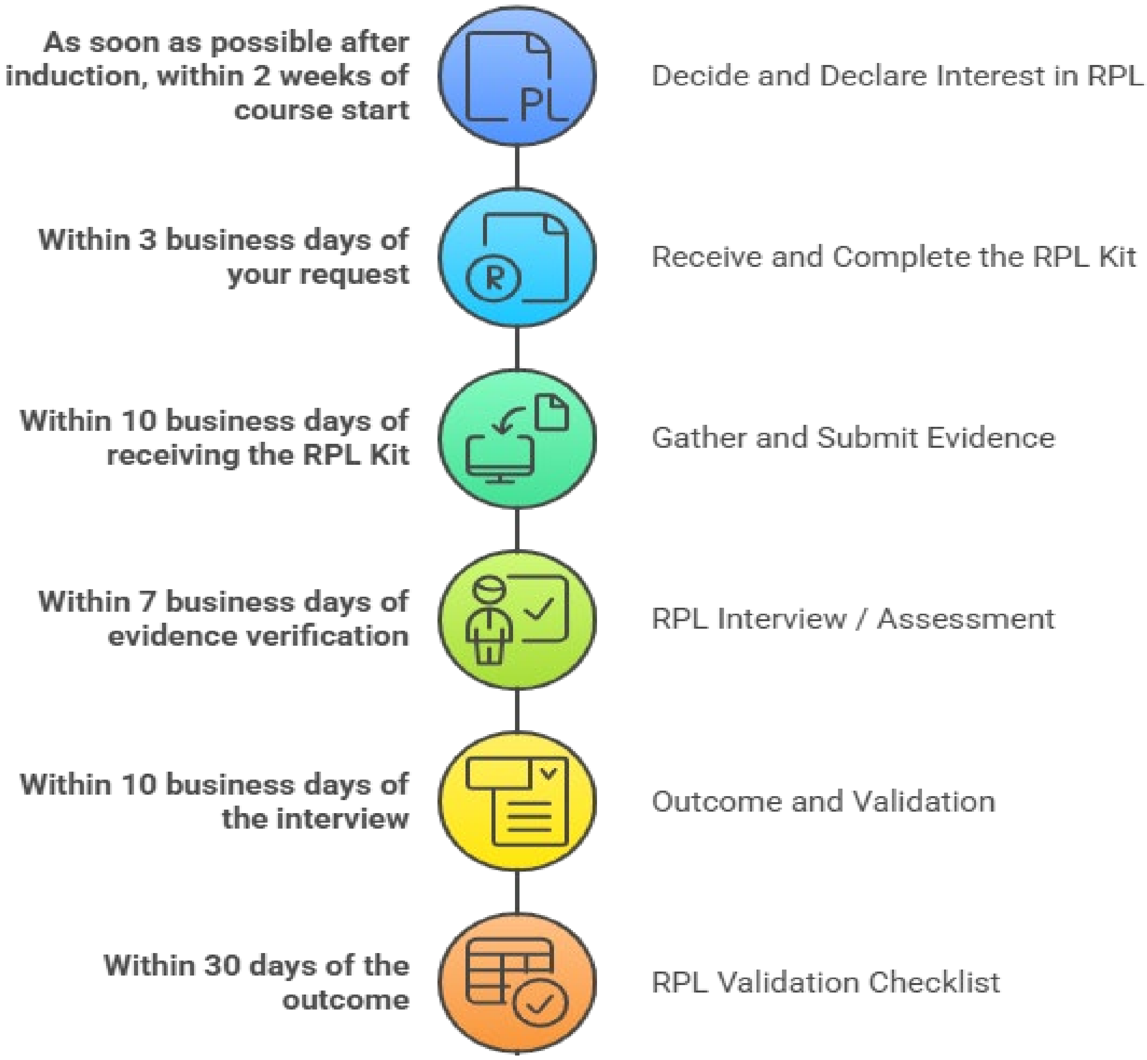
Procedures for RPL

1. **Decide and Declare**
    - **Action**: Indicate your interest in RPL on your Enrolment Agreement or contact Student Support.
    - **When**: As soon as possible after induction, within 2 weeks of course start.
    - **Why**: Early declaration helps plan your learning pathway.
2. **Receive and Complete the RPL Kit**
    - **Document**: Q1.D3–RPL Kit Student Guide
    - **Action**: We supply the RPL Kit, which explains required evidence and steps.
    - **When**: Within 3 business days of your request.
3. **Gather and Submit Evidence**
    - **Evidence Types**: Performance demonstrations, portfolios, workplace observations, interviews, simulations, written submissions, third-party reports.
    - **Where**: email evidence to enquiries@newcastlerescue.com.au.
    - **By When**: Within 10 business days of receiving the RPL Kit.
4. **RPL Interview / Assessment**

- **Action**: Attend an interview or practical demonstration as scheduled by your RPL Assessor.
- **Where**: MS Teams or on-campus room.
- **Timeline**: Interview to occur within 7 business days of evidence verification.

5. **Outcome and Validation**
   - **Notification**: You receive a written RPL outcome within 10 business days of the interview.
   - **Validation:** We conduct a validation of decisions using the RPL Validation Checklist (Q1.D3–RPL Validation Checklist) within 30 days.
   - **Register:** RPL validation actions are logged in the **Q4.D3-Governance Register.xlsx/CI tab** as part of our continuous improvement system.
   - **Next Steps**: If granted, your Training Plan is updated; if not, we discuss a Gap Training Plan to address missing competencies.

Further Support For assistance at any stage, contact Student Support or your assigned Assessor. Full details and forms are available on the Student Portal.



6.1.2 Credit Transfer

If you've already achieved competencies with another RTO, our Credit Transfer process gives you full recognition—no extra assessment needed for matched units.

Applies to all students with authenticated AQF qualifications or transcripts from other RTOs.

Your Rights & Our Commitments

1. **Right to Transfer:** You may apply for Credit Transfer at any time after enrolment.
2. **Transparent Process:** We guide you through each step and confirm outcomes in writing.
3. **Fair Assessment:** All applications are reviewed promptly and against unit requirements.

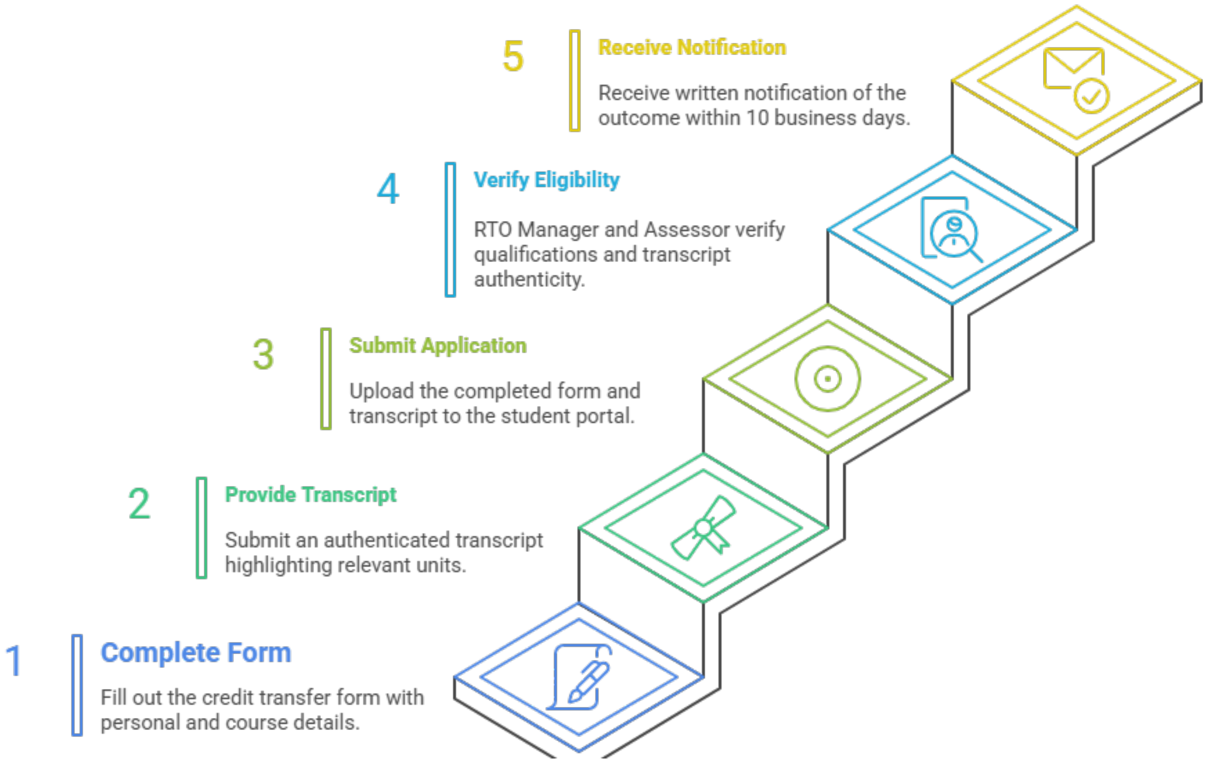
Procedures for Credit Transfer

1. **Complete the Credit Transfer Form**
   - Document: Q1.D3–Credit Transfer Form
   - Action: Fill in personal and course details; list units you wish to transfer.

2. **Provide Certified Transcript**
    - Document: Authenticated VET transcript or authenticated copy (JP or RTO staff certifies).
    - Action: Highlight units on the transcript that correspond to your current enrolment.
3. **Submit Your Application**
    - Where: Email your Credit Transfer Form, with transcript attached to enquiries@newcastlerescue.com.au.
    - When: Recommend submitting within 2 weeks of enrolment.
4. **Eligibility Verification**
    - Action: We verify your qualifications via USI (for completions after 1 January 2015) and check transcript authenticity.
    - Responsibility: RTO Manager and relevant Assessor.
5. **Outcome Notification**
    - When: Within 10 business days of submission.
    - What We Do: Inform you in writing:
        - Granted: Units transferred and updated in your Training Plan.
        - Not Granted: Reasons for ineligibility and further options.

If your application for credit transfer is unsuccessful, you will be notified in writing and given the opportunity to appeal the decision under our Complaints and Appeals process.

Further Support Questions? Contact Student Support or your Trainer for clarification on matching units and processes.



6.1.3 RPL/CT Appeals—What to Do If You Disagree

Appealing an RPL/CT Decision If you disagree with your RPL or Credit Transfer outcome, you can lodge an appeal:

- **What We Do**:
  1. **Provide Appeal Form**: We supply an **RPL/CT Appeal Form** in Section J for any contested decisions.
  2. **Acknowledge Receipt**: We acknowledge your appeal within **3 business days** of submission.
  3. **Conduct Review**: We review your appeal, re-examine evidence and, if necessary, engage an independent assessor, within **10 business days**.
  4. **Issue Final Decision**: We communicate our final decision in writing, including reasons and any changes to outcomes.
- **Your Role & Actions**:
  1. **Complete the RPL/CT Appeal Form** (Section J), specifying which decision you are appealing and why.
  2. **Attach Supporting Evidence**, such as additional references or clarifications.
  3. **Submit Your Appeal** within **7 business days** of receiving the original outcome.
  4. **Attend any Review Meetings** scheduled as part of the appeal process.
  5. **Receive the Final Decision** in writing; if still dissatisfied, request details for an external review.

6. Refer to the **Complaints & Appeals Policy** for detailed procedures and external review options.

6.2 How You'll Be Assessed

At Newcastle Rescue and Consultancy Pty Ltd, we assess your knowledge and skills through carefully designed tasks that align with national competency standards. This section explains what you can expect—and what is expected of you.

6.2.1 Key Compliance Requirements

- **Standards 1.1–1.5** – Foundational outcome standards for training structure, industry engagement, assessment validity, and fairness
- **Practice Guide – Assessment** (17 June 2025)

Principles of Assessment

All assessments are designed and conducted according to the four principles:

1. **Fairness**
   - We consider your individual needs and provide reasonable adjustments where required.
   - You'll receive clear instructions, and can challenge results or be reassessed if needed.
2. **Flexibility**
   - Assessment methods suit diverse contexts and recognise prior learning.
   - We offer oral, written, and practical options to match your strengths.
3. **Validity**
   - Assessments measure exactly what they claim to (e.g. performance criteria).
   - We ensure tasks align to unit requirements and minimise bias.
4. **Reliability**
   - Assessment decisions are consistent across different assessors and settings.
   - We use standardised tools, moderation, and validation to reduce judgement errors.

Rules of Evidence

Assessment evidence must be:

- **Valid** – Directly relevant to the unit/module
- **Sufficient** – Demonstrates all competency aspects
- **Authentic** – Clearly your own work
- **Current** – Reflects recent performance

Assessment Tool Requirements

Each task is supported by:

- Mapping to unit requirements
- Assessment conditions and AQF level
- Criteria for performance and feedback
- Instructions for adjustments and reattempts

6.2.2 What You'll Receive Before Each Assessment

Before every assessment, you will receive:

- A **Student Assessment Guide** explaining each task
- An **Assessment Cover Sheet** to declare your work and receive feedback
- Access to support and adjustments
- At least **5 business days' notice** before the due date
- An opportunity to clarify instructions or expectations

If you're unsure about anything, please ask your Trainer. Misuse of tools (including AI) or collaboration without permission may result in academic misconduct (see Section 5.4.3).

6.2.3 Assessment Process & Feedback

Step	What We Do	What You Do
1	Email the **Q1.D2–Student Assessment Guide** to at least 5 business days before the due date	Log into your email and review → My Units → Assessment. Review instructions and plan your time
2	Provide you with the **Q1.D2–Assessment Cover Sheet**	Complete the task, sign the Cover Sheet, and submit your assessment by the due date via email, or directly to your Trainer. Keep a personal copy
3	Return marked work within 10 business days	Review feedback in Wisenet → Grades & Feedback, email, or receive directly from your Trainer. Ask questions if unsure
4	Manage academic misconduct with documented procedure	If issued a Misconduct Notice, respond in writing and attend the review meeting
5	Conduct internal moderation	If invited, attend the moderation session and share your experience to help improve assessment quality

If you disagree with a result, you may lodge a formal appeal via the **Complaints & Appeals Policy** (see Section R).

6.2.4 Re-attempts & Escalation

- You are allowed **up to 3 free re-attempts** per assessment task.
- Feedback is issued within 5 business days.

- Re-attempt due dates are set within 10 business days of feedback.

If you're still unsuccessful after 3 attempts:

- The matter is escalated to the Academic Coordinator.
- You may be offered a **4th attempt** through alternate methods or gap training.
- These are reviewed on a case-by-case basis and recorded in the **Governance Register → CI tab** if linked to systemic issues.

6.2.5 Assessment Design & Timing

What We Do	Your Role & Actions
Design assessments using rules and principles	Understand what's being assessed and why
Use varied methods – written, practical, projects, simulations	Plan for any workplace approvals or resources you'll need
Post assessment briefs 2 weeks prior	Read instructions and ask questions at least 5 days before due date

6.2.6 Training Delivery

- Training is delivered according to your **Training & Assessment Strategy (TAS)**
- Trainers are qualified and current in their industry area
- Sessions use inclusive resources and are mapped to learning objectives

6.2.7 Training Product Updates & Transitions

- **14-Day Email Notice** of any unit, schedule or product changes
- **7-Day SMS Reminder** issued before the effective change
- **Updated Info Pack** includes what's changing, when, impacts and support available

What You Do	Timeline
Acknowledge the change via email	Within 5 business days
Discuss transition with your Trainer	Within 10 business days
Sign the updated Training Plan via email → Documents	Within 5 business days of meeting

If you need clarification on any step of the assessment process, please contact Student Support or your Trainer.

6.3 When You'll Get Results and Certificates

At Newcastle Rescue and Consultancy Pty Ltd, we aim to provide timely, accurate and accessible results—ensuring you receive the formal recognition you've earned. This section explains how and when your results will be finalised and when you'll receive your qualification or Statement of Attainment.

6.3.1 Results Timeline

Once you have submitted your final assessment tasks and completed all required training:

Step	What We Do	Timeline
1	**Final Assessment Review** – Your trainer confirms that all tasks are satisfactorily completed and competency is demonstrated	Within 5 business days of final submission
2	**Assessment Validation & Moderation** – Where required, your assessments are reviewed for consistency and accuracy	Within 10 business days
3	**Training Plan Completion** – Your training file is checked to confirm all units are complete and support needs (e.g. RPL, CT) are documented	Within 15 business days
4	**Outcome Submission to Student Records** – Your results are uploaded and finalised in the Wisenet and student management system (SMS)	Within 20 business days
5	**Final Results Notification** – You'll be notified of your final result via email.	By the 20th business day

If you're still completing assessments, your results will only be issued once all competencies are achieved and validated.

6.3.2 Certificates

All certificates are issued within **30 calendar days** of course or unit completion, in line with national guidelines and the **National Vocational Education and Training Regulator Act 2011**.

Completion Type	What You'll Receive	Format	Logo Use
Full Qualification	AQF Certificate + Transcript	PDF + Hard Copy	Includes **NRT** logo and **AQF** branding
Skill Set	Statement of Attainment for completed skill set units	PDF + Hard Copy	Includes **NRT** logo
Single Unit	Statement of Attainment for that unit	PDF	Includes **NRT** logo
Credit Transfer Only	Statement of Attainment (if applicable)	PDF	Only issued if a unit was awarded by transfer, not originally delivered

Important Notes:

- You **must have a verified USI** (Unique Student Identifier) for any certificate to be issued.
- You must have **paid all fees in full**.
- If your name or contact details change, let us know via the **Change of Details Form** in the Student Portal.

6.3.3 About the Logos on Your Certificate

- The **NRT logo** (Nationally Recognised Training) confirms that your training product is nationally endorsed and compliant with the Australian VET framework.
- The **AQF logo** (Australian Qualifications Framework) appears only on certificates for full qualifications and indicates the level (e.g. Certificate III, Diploma).

These logos cannot be used by students or employers in their own materials but appear on certificates issued by Newcastle Rescue and Consultancy Pty Ltd to confirm authenticity.

6.3.4 What You Need to Do

Step	Your Actions	Support
1	Check your final unit results via email.	Contact your Trainer with any questions
2	Confirm your contact details and **USI** are current	Use the Change of Details Form
3	Pay any outstanding fees (if applicable)	Contact Accounts if unsure
4	Await formal email confirming your certificate has been issued	Usually within 30 days of your final unit
5	Download your digital copy and store your hard copy safely	Ask Student Support if you need a reprint

If you've only completed a few units and are exiting early or transferring RTOs, you will still receive a **Statement of Attainment** for all competencies achieved.

For any queries about results or certificates, contact Student Support via enquiries@newcastlerescue.com.au or call 1300 356 686.

7 Complaints, Appeals & Feedback

7.1 How to Give Feedback

Your insights help us refine our courses, support services and overall student experience. By sharing what's working (and what isn't), you enable us to meet our continuous-improvement obligations under Standards 4.2 and Practice Guide – Feedback, Complaints & Appeals.

1. **Quality Indicator Survey:** We collect your course feedback for ASQA's annual indicators and improvement planning.
2. **Informal Feedback:** Tell your trainer or Student Support Officer in person or via email at any time.
3. Trainers must record informal feedback in the Feedback Log. All informal concerns are reviewed weekly and escalated if required by the Compliance Manager.
4. **Formal Feedback:** Submit a Feedback Form (via Portal or email). You can remain anonymous if you wish.
5. **Post-Course Evaluation:** At the end of your training, we'll invite you to complete a course satisfaction survey.
6. **Continuous Improvement:** We review every piece of feedback in our Quality & Compliance meetings and track enhancements in our Continuous Improvement Register.
7. We review every piece of feedback in our **Governance Meetings** and track improvements in the Continuous Improvement Register and Q4.D3-Governance Register.xlsx/OFI tab.

Step	What We Do	What You Do
1	**Administer Quality Indicator Survey** • **Documents:** ACER Learner Questionnaire; Quality Indicator Annual Summary guidelines • **When:** At least once during your training (mid-course or as directed) • **Who:** We provide link & instructions; Student Support collates & submits.	• Complete the ACER Learner Questionnaire via email or in-person Survey when prompted. • Provide honest feedback to help improve our training and meet reporting obligations.
2	**Offer Informal Feedback** • **Document:** Q2.D5–Student Feedback, Complaints & Appeals Workflow (Feedback & Informal Resolution section) • **When:** Anytime during training • **Who:** Trainers review and respond.	• Submit suggestions or minor concerns via Student Feedback Form. • Expect a follow-up from your Trainer within 5 business days to discuss your feedback.
6	**Drive Continuous Improvement** • **Reference:** Q2.D5 Workflow (Stages 6–7) • **When:** Immediately after final decision or review • **Who:** Compliance Manager updates registers. • **Where:** Q4.D3-Governance Register.xlsx/CAA tab & Continuous Improvement Register	• No action needed—our team will record outcomes and identify improvement actions. • You may be invited to provide feedback on the resolution process to help us refine our practices.

By engaging in this feedback process, you help shape a better learning environment for yourself and future students. If you have any questions about how feedback is handled, contact Student Support via enquiries@newcastlerescue.com.au or 1300 356 686.

7.2 Not Happy? How to Raise a Complaint

We value your right to speak up. Whether it's feedback, a concern or a formal complaint—about another student, a staff member, our training delivery, or a third-party partner—we're committed to hearing you and acting. Our complaints process is clear, impartial and timely, ensuring we maintain trust and continuously improve our services in line with Standards **2.7** and **2.8**.

1. **Multiple Pathways:** You may share informal feedback, lodge a formal complaint or submit an appeal—whatever suits your concern.
2. **Support & Fairness:** You may involve a support person or interpreter at any stage. We ensure procedural fairness by giving all parties a fair opportunity to respond.
3. **Timely Resolution:** We acknowledge all formal complaints within **5 business days** and aim to resolve most within **60 calendar days**. If not, we'll keep you informed every **20 business days**.
4. **Escalation & Independent Review:** If unresolved, you can escalate to a senior manager, request a no-cost independent review, or contact ASQA or the Ombudsman.
5. **Confidentiality:** All matters are handled discreetly. Your identity and information are protected unless disclosure is legally required.
6. **Continuous Improvement:** We log all complaints in our **Governance Register** (Q4.D3-Governance Register.xlsx/CAA tab) and use them to improve our services.

Step	What We Do	What You Do
1. Receive & Acknowledge	Acknowledge in writing via Portal and email within 5 business days.	Lodge your concern via the Portal or email the Complaints & Appeals Form to enquiries@newcastlerescue.com.au. You may first speak informally with your Trainer or Student Support.
2. Assign & Investigate	RTO Manager investigates fairly and impartially. All parties may present their version of events.	Attend scheduled meetings, provide evidence, and feel free to bring a support person or interpreter.
3. Interim Updates	If not resolved in 60 days, we notify you in writing and provide progress updates every 20 business days.	Share any new information as it arises. Stay engaged with email updates.
4. Decide & Communicate	Provide a written outcome explaining findings, decisions, and actions.	Review the outcome and ask for clarification within 10 business days if needed.

Step	What We Do	What You Do
5. Escalate Internally	A senior manager or CEO (if required) conducts an internal review.	Request a review in writing to enquiries@newcastlerescue.com.au within 10 business days.
6. Independent Review or External Bodies	We offer an independent reviewer (at no cost). If unresolved, we provide contact details for ASQA and other regulators.	Request an independent review or escalate to one of the external bodies listed below.
7. Record	The Compliance Manager logs your case in the **Governance Register** (Q4.D3-Governance Register.xlsx/CAA tab). Trends are reviewed at Quality & Compliance Meetings.	No further action needed—your input helps improve our services.
7. Improve	If the issue indicates a broader systemic concern, the Compliance Manager will document it in the **Opportunities for Improvement (OFI) tab** of the Governance Register.	

7.2.1 Quick Reference: Complaints Forms & Registers

- **Complaints Form:** Complaints & Appeals via Student Support.
- **Register Location:** All cases logged with a reference number in Q4.D3-Governance Register.xlsx/CAA tab.
- **Informal Feedback:** Verbal or casual feedback to staff is recorded in our Feedback Log and considered during our continuous improvement reviews.

7.2.2 External Agencies (No Cost to You)

- **National Training Complaints Hotline**
  Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
- **Australian Skills Quality Authority**
- **Ombudsman & Fair-Trading Offices:** Contact details available via Student Support.

By following this robust process, you help us resolve issues fairly, maintain compliance and continually improve our services. If you need assistance at any point, contact Student Support or the RTO Manager via enquiries@newcastlerescue.com.au or 1300 356 686.

7.3 Want to Appeal? What Happens and When

You have the right to challenge an assessment result if you believe it is incorrect, unfair or inconsistent. Our appeals process ensures all decisions are evidence-based, impartial, and compliant with **Standards 1.3, 1.4, 2.8**, and the *Practice Guide – Assessment*.

1. **Informal Discussion First:** Speak with your Trainer/Assessor to clarify your result.
2. **Formal Appeal Lodgement:** If unresolved, lodge a formal appeal using our standard Complaints & Appeals form within a defined timeframe.
3. **Independent Review:** We appoint an independent assessor—and, if needed, an external Review Board—to re-assess your work.
4. **Clear Timelines & Updates:** We acknowledge and resolve appeals within set timelines, notifying you at each stage.
5. **Step 5: External Review Option** – If still unresolved, you may request a **Review Board** or refer your case externally.
6. **Continuous Improvement:** All appeal outcomes are recorded and analysed to strengthen our assessment practices.

Step	What We Do	What You Do
1. Submit Appeal		Submit your appeal within **10 business days** of receiving the complaint decision.
2. Informal Discussion	Your Trainer discusses the outcome with you.	Raise the concern within **7 calendar days**. Be specific and refer to your Assessment Guide.
3. Acknowledge Formal Appeal	Acknowledge your submitted form in writing within 5 business days.	Submit the appeal via Portal within **7 business days** of the informal discussion.
4. Investigate & Meet	RTO Manager convenes a review panel (excluding the original Assessor).	Attend the meeting and bring supporting evidence. You may involve a support person.
5. Decision Issued	A written outcome is provided within **15 business days**.	Review the result. If re-assessment is offered, attend as scheduled.
6. Independent Re-assessment	A qualified, independent assessor reassesses your work within **10 business days**.	Submit revised or original work for review. Attend as scheduled.
7. Review Board (Optional)	A panel including an **external RTO representative** review the case.	If you remain dissatisfied, you may request an independent review. All independent reviewers are impartial and not previously involved in your case. The review will be finalised within **60 calendar**

Step	What We Do	What You Do
		days unless extended with written notice and reasons provided.
8. **Final Decision & Logging**	Final result issued within 20 business days of the Review Board. Case logged in **Governance Register** (Q4.D3-Governance Register.xlsx/CAA tab).	Final decision is binding. If procedural fairness was breached, escalate to external agency.

7.3.1 Key Documents & Registers

- **Complaints & Appeals Form:** Complaints & Appeals via Student Support.
- **Appeals Register:** All lodgements and outcomes are recorded with unique reference numbers.
- **Governance Meetings:** Appeal trends and improvements are reviewed monthly.

External Review Options (No Cost to You)

If our internal process is exhausted and you remain unsatisfied; you may escalate to:

- **National Training Complaints Hotline**
  Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
- **Australian Skills Quality Authority**
- **Ombudsman & Fair-Trading Offices:** Contact details available via Student Support.

If you need support or clarification at any stage, reach out to **Student Support** or the **RTO Manager** via enquiries@newcastlerescue.com.au or 1300 356 686.

8 Legislative and Regulatory Requirements

When undertaking training or work placement, students must comply with both **employer** and **RTO policies and procedures**, which are informed by the legislation outlined below. This includes responsibilities under workplace safety, privacy, discrimination, and quality frameworks.

8.1 National Standards & Regulatory Framework

Newcastle Rescue and Consultancy Pty Ltd ensures compliance with the following mandatory instruments:

- Standards for Registered Training Organisations
  - Outcome Standards for NVR Registered Training Organisations—standards to ensure nationally consistent, quality outcomes for learners and employers.
  - Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements–Requirements which all RTOs must comply with, comprised of administrative, binary or process-oriented requirements.
  - Credential Policy - an enforceable policy which outlines the credentials required for delivering training and assessment and undertaking validation of assessment.
- Financial Viability Risk Assessment Requirements 2021—which relate to training organisations' ability to meet financial viability requirements
- Data Provision Requirements 2020—which sets out the requirement for providers to supply ASQA with data upon request, and to submit quality indicator data annually
- Australian Qualifications Framework—which is the national policy for regulated qualifications in Australian education and training.

Students should refer to these instruments for full legislative context and detailed requirements.

RTO Responsibilities

- Ensure compliance with the **Standards for RTOs 2025** (Outcome, Compliance, Credential Policy) under the **NVETR Act 2011**
- Maintain systems for **self-assurance**, governance, risk management, public liability, and annual reporting to ASQA

Student Responsibilities

- Familiarise and comply with the Student Handbook, policies, and legislative obligations.
- Engage in **internal and external quality surveys** and feedback processes.

8.2 Data Provision Requirements 2020

What We Do:

1. **Capture Accurate Data** – Enrolments, attendance, assessment and completion data recorded per AVETMISS NCVER standard
2. **Submit Quality Indicator Surveys** – You may receive invitations (e.g. ACER Learner Questionnaire)
3. **Report to ASQA & NCVER** – Annual AVETMISS data lodgement (March–April)

4. **Maintain Data Security & Privacy** – Secure handling per Privacy Act 1988

Your Role:

1. Provide accurate personal/course details at enrolment (e.g. USI and prior qualifications)
2. Respond to surveys promptly and truthfully
3. Notify Student Support of any changes within 5 business days
4. Understand that your data is used for VET sector monitoring and policymaking, not publication

Key Links & Resources:

- Data Provision Requirements 2020: legislation.gov.au
- AVETMISS Data Standard: ncver.edu.au
- Quality Indicator Summary: asqa.gov.au

8.3 Statutory Education Licence

Under Part VB of the **Copyright Act 1968**, RTOs can legally use third-party material under the Statutory Education Licence administered by Copyright Agency Ltd (CAL). Contact CAL on 02 9394 7600 or educationlicences@copyright.com.au for licence details. Without this licence, copying materials requires direct permissions.

8.4 Privacy Protection – Privacy Act 1988 & 2024 Amendments

Why We Collect Information:

We collect personal details (name, contact, enrolment, assessment results, health/disability info for reasonable adjustments) to deliver training, meet regulatory obligations, and safeguard you.

How We Handle Your Data:

- **APP 1**: Transparent data management; full Privacy Policy on website.
- **APP 6**: Limited use/disclosure—only with explicit consent or legal requirement
- **APP 8**: Overseas data transfers only to providers meeting Australian privacy standards
- **APP 11**: Secure storage with restricted authorised access
- Additional compliance with 2024 reforms:
  - Statutory tort for serious privacy invasions from **10 June 2025**
  - New criminal offence for *doxxing* from **10 December 2024**
  - Automated decision-making disclosures required by **10 December 2026** KWM+11Norton Rose Fulbright+11Privacy Matters+11

Your Rights & Responsibilities:

- **APP 12 & 13**: Access and correction requests via Student Support

- **APP 2**: Choose to remain anonymous or use a pseudonym unless legal identifiers required
- Keep personal records up to date
- Lodge privacy complaints internally or with the **OAIC** via oaic.gov.au
- Report breaches under the new tort or doxxing laws

Australian Privacy Principles Overview:
APP 1: Transparency | APP 2: Anonymity | APP 6: Consent-based use | APP 8: Overseas transfer safeguards | APP 11: Security of data | APP 12-13: Access and corrections

Useful Links:

- Privacy Act 1988 (latest): legislation.gov.au
- OAIC APP Guidelines: oaic.gov.au/privacy/australian-privacy-principles
- 2024 Amendment Act: legislation.gov.au

8.5 Anti-Discrimination, Harassment & Bullying

RTO Responsibilities:

- Comply with **Federal Acts**: Age (2004), Disability (1992), Racial (1975), Sex (1984) Discrimination
- State/Territory laws, including:
    - **NSW Religious Vilification** (Anti-Discrimination Amendment Act 2023), commenced **12 November 2023** Federal Register of LegislationAnti-Discrimination NSW+12NSW Legislation+12Law and Religion Australia+12
    - **NSW Conversion Practices Ban Act 2024**, effective **4 April 2025** (up to 5 years imprisonment) theguardian.com+14NSW Legislation+14Communities and Justice+14
    - Similar conversion practice bans in VIC, QLD, ACT, SA; consultation under way in WA, TAS, NT
- Educate staff and students; provide complaints/conciliation processes

Student Responsibilities:

- Treat all individuals with dignity and respect
- Do not engage in discrimination, vilification, harassment, bullying, or conversion practices
- Report incidents to trainers, Workplace Supervisors, Student Support, or external agencies

8.6 Media Consent and Usage Policy

Newcastle Rescue and Consultancy Pty Ltd reserves the right to use media (photos, videos, audio) captured during a student's enrolment—for educational, administrative and promotional purposes.

RTO Responsibilities:

- Obtain written, informed consent **before** any media is captured or used.
- Explain how the media will be used (e.g., in marketing, e-portfolio submissions, social media).

- Securely store consent forms and respect withdrawal of consent wherever practical, noting limitations if media has already been distributed.
- For students under 18, verify capacity to consent per OAIC guidance (students 15+ are presumed capable unless otherwise assessed) Department for Education South Australia+1Moores+1OAIC.

Student Responsibilities:

- Read and sign the media consent form prior to participation.
- Understand how your image, name and work will be used.
- Notify Student Support if you wish to withdraw consent; be aware that previously published media may not be fully removable.

8.7 Anti-Discrimination Act 1977 & Related Legislation

Under Australian law, discrimination based on **age**, **disability**, **race**, **sex**, **intersex status**, **gender identity**, or **sexual orientation** is prohibited across education and employment.

Relevant Federal Laws:

- *Age Discrimination Act 2004*
- *Disability Discrimination Act 1992*
- *Racial Discrimination Act 1975*
- *Sex Discrimination Act 1984.*

Each state and territory has also enacted anti-discrimination legislation. Individuals can lodge complaints about discrimination, harassment and bullying at the state and territory level depending upon the circumstances of the complaint with the relevant agency in that state or territory. For more information, select the relevant state or territory below:

- Australian Capital Territory
- New South Wales
- Northern Territory
- Queensland
- South Australia
- Tasmania
- Victoria
- Western Australia

RTO Responsibilities:

- Uphold and enforce anti-discrimination laws in all interactions.
- Provide training to staff and students and maintain transparent reporting mechanisms.

Student Responsibilities:

- Act respectfully and professionally, without discrimination or harassment.
- Report any incidents promptly to a trainer, Student Support, or external authority.

8.8 Sexual Harassment Act 1984 & Workplace Code

Sexual harassment is unlawful under the *Sex Discrimination Act 1984*, which defines it as unwelcome sexual conduct that is reasonably offensive, intimidating or humiliating.

RTO Responsibilities:

- Inform students of prohibited behaviour—including unsolicited touching or suggestive comments, continued advances after refusal, coercion, or quid pro quo situations.
- Apply **Sexual and Gender-based Harassment Code of Practice** under WHS obligations, effective March 2025.
- Hold staff accountable and enact consequences ranging from warnings to dismissal for violations.

Student Responsibilities:

- Do not engage in any form of sexual harassment described in this section.
- Immediately report instances of harassment through internal channels or external authorities (e.g. AHRC, Fair Work Commission).

8.9 Harassment Act 1997, Bullying and Victimisation

Harassment, victimisation, and bullying—defined as unwelcome conduct undermining another's workplace/language environment, disability, ethnicity, age, gender or sexuality—are illegal under federal and state legislation, and contrary to professional standards.

RTO Responsibilities:

- Provide guidance on identifying harassment and bullying, including verbal abuse, intimidation, repeated unwelcome contact, or derogatory online content.
- Encourage reporting of issues and ensure prompt, impartial investigation.

Student Responsibilities:

- Ensure behaviour is respectful in all environments (training, placement, online).
- Report observed or experienced harassment or bullying promptly.

Examples of Harassment may include:

- Unwelcome physical contact
- Repeated unwelcome invitations
- Insulting or threatening language or gestures
- Continual unjustified comments about a client's work or work capacity
- Jokes and comments about someone's ethnicity, colour, race
- Pictures, posters, graffiti, electronic images, which are offensive, obscene or objectionable.

Examples of victimisation may include:

- Unfavourable treatment like aggression
- Refusing to provide information to someone
- Ignoring a person
- Mocking customs or cultures

- Lower assessment of client work

Examples of bullying may include:

- A person who uses strength or power to coerce others by fear
- Behaviour that intimidates, degrades or humiliates a person
- Aggression, verbal abuse and behaviour which is intended to punish
- Personality clashes and constant 'put-downs'
- Persistent, unreasonable criticism of client work performance
- Client violence both physical and threatened against teachers

Staff and students should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive by others. Such conduct, when experienced or observed, should be reported to your trainer or the Chief Executive Officer. All complaints will be promptly investigated.

8.10 Anti-Bullying

Violence, harassment and bullying are human rights issues that profoundly affect the lives of many people in Australia.

We all have a right to feel safe and respected. We all have a right to live our lives free from violence. Violence, harassment and bullying can violate these rights. They can also impact on other rights, such as the right to education and the right to health. Violence, harassment and bullying affect well-being and quality of life.

Victims can experience significant social isolation and feel unsafe. Bullying can lead to emotional and physical harm, loss of self-esteem, feelings of shame and anxiety, and concentration and learning difficulties. Tragically, violence, harassment and bullying can lead to suicide in extreme cases.

These are not issues that concern only children and young people. Violence, harassment and bullying can occur in a number of different environments, including in workplaces, care facilities and in the community, and can affect people of all ages and backgrounds.

Bullying can also take place in cyberspace: over the internet and on mobile phones. New technologies enable the spread of information, ideas and images to large numbers of people very quickly. There are many challenges in protecting people from violence, harassment and bullying in cyberspace.

We all have a responsibility to create a safe environment by standing up against violence, harassment and bullying. If bystanders take safe and appropriate action to stop bullying, we can all be a part of the solution. In the event of a situation that is considered by clients to be in violation of the RTO harassment, victimisation and bullying policy, report the situation to management.

Refer to your state regulatory body for more information.

8.11 AFP National Police Check

A number of industries require students and staff to complete a National Police Check before the students can commence Work Placement, these include Aged Care and Children's Services industries. In order to meet the requirements of these industries, the RTO may be required to undertake Police Record Checks of staff and students. Please refer to the following website for details: Apply for a National Police Certificate | Australian Federal Police (afp.gov.au)

The following requirements **must** be met when submitting an AFP National Police Check (NPC) application. **Failure to meet the required standards will result in the application not being processed.**

1. All other names by which you are known or have previously been known (such as your maiden name), must be provided in full, including given names. Check that your date of birth is correctly entered.
2. **Full payment must accompany the application.** You can pay using either Visa, Mastercard or American Express. Alternatively, for a manually completed application you may pay by bank cheque, which must be in Australian dollars, or money order obtainable from Australia Post. **Personal and Company Cheques will not be accepted. Please do NOT send cash. Applications with incorrect amounts will not be processed.**
3. Copies of identification documents totalling 100 points must be provided. Details of the points attributed to identification documents are provided as part of the application process. **DO NOT SEND ORIGINAL IDENTIFICATION DOCUMENTS WITH YOUR APPLICATION.**
4. Ensure all the necessary details are submitted, including signed consent and copies of identification documents. Please note parental consent will be required if the applicant is under 18 years of age.
5. For manually completed applications:
    - You must submit the form no more than three months after signing it.
    - Mark the appropriate check boxes with a cross (X).
    - Ensure you secure all paperwork, forms, payment, and identification to your application.
    - Ensure all the necessary details have been completed and the form is **signed and dated.**
    - The application form must be completed using **block letters** (i.e. capital/uppercase)
    - Bank cheques and money orders are to be in Australian dollars ($AUD) and are to be made payable to the **Australian Federal Police**.
    - If paying by bank cheque it must be from an Australian bank or financial institution affiliated with an Australian bank. **Personal and Company cheques will not be accepted**.
    - The correct payment must be included with **all** applications.
    - Do not include self-addressed/stamped envelopes for return of certificates. These will not be used or returned.

Applications can be completed online through the following portal:

https://afpnationalpolicechecks.converga.com.au/

8.12 Child Protection & Working with Children

8.12.1 Legislative Framework & Scope

All staff and students participating in child-related work must comply with the legislative obligations in each jurisdiction, including:

- **Commonwealth**: National Principles for Child Safe Organisations (2019, re-endorsed 2022)
- **State/Territory Acts** mandating Child Safe Standards and Reportable Conduct Schemes:
    - **NSW**: Child Safe Scheme (2020), Child Safe Standards under OC-G
    - **VIC**: Child Safe Standards (2016; updated 2022)

- **TAS**: Child and Youth Safe Organisations Act 2023 (from 2024)
- **ACT**: Child Safe Standards under Human Rights Commission Act (2024)

- **Working with Children Checks**: Mandatory clearance before engaging in face-to-face child-related training or placements, including private tuition or school-based activities.

RTO Responsibilities:

- Confirm appropriate **Working with Children Check** for every relevant person before starting training or placement.
- Maintain a robust **Child Safe Policy** aligned with National Principles and local legislation.
- Implement **mandatory reporting** and **reportable conduct processes**, ensuring that suspected harm is managed promptly—consider national reforms requiring 24-hour reporting and digital media restrictions effective from September 2025
- Deliver child protection training, covering abuse identification, handling disclosures, emergency, and digital safety protocols.

Student Responsibilities:

- Obtain and maintain a valid **Working with Children Check** where child-related work is involved; inform the RTO immediately of any change in status.
- Complete all child safeguarding training and adhere to the Child Safe Policy.
- Report any concerns—such as neglect, abuse, threat, or boundary violation—to the RTO or placement supervisor.
- Use digital technology (photos, devices) in line with policies and informed consent protocols.

8.12.2 Child Safe Principles—National & State Integration

All services at **Newcastle Rescue and Consultancy Pty Ltd** align with the following standards and principles:

1. Child safety and wellbeing are embedded in organisational leadership, culture, and governance.
2. Children and young people are informed, involved, and listened to regarding matters affecting them.
3. Supporting diversity and inclusion—especially for First Nations, multicultural, LGBTQIA+, and neurodiverse children.
4. Staff and students are screened, trained, and supervised for child safety.
5. Empowering families and communities to assist in safeguarding children.
6. Clear policies and processes to respond to complaints, concerns, and reportable conduct.
7. Child-safe environments are regularly reviewed and improved.
8. Online and physical environments minimise harm risks.
9. Staff and students receive professional development in child protection.
10. Policy documentation reflects best practice and is readily accessible.

8.12.3 Working with Children Checks—National Guide

The following table links the required applications by jurisdiction:

Jurisdiction	Working with Children Body	Application Link
NSW	Office of the Children's Guardian	https://www.service.nsw.gov.au/transaction/apply-for-a-working-with-children-check
VIC	Department of Justice & Community Safety	https://www.vic.gov.au/working-with-children-check
QLD	Blue Card Services	https://www.service.tas.gov.au/services/education-and-skills/working-with-vulnerable-people-including-children/apply-for-registration-to-work-with-vulnerable-people
SA	Department for Child Protection	https://www.sa.gov.au/topics/rights-and-law/rights-and-responsibilities/screening-checks/screening-wwcc
WA	Department of Communities	https://www.wa.gov.au/organisation/department-of-communities/working-children-check
TAS	Department of Justice	
NT	Department of Education	https://nt.gov.au/emergency/child-safety/apply-for-a-working-with-children-clearance
ACT	Access Canberra	https://www.accesscanberra.act.gov.au/business-and-work/working-with-vulnerable-people/apply-for-or-renew-a-wwvp-registration

8.12.4 Child Protection—Conduct & Reporting

RTO Responsibilities

- Develop and maintain a comprehensive **Child Safe Code of Conduct** for staff and students.
- Provide mandatory training on recognising and responding to child abuse and neglect.
- Establish clear **reporting pathways** for any allegations or concerns, ensuring confidentiality and duty-of-care.
- Follow mandatory reporting requirements: Public/early education centres must report within 24 hours from September 2025
- Regularly review Child Safe policy effectiveness, incorporating feedback from students, families, regulators, and industry benchmarks (per ASQA Practice Guides for Quality Area 2—VET Student Support).

Student Responsibilities

- Adhere to the Child Safe Code of Conduct when interacting with minors.

- Immediately report suspicions of harm or boundary breaches to a trainer or the RTO's Child Safe Officer.
- Cooperate with any investigation, providing honest information.

8.12.5 Implementation Checklist

- Ensure WWC Check clearance **before** placement.
- Complete RTO-led child protection training.
- Provide signed Child Safe Code of Conduct.
- Link to digital safety and media capture protocols.
- Establish 24-hour mandatory reporting framework (from Sep 2025).
- Record and review all incidents, and report to regulatory bodies (e.g. ACECQA, state child safety regulators).

9 Forms & Resources

This section lists all the forms you may need during your training and explains how to ensure you're using the correct, up-to-date version.

9.1 Form Directory—What's Available & Where

Throughout your studies with Newcastle Rescue and Consultancy Pty Ltd, you may be asked to complete or access certain forms to support your training, assessments, and communication. These forms help us ensure everything is clearly recorded and managed in line with compliance standards.

Here are some of the key forms available to you:

Form Name	Purpose	Where to Get It
Enrolment Agreement Form	To enrol in your chosen course and provide personal, contact, and emergency information	Provided during pre-enrolment or on our website
Training Adjustment Plan	To request or record adjustments to your training or assessment due to learning needs or support	From your trainer or Student Support
Intervention Plan	To support your learning progress if you're at risk of not completing successfully	Completed with your trainer or RTO Manager
Support Services Form	To document any support provided or referrals made	From your trainer or Student Support
Assessment Appeal Form	To formally request a review of an assessment outcome you disagree with	Available from Student Support
Student Feedback Form	To provide formal feedback on your course and training outcomes	From your trainer or Student Support
Complaints & Appeals Form	To raise concerns or suggestions about your experience	Available online or from Student Support
Credit Transfer / RPL Application	To apply for recognition of prior learning or previous studies	Included in your Course Info Pack or on request
Opportunity for Improvement	To suggest ways, we can improve our training or services	Available on request or from your trainer

Form Name	Purpose	Where to Get It
Quality Indicator Survey	To provide formal feedback on your course and training outcomes	Completed near course completion or sent via email

How to Submit or Request Forms

- Most forms can be requested from your trainer or Student Support.
- Paper forms are available from Student Support or at our training facilities.
- Ask your trainer if you're unsure which form you need – we're here to help!

Note: Ask your trainer, Student Support, or the RTO Manager if you need help filling in any of these forms. We are here to support you.

Did You Know? Most forms can be completed online or requested by email — easy!

If you have any questions about this handbook, please contact us directly. We are here to support your learning journey every step of the way.