



Student Handbook

2025

RTO 0361

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Introduction

The purpose of this handbook is to provide you with a quick reference about training programs, policies and processes, roles and responsibilities guiding you through your learning experience with Skill Hire (RTO 0361).

Skill Hire also enters into auspicing arrangements whereby third-party organisations train and assess under our scope of registration.

We want to ensure that you are informed about our services and obligations and also your rights and obligations, this handbook is designed to help you with some questions that you may have.

Skill Hire is a leading Registered Training Organisation with state-of-the-art training facilities located in Forrestfield, Joondalup, and Bunbury, along with a footprint for customised and on-site delivery across Western Australia.

We offer a variety of training and study pathways including:

- Apprenticeships and traineeships
- Accredited training
- Full qualifications and units of competency
- Skill sets
- Recognition of prior learning

Skill Hire has a strong reputation for providing comprehensive industry training in the areas of bricklaying / blocklaying, carpentry and joinery and supply chain operations apprenticeships, pre-apprenticeships and pathway programs, VET delivered to school students (VETDSS) and Try-A-Trade programs. We work closely with employers to deliver blended training to apprentices with minimal impact to the work environment.

Skill Hire also offers business, leadership and management Qualifications and industry specific work safety courses. Through our sister company Nara Training and Assessing (RTO No. 4518) who specialise in the delivery of high-risk training, including confined spaces, elevated work platform, forklift, dogging, rigging, scaffolding, test and tag, white card and working at heights.

Skill Hire prides itself on providing relevant, valid, and reliable training experiences through proven training and assessment practices. Our customised approach ensures we meet the needs of our students and industry. The Skill Hire business has grown consistently through repeat business, referrals, and word-of-mouth promotion. We have an enviable reputation for developing industry leading student competencies.

Contact us

- Phone number: 1800 487 246 / 08 9376 2800

Speak to one of our Training Services Staff

Monday to Friday 8:00am – 4:00 pm

- Email: training@skillhire.com.au
- Website: <https://skillhire.com.au>
- Training Locations
 - Forrestfield – 3/271 Berkshire rd, Forrestfield,
 - Joondalup- - 8 Elcar Lane, Joondalup

- Welshpool - 51-53 Kewdale Rd Welshpool
- Bunbury - 24 & 26 Clifford Street, Bunbury

Office Hours: Monday to Friday 8:00am – 4:00 pm

Handbook disclaimer

This Student Handbook contains information that is correct at the time of publishing. Changes to legislation and/or Skill Hire policy may impact on the currency of the information included. Skill Hire reserves the right to vary and update information without notice. Students are advised to seek any changed information and updates from their trainer or by contacting Skill Hire.

This handbook has been prepared as a resource to assist students to understand their obligations and also those of Skill Hire (RTO Number: 0361)

Please carefully read through the information contained in this guide. Students need to read, understand, be familiar with and follow the Policy and procedures outlined in this handbook

Service Commitment

Skill Hire is committed to providing quality training and assessment services to its students.

We aim to:

- Provide students with all necessary pre-enrolment information to ensure an informed decision is made regarding courses, fees, outcomes and certification
- Provide training and assessment services that meet industry needs and trends
- Deliver high quality, innovative and engaging training
- Maintain a person-centred approach
- Supporting students through their study and career journey
- Provide flexible learning opportunities
- Provide a supportive, facilitative and engaging learning environment
- Ensure all accredited training is delivered by qualified trainer/assessors with the necessary skills and experience
- Ensure all training is continually monitored and improved
- Maintain a healthy, interactive and effective learning environment; and
- Produce competent and confident workers that benefit the community and industry.

Trainers and Assessors

All trainers and assessors are qualified in training and assessment and the vocational area which they are delivering. They have practical experience and maintain their currency in industry.

Nationally Recognised Training

Nationally Recognised Training is competency based which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a particular workplace are set out in Units of Competency which can be grouped together to formulate the completion of a nationally Recognised Qualification. Nationally Recognised Qualifications are outlined in Training Packages. These can be viewed at <https://training.gov.au/>

Enrolment, Eligibility, and Recognition

Enrolment Process

Student Enrolment

Enrolment in training with Skill Hire, can be done via our website by completing an EOI, contacting us via email at training@skillhire.com.au or by phoning on 1800 487 246.

Once an EOI is received, students are provided with the following:

- Course information (detailed)
- Information on undertaking a training program.
- Confirmation of the fees you will have to pay.
- Confirmation of course commencement and induction session (if applicable).

Tentative Enrolments

Should enrolment numbers reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment, Skill Hire will contact the tentative booking for payment confirmation or forfeiture of the tentative booking.

Student Selection

Skill Hire is committed to ensuring that all selection processes are fair, equitable and consistent with workplace performance, competency level and the Training Package requirements.

Enrolments are subject to availability of places on the training program. This is based on the maximum number of students who can be accommodated, given room capacity, type of course, learning structures and student needs.

If a training program is fully booked at the time the student enquires about enrolment, they will either be placed on a “reserve” list or offered a place on a date where there are vacancies. Students on a “reserve” list are given priority should a place become available.

Enrolment Terms and Conditions

By signing the Skill Hire enrolment form, students (including parent/guardian of underage participant) agree that on acceptance of the Application will become the Contract of Enrolment (“the Contract”) and further, students agree to abide by the policies and expectations set out in this handbook. The enrolment contract or agreement itself requires a parent/guardian signature for students Under 18 Years Old (Minors).

USI

From the 1st of January 2015 students undertaking Vocational Education Training are required to provide their Unique Student Identifier number. You must provide your USI at course enrolment. To apply for your USI and more information visit <http://www.usi.gov.au>

Pre-enrolment / Eligibility

Language, Literacy, and Numeracy and Digital Skills (LLND)

Each Training Package sets a minimum requirement in language, literacy, and numeracy skills of participants, with which Skill Hire must abide.

Skill Hire makes appropriate concessions for language, literacy, and numeracy issues of students where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity, and fairness of assessment.

Where there are entry requirements for courses e.g., literacy in English and numeracy, these are clearly stated in pre-enrolment and enrolment information.

Advice is given to all students on appropriate actions if there is a need to update literacy and numeracy skills. Skill Hire can assist in providing this additional development prior to completing your enrolment into vocational skills.

Students must show an appropriate level of language, literacy, numeracy and Digital skills appropriate for successful completion of the training program and assessment requirements, as determined by Skill Hire' Language, Literacy, Numeracy and Digital (LLND) indicator Assessment. Students must also have access to course specific materials such as personal protective equipment (PPE) and tools of trade relevant to the training program.

Where students are unable to meet entry requirements, Skill Hire will either guarantee the provision of academic support (Student Support Plan) or formally refer the student to an appropriate pathway/bridging program

A language literacy and numeracy assessment must be undertaken prior to course commencement. This is to identify course suitability and any competency gaps that may need to be addressed. Skill Hire uses the LLN Robot platform.

Pre-enrolment form

For students wanting to enrol in a skill set of full qualification, the completion of a Pre-enrolment form is mandatory. The form must be completed in full by the prospective student. This form informs the RTO of the suitability of the course for the student.

Each Training Package sets a minimum requirement in language, literacy, and numeracy skills of participants, with which Skill Hire must abide.

Recognition

Recognition is the collective term and includes:

- Recognition of prior learning (RPL)
- Recognition of current competency (RCC)
- Credit transfer (CT no charge); and
- Mutual recognition (MR).

All students can apply for recognition. This means that you can submit evidence for a Unit(s) of Competency and have it assessed by a qualified assessor without completing the training.

Skill Hire believes that no student should be required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course.

Skill Hire aims to always maximise the recognition of a student's prior skills and knowledge

whilst maintaining the integrity and standards of the defined learning outcomes of the specific Qualification or course of study.

Students who consider they already possess the competencies identified in all or part of any course/Qualification offered by Skill Hire may seek recognition.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a Qualification at the required standard, you need to contact Skill Hire Training Services via email at training@skillhire.com.au or by phone on 08 9376 2800 who will provide the information you need to complete an application.

Recognition Process

Recognition is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that Recognition is an assessment process not an assumption of competence.

Recognition is the determination, on an individual basis, of the competencies obtained by a student through:

- Previous formal training
- Work experience; and / or
- Life experiences.

Recognition therefore determines the subsequent advanced standing to which the student may be entitled to in relation to a course/Qualification. The main focus of Recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

It is important to note that the onus is on the student to document and present evidence to justify a claim for recognition and present their case to the satisfaction of the Assessor.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if any part of the work is the work of others, that this is formally acknowledged and advised.

Recognition Decision

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the criteria below:

- Full requirements of the Unit of Competency(s)
- Any Regulatory/Industry requirements
- Authenticity - That it is your own evidence and can be authenticated
- That you can perform the competency consistently and reliably
- Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF); and
- Sufficiency - There is sufficient evidence to make a judgment.

Skill Hire is committed to ensuring that all judgments made by assessors against the same competency standards are consistent. Your assessor will examine the evidence that you present for each assessment tool and then make a judgment on that evidence which will be either:

Satisfactory (S) or Not Yet Satisfactory (NYS)

Your assessor will advise you what you can do if you receive a NYS for your assessment

tool or task. If you are deemed NYS in your initial assessment, you are allowed up to three attempts.

If you are deemed satisfactory in all assessment tools / tasks, you will be competent (C).

However, if you are deemed NYS on the third attempt, you will be deemed Not Competent (NC) for the Unit of Competency. You will be required to re-enrol. Please talk to your assessor if you have any concerns.

Competent (C) - you have been deemed competent against all the requirements of the Unit/s of Competency

Not Competent (NC) - you have not demonstrated competency to all requirements.

Applications for re-enrolment, considering when the Unit/s can commence, will be dependent on the delivery mode.

- If the course that you are enrolled in, are being delivered face-to-face to a class, then you will only be able to attend the training when the unit/s are being delivered again.
- If the course are being presented on an individual basis then the Training Administrator will see advice from the Trainer for the best possible time for you to commence the unit/s. This will be done on an individual basis.

For further information on Recognition, please contact Skill Hire Training Services via email at training@skillhire.com.au or by phone on 08 9376 2800.

Mutual Recognition

Skill Hire recognises the AQF Qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs) and appropriate recognition will be given to VET transcripts issued by the Registrar. This is commonly referred to as Mutual Recognition or Credit Transfer. This is free if you have already completed the exact same unit(s) of competency with another RTO.

Mutual recognition is applicable when a Statement of Attainment, Qualification or transcript provided by a student has the same national competency codes as those that form part of the training and assessment program within which the student is enrolled or is intending to enrol. Students are required to formally apply for Mutual Recognition, by providing copies of valid transcripts, results or certification for review. USI Transcript are preferred.

With approved Mutual Recognition students are not required to undertake learning in the unit/s again, the student is exempt.

Fees, Charges, and Refunds

Fees and Payments

Course Fees

Skill Hire receives state funding for many courses. Refer to our website for more detail. Courses are also offered as 'fee-for-service' and course fees are listed on the current website and are updated regularly to ensure validity. All fee-for-service training incurs fees to be determined at Skill Hire's discretion and must be paid prior to course commencement.

Payment Options for Fees & Charges

The following options are available upon request.

- Pay the full amount of fees and charges prior to commencing course. The maximum upfront payment is \$1500. Where the cost is higher than that, the balance of the fees is payable at the start of the course or on an agreed payment plan.
- Present a signed authority (and preferably a Purchase Order) from an employer to invoice for student fees and charges.
- Pay via payment plan (requires approval).

Fee payments can be made via the following methods.

- Electronic Funds Transfer (EFT) - bank account details on invoice.
- Credit Card Payment (MasterCard and VISA only).
- EFTPOS payment and / or cash payment (please see the RTO administrative team).

Certificates or Statements of Attainment will not be issued until fees have been paid in full. Certificates will be email to students to their nominated email address as stated on their enrolment form. The onus is on the student to ensure their email address details are correct and current.

Certificates will not be sent to other parties without the expressed prior written permission from the client. Duplicate or replacement copies of certificates incur a fee. This could vary from \$20 - \$30 as per Financial Management Policy.

Cancellation and Refunds

Enrolment Cancellation / Withdrawal / Deferral / Amendment

Students who wish to withdraw, cancel, defer, or amend their course are required contact via email at training@skillhire.com.au or by phoning Skill Hire on 1800 487 246 as soon as possible.

Student Cancellation

Please note: our trainer's time will be allocated to you as per the courses booked. Should you for any reason find it necessary to cancel, penalties will apply.

RTO Cancellation of Courses

Skill Hire reserves the right to cancel a course if insufficient enrolments are received prior to course commencement. Students who have already booked in these courses will be notified. If a course is cancelled, a full refund of all monies paid by a student for the course will be made within seven (7) days.

Course Logistics and Delivery

Delivery Methods

Course Delivery

Training and assessment methods used by Skill Hire meet specific quality requirements and are chosen to best suit the unit of competency, while considering the learning style of the student. The provision of training often includes a blended approach with a combination of on and off-the-job methods.

Flexible delivery focuses on learning rather than teaching and to provide the best possible learning experience for the student. This means that the student has greater control over what, when and how they learn.

Modes of delivery available for most courses include:

- Classroom (face-to-face) environment
- Workplace-based training
- Correspondence
- On-line
- Recognition of Prior Learning (RPL)
- A combination of these

Delivery methods may include but are not limited to:

- Practical demonstrations
- Audio / visual presentations
- Group participation / discussions
- Trainer / facilitator instruction
- Practical activities
- Self-paced activities
- Individual projects
- Case studies

In delivering training, Skill Hire ensures the following resources are maintained:

- Trainer / assessors with appropriate Qualifications, and experience
- Course materials appropriate to the methods of delivery and assessment requirements
- All necessary copyright authorisations
- Appropriate equipment and facilities.

Learning Materials

Students receive a copy of training and / or assessment materials as part of the course fee. Should you lose or misplace the materials you are provided, additional fees for replacement of materials will be incurred.

Making the most of your training

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimise your own learning and successful completion, undertake to do the following:

- Attend all training sessions and complete all required reading and learning activities;
- Prepare well in advance of each training session
- Be a willing participant
- Work with fellow students
- Respect other people's opinions
- Ensure you have a clear understanding of the assessment requirements
- Take responsibility for the quality of evidence that you submit to the trainer / assessor
- Keep track of your progress

- Complete and submit all assessments on time, making use of clear and concise language; and
- Be willing to communicate with your trainer / assessor if you do not understand the training activity or assessment task.

Student Conduct, Rights, And Safety

Core Conduct

Assessment

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you should discuss it with your trainer / assessor well in advance of the due date. This way the trainer / assessor may be able to offer support or grant additional time. Please note there may be conditions or penalties to gaining an extension.

Assessment Malpractice

Assessment malpractice includes cheating, collusion, and plagiarism. Skill Hire regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised. Skill Hire has policies and procedures in place for dealing with assessment malpractice.

- Cheating - All assessments must be 100% your own work. Where group assessments are to be undertaken, this will be clearly specified in the assessment.
- Plagiarism and Cheating (What NOT to do)
All your assessments must be 100% your own work. Using Artificial Intelligence (AI) tools (like ChatGPT) to write, create, or complete your assessment tasks is a form of cheating. If you submit work created by AI as your own, it will be treated as plagiarism and you may be withdrawn from your course.
- Cheating or the use of another person's work and submitting as your own is cheating and will not be tolerated.
- Collusion - Collusion is the presentation of work, which is the result in whole or in part of unauthorized collaboration with another person or person. It is your responsibility to ensure that other students do not have opportunity to copy your work.

You must follow referencing guidelines if you take another person's idea and put it into your own words.

Attendance

Attendance in training is recorded each day. These records are required for both learning and health and safety reasons. Student attendance in class is paramount to successful completion of learning and assessment outcomes. Students are expected to be in attendance for all training sessions.

It is expected that students will arrive at class on time and remain for the full duration. Should it be necessary for you to leave a class early – you must advise the trainer / assessor before the class commences. If you are under 18 years old, your parent or legal guardian MUST sign the enrolment form with you. This signature confirms they agree to the training contract and that you will follow the rules in this handbook. For safety reasons, Skill Hire must notify your parent or guardian if you need to leave class early, including transport arrangements.

All classroom sessions are designed to provide students with the essential knowledge and skills

required for relevant units of competency. It is expected however that students will undertake additional self-paced reading and research. If you are absent from class, it is your responsibility to catch up on any work missed.

If you are planning to be absent from a scheduled class or activity, please advise your trainer / assessor directly or contact Skill Hire Training Services via email at training@skillhire.com.au or by phone on 08 9376 2800. Other arrangements may be made, including self-paced learning or alternative training dates, at the discretion of Skill Hire.

Punctuality

As a courtesy to other learnings and the trainer / assessor, all students must be punctual throughout the training day, including returning from breaks. Punctuality shows respect and is essential to avoid disruption to other students and the trainer / assessor as well as ensuring any formal assessments are not disrupted.

Behaviour

Students are expected to always behave appropriately in a mature and professional manner. All students are expected to take responsibility for their own learning and behaviour during training and assessment. Misconduct will not be tolerated.

Misconduct includes:

- Any offensive conduct or unlawful activity (e.g., theft, fraud, violence, assault)
- Interfering with another person's property
- Removing, damaging or mistreating Skill Hire property or equipment
- Cheating/plagiarism
- Interfering with another person's ability to learn through disruptions during training
- Breach of confidentiality
- Inappropriate language
- Serious negligence, including WHS non-compliance; discrimination, harassment, intimidation, or victimisation; and
- Being affected by drugs or alcohol and being unfit to participate in learning activities.

Respect for Others

It is expected that the behaviour of all persons in the learning environment ensure a positive learning experience. Respect for other students and the trainer / assessor is expected.

Skill Hire always retains the right to remove disruptive students from the training environment. You will be expected to treat staff and fellow students with respect and observe any student etiquette requirements which appear in this handbook or requested during the course by a trainer / assessor. Inappropriate language and actions will not be tolerated.

Harassment, bullying and intimidation of staff or fellow students will not be tolerated. Treat facilities and equipment with due care and respect. You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.

Mobile Phones

All phones must be turned off during training, as a courtesy to the trainer / assessor and other students. In an emergency where you need to be contacted, please advise your trainer

/ assessor so that arrangements can be made.

The trainer may require students to put mobile phones in a secure container during training sessions.

Safety and Compliance

Duty of Care

- Under Workplace Health and Safety legislation, students have a duty of care to maintain a safe environment for both themselves and their fellow students. Should you be involved in a near miss or an accident which results in personal injury and / or damage to equipment or facilities, notify your trainer/assessor immediately.
- If you have a personal health condition which may become critical while attending training, please advise us before commencing the course. All information will be treated in strict confidence and is only needed so Skill Hire can provide support or treatment should an emergency arise. Emergency procedures and exit plans must be followed.

You have a duty to:

- Protect your own health and safety and avoid adversely affecting the health and safety of any other person
- Not willfully or recklessly interfere or misuse anything provided by Skill Hire in the interests of health, safety and welfare
- Cooperate with health and safety directives given by staff of Skill Hire; and
- Ensure that you are not affected by the consumption of drugs or alcohol.

Course Clothing Requirements

- Appropriate protective clothing such as your work uniform is required to be worn as well as safety boots.
- We adhere to strict Work Health and Safety protocols; therefore, anyone who is not suitably dressed will be asked to leave the course without a refund.
- Skill Hire will provide a hard hat, safety gloves and safety glasses where required.
- If you wish to bring your own PPE, you may do so.
- No jewelry to be worn.
- Since you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc.) is requested; and

Security

Do not leave personal belongings, or other valuables unattended. Although the building may be reasonably secure, you are ultimately responsible for your own belongings. Skill Hire accepts no responsibility for any belongings which may be stolen or missing.

Disciplinary Action

Disciplinary Processes

Skill Hire may implement student discipline processes should a student be found to be acting inappropriately, due to misconduct or assessment malpractice. Any breaches of discipline will result in the person being given a 'verbal warning'.

Further disciplinary processes may include:

- The student being asked to justify why they should continue to participate in the learning group
- Suspension from the training room
- Expulsion from the training room
- Suspension from the training course
- Expulsion from the training course.

Assessment, Evidence, and Outcomes

Assessment Framework

Course Information

Evidence

Evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, Government regulations, and your Qualifications and current experience.

Assessment tools that we will provide to you set out the exact requirements for evidence for each unit / module.

Examples of evidence could include one or more of the following.

- Specific assessments tasks set by your trainer / assessor
- Observation reports
- Certificates and awards
- Examples of work completed or special projects
- Current licenses
- Position descriptions and performance reviews
- Third party reports

Your evidence must also demonstrate the following.

- That you can do the job or task to the required standard
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others 'in a team'
- Do more than one thing at a time, e.g., perform the task and be aware of the occupational health and safety requirements
- Know the workplace rules and procedures

Assessment

Assessment is an integral part of your learning if you wish to complete successfully and gain certification.

The assessment process will be explained at orientation and throughout your program. Assessors will also be available to you if you have any questions.

Assessment is the process of collecting evidence and evaluating whether competency has been achieved to confirm that an individual can perform to the standards expected in the workplace and as expressed in relevant competency standards.

Throughout the training you will be assessed to see if you have gained the necessary skills and knowledge to achieve competency. Your trainer/assessor is required to ensure that the assessment tasks you undertake meet the national principles of assessment and rules of evidence (see below for more information).

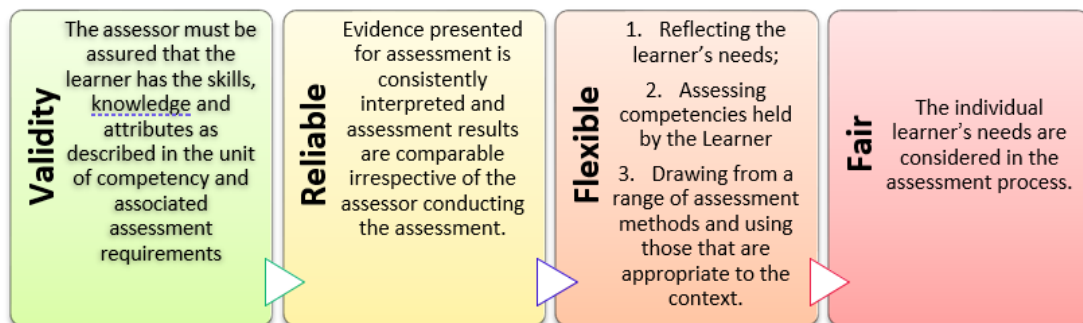
Various assessments tasks /activities may be involved including, but not limited to:

- | | |
|-----------------------------|---------------------------|
| Observation of performance; | Projects; |
| Assignments; | Case studies; |
| Written activities; | Role plays / simulations; |
| Written / oral questioning; | Demonstration of skills; |
| Oral presentations; | Online assessments; and |
| Workplace performance; | Portfolio of evidence. |

Principles of assessment

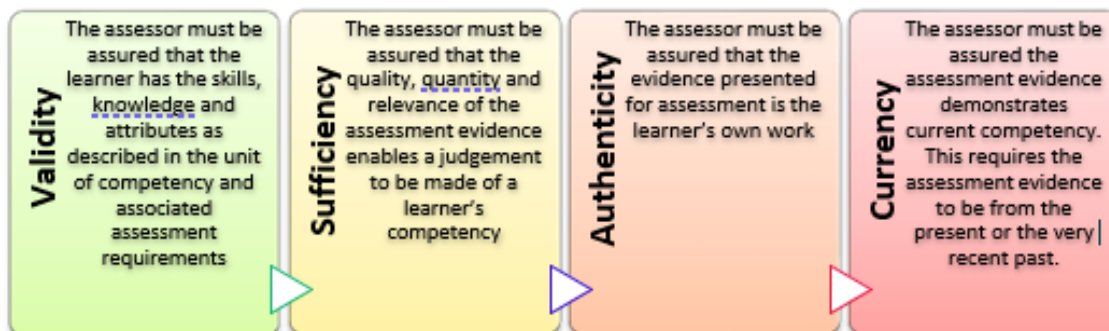
Assessments will be conducted in accordance with the following principles of assessment. Where appropriate reasonable adjustments are applied by the RTO to take into account the individual student's needs.

The RTO informs the student about the assessment process and provides the student with the opportunity to challenge the result of the assessment and be reassessed if necessary.



Rules of Evidence and Assessment

Skill Hire is required to ensure that all evidence provided by students, as proof of their competency, meets the following "rules of evidence".



Assessment Tasks and Malpractice

Course Assessment

There will be assessment tasks set for each course/unit regardless of the learning mode. Assessment activities and expectations will be explained to students and are outlined within student / assessment resources.

Many courses require assessments to be completed after the training delivery, as workplace performance is essential in competency-based learning

Assessment expectations overview

- Presentation of Assessments / Assignments.
- All assessments should be typed, and where possible accessed and uploaded through aXcelerate (RTO's Student Learning & Management System) by the due date.
- Handwritten assessments may be accepted; however, handwriting must be clear and easy to read. Only use a black or blue pen. (Do not use a PENCIL)
- If you are mailing an assignment, it must be received by the due date. Skill Hire does not accept responsibility for any lost assignments. Please ensure you keep a copy of your assignment prior to submission.
- All assignments are registered as they are received.
- We endeavour to assess all assessments within 10 working days of receipt.
- Students are entitled to one resubmission for assessments. If the re-submission is still deemed Not Competent, students may be offered the opportunity to re-submit a final attempt at a fee. No further re-submission are allowed. Students must re-enrol in the course/unit again, paying the full course fee of the day.

Assessment results

Students have access to their own learning account which will indicate assessments undertaken and the units of competency that the individual has attained.

Results of assessment are provided to students as soon as practical. These results are available through your student login account. Assessment results are always confidential and will not be given to any other party unless a written request signed by the student is received in advance, or in the case of an underage student, results may be provided to the parent/guardian on request.

Reasonable Adjustments

Students with disabilities or learning difficulties of any kind are encouraged to discuss with Skill Hire any 'reasonable adjustments' to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies. The student still needs to do the work and demonstrate the required knowledge. Reasonable adjustment does not give students with disability an advantage over others. Nor does it change course standards or outcomes or guarantee success. It is also not about making unreasonable adjustment; every reasonable adjustment needs to be justifiable and must uphold the integrity of the qualification. Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable for Skill Hire to accommodate or where other adjustment may be more appropriate. Reasonable adjustments

cannot compromise the integrity of competency-based training and assessment.

Extensions for Assessment

It is expected that all assessment tasks are handed in on the due date. Should you require additional time to complete an assessment you must communicate with your assessor and apply for an extension.

Certification

Certification will only be awarded to students who successfully complete all assessment requirements for a course or a unit of competency.

Skill Hire is required to meet stringent quality requirements in the conduct of all assessments.

Skill Hire has carefully constructed and developed assessment resources to meet these quality requirements.

Skill Hire is responsible for the issuance of AQF certification documentation.

In general, four types of results/certification are issued by Skill Hire. Certificates can only be awarded by Skill Hire in accordance with our approved Qualification scope.

Qualifications are issued under the Australian Qualification Framework (AQF) for Nationally Recognised Training. Full Qualifications can only be issued once the student has been deemed competent across all the relevant units of competency making up the Qualification.

Record of Results (ROR) accompanies a Qualification issued under the Australian Qualification Framework (AQF) for Nationally Recognised Training. This document supplements the Qualification listing all units of competency achieved for the Qualification.

Statement of Attainment (SOA) is issued under the Australian Qualification Framework (AQF) for Nationally Recognised Training. Issued when a student is deemed competent in a unit or a cluster of units of competency. Minimum achievement for SOA is successful completion of one unit of competency. You can request a SOA at any time during your training.

Certificate of Attendance is for non-nationally recognised training. Issued when a student attends a short course which is not recognised within the Australian Qualifications Framework (AQF). To receive a Certificate of Attendance, the student must have a satisfactory attendance rate.

Support, Welfare, Complaints, and Feedback

Student Support

Skill Hire understands that there may be times when personal issues may affect your ability to undertake your training. Skill Hire has identified a number of support services for students who have special needs or require additional support and assistance to undertake or complete their learning.

A comprehensive list of support services can be found at the end of this handbook.

Mentoring and Guidance

Skill Hire can provide students with mentoring, coaching and guidance on course content, as well as effective learning and study techniques.

Special Needs

Students intending to enrol for training with Skill Hire are requested to advise us if they have any physical or other impairment (e.g., English language, literacy or numeracy difficulties, dyslexia, etc.) which may adversely affect their ability to successfully undertake training and assessment, prior to enrolment.

Students with disabilities or impairments are encouraged to discuss with the trainer / assessor any 'special needs' and / or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies.

The trainer / assessor, in collaboration with the student, will assess the potential for the student to successfully complete the training, which may include flexible delivery options to optimise the ease and benefit of the student's learning.

Student support plans will be developed for those students requiring additional assistance.

Support Services

Skill Hire appreciates that student life can be tough, with having to balance life with study. Sometimes getting back to studying, after a break, causes undue anxiety. Health and wellbeing can be hard to maintain and it is quite normal to experience some anxiety or stress during your studies. Your trainer, mentor and other staff can help you through any initial uncertainties you may have with the routine and requirements of your study.

If you feel you may require extra support, we encourage you to access trusted resources and recommend the following services. It can make a real difference having someone to talk to. To hear what you have to say. And to give you support.

LANGUAGE SUPPORT - I DON'T SPEAK ENGLISH

Translation and interpreter services are available in more than 100 languages. Find out more at TIS National, a free translating and interpreting government service.

Call 131450 for assistance

How does phone support work?

1 CALL

These helplines are FREE, even from your mobile.

2 WAIT





A counselor will take your call. Try taking some deep breaths if you feel nervous while waiting.

3 SPEAK WITH A COUNSELOR

They'll ask questions to understand your situation and explore support options. You'll be listened to with respect, without judgment, and your conversation will remain confidential.

24/7 CRISIS SUPPORT SERVICES

If you or someone you care for needs immediate assistance, you can contact the below National 24/7 crisis support services:

	1800 55 1800 Available 24/7	Online Chat Available 24/7	Beyond Blue is confidential space designed to help all people in Australia achieve their best possible mental health support. They offer 24-hour contact and Urgent help.
	Call 13 11 14 24/7 Crisis Support	Online Chat Available 24/7	This is a confidential service providing support to anyone in Australia who is feeling overwhelmed, having difficulty coping or thinking about suicide.
	1800 55 1800 Available 24/7	Online Chat Available 24/7	Kids Helpline is Australia's only free 24/7 support service specifically for children and young people aged 5 to 25 years, offering confidential and private counselling. They provide mental health and wellbeing information and offer referrals
	Metro - 1300 555 788 Peel - 1800 676 822 Rural link - 1800 552 002 4:30 pm-8:30 am weekdays, 24/7 on weekends and public holidays TTY - 1800 720 101 Available 24/7		For residents of the Perth metropolitan area and Peel, the MHERL connects you with a trained mental health clinician for assessment, support and referral.

Other support and counselling services

	1300 642 111		MATES field staff will train workers in the workplace to improve mental health and suicide prevention. They engage the workforce in creating a mentally healthy workplace.
	300 659 467 24/7 Crisis Support		Suicide Call Back Service provides free 24/7 phone and online counselling for people at risk, those worried about someone, and those bereaved by suicide. Professional counsellors offer immediate or multi-session support.
	1800 737 732		24/7 counselling and support for sexual assault and domestic violence.
	1800 650 890		National youth mental health foundation.
	1800 733 276		Emergency assistance and resources.
	13 13 94		Information and advice about workplace rights and obligations.
	nationallegalaid.org/contact		Free legal advice and services. See the website for specific contact details for each State & Territory.
	13 11 26		24/7 advice on the management of poisoning, bites, and stings.
	13 24 90		Information on Australian Government assistance for financing tertiary study.
	1800 227 337		Get help with resume writing, interview preparation, and job search strategies to enhance your employability.
	08 9258 9277		Find Food Support at info@foodbankwa.org.au

Quality and Complaints

Evaluation and Feedback

Skill Hire values all feedback from students as it helps us to continuously improve the products and services we offer. Students are encouraged to provide us with feedback, both positive and constructive.

Feedback forms will be provided to students during their course. Thank you in advance for your comments. Skill Hire requests all students to complete the Student Feedback and where applicable the employer will be requested to complete the Employer Feedback form.

Complaints and Appeals

Skill Hire Complaints and Appeals Policy ensures that all complaints are dealt with in a constructive and timely manner.

What if I don't agree with the final decision?

If you have used Skill Hire's internal process and you are still unhappy with the final result, you have the right to seek an independent review from an external body. You can contact the National Training Complaints Hotline to register your complaint about VET training or our services:

- Phone: 13 38 73
- The Hotline will guide you to the correct government body for your issue.

Administrative & Compliance Policies

Administrative Management

Change of Personal Details

Students are required to ensure their personal details recorded with Skill Hire are always up to date.

Should your circumstances or details change please update your record through the Student Portal or by contacting Skill Hire Training Services via email at training@skillhire.com.au or by phone on 1800 487 246 / 08 9376 2800

Authorisation & Publicity Consent

Skill Hire actively promotes good news stories including student milestones, accomplishments, and events. To be able to use your photograph, image, and words we require your permission and consent.

Skill Hire promises that wherever possible, our staff will be mindful of cultural, family, and personal preferences.

All students have the option of giving their consent and permission. It is entirely optional. If you do not agree, Skill Hire will not use your photograph, image, or words. The Enrolment Form makes provision for consent.

Core Policies

Privacy Notice

Why we collect your personal information:

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

How we use your personal information

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

How we disclose your personal information:

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

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

How the NCVER and other bodies handle your personal information:

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

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

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

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

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

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how

the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

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

Contact information

At any time, you may contact Skill Hire to:

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

Other Policies

Training and Assessment services	Skill Hire is committed to providing Training and Assessment services, resources, support and equipment in a condition and environment that is conducive with achieving competency in the units of competency being undertaken by the student and meeting the training and assessment expectations of the industry and employer.
Issuance of Qualifications	Skill Hire will promptly issue qualifications to all enrolled students who have successfully completed all requirements and demonstrated competency in all units in their training program and provide ongoing assistance to enquiring students regarding their record of progress, achievements and statements of attainment.
Financial Management	Skill Hire applies sound and accountable financial practices within its day-to-day operations and maintains its compliance to financial requirements under the Standards for Registered Training Organisations.
Records and Information Management	Skill Hire is committed to implementing best practice in its records management practices and systems, and to responding in a timely manner to all requests for information from present and past students, within the provisions of the Information Privacy Act 2009, Australian Privacy Act 1998 and the Australian Privacy Regulations 2013. Student records are maintained in a digital format Student Management System and, where applicable, hard copy student files. All files are protected either physically or digitally to ensure the protection and privacy of students. Records are retained in accordance with the Standards for Registered Training Organisations and requirements of DTWD for funded programs and students.
Access and Equity	Skill Hire is committed to helping all students identify and achieve their desired learning outcomes. Skill Hire is committed to providing training and

	assessment services to all students regardless of race, religion, sex, socio-economic status, disability, language, literacy, or numeracy, and upholds the principles of equal opportunity and the regulations under the Standards for Registered Training Organisations.
RPL (Recognition of Prior Learning)	Skill Hire is committed to supporting the recognition of prior learning enquiries and requests from potential and enrolled students. Recognition of prior learning information is provided to students upon enrolment prior to the commencement of training. Students are encouraged to discuss their prior knowledge with their trainer who will determine their suitability for recognition of prior learning and provide the relevant recognition of prior learning kit.
Stakeholder feedback	Skill Hire regularly obtains feedback from all its stakeholders, including students, employers and staff. Students are requested to complete feedback forms throughout their training program including the Quality Indicator Survey on an annual basis. Employers are asked to complete Employer Survey throughout the course of the apprenticeship/traineeship.
Provision of information	Clear and accurate advice and information is provided to all enrolling students at Skill Hire. Initial contact, induction and the commencement of training is supported by the provision of timely information concerning enrolment procedures, fees and charges, access and equity, guidance and support, complaints and appeals, recognition of prior learning, credit transfer, access to online learning and training, and assessment procedures.
Legislative compliance	Skill Hire conducts periodic internal audit processes to its training and assessment procedures, processes and judgements. Periodic review is applied to all policies and procedures to ensure that the registered training organisation is compliant with all state and commonwealth legislative requirements.
Consumer Law	Skill Hire complies with relevant consumer protection legislation, including Australian Consumer Law. This means that students are provided with the required 'cooling off period' and are entitled to refunds where Skill Hire is unable to deliver the training and assessment services to the student as agreed.
Tuition Assurance	Apprentices and Trainees are protected by Skill Hire's DTWD contract. This means that, in the unlikely event that Skill Hire closes, students will be transitioned to another suitable registered training organisation at no cost to the student other than the requirement to pay any outstanding tuition fees.
Marketing Accuracy	Skill Hire is committed to ensuring that all marketing information is accurate, ethical and compliant with the Standards for Registered Training Organisations.

Other Policies
and Procedures

The following Policies and Procedures support the operations of Skill Hire and protect its students. Please contact one of our Training Support Staff for more information about:

- Access and Equity Policy
- Complaints and Appeals Policy
- Assessments Policy and Procedure
- Marketing Policy
- Policy for Student Conduct
- Workplace Health and Safety Policy

Thank you.