



Student Handbook

2026



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Introduction and Purpose

Welcome to **Skill Hire**. This handbook provides a detailed reference regarding our training programs, policies, and the roles and responsibilities that apply during your learning experience. We are committed to providing high-quality, industry-relevant vocational education and training (VET) that enables you to attain nationally recognised competencies. As a Registered Training Organisation, Skill Hire complies with the **2025 Outcome Standards for RTOs** and the VET Quality Framework.

Skill Hire also enters into auspicing arrangements, whereby third-party organisations train and assesses 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, TradeStart and pathway programs, VET delivered to school students (VETDSS) and Try-A-Trade programs. We work closely with parties to deliver blended training to apprentices with minimal impact to the work environment. Skill Hire is an approved provider of Auspice Services to enable delivery of Vocational Education and Training in WA public schools.

Skill Hire also offers qualifications in the following industries:

- Business
- Leadership and Management
- Civil Construction
- Engineering
- Hospitality
- Retail
- 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, BunburyOffice 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 and Suitability

Student Selection: Skill Hire is committed to ensuring that all selection processes are fair, equitable, and consistent with training package requirements. Selection is based on satisfying funding criteria, meeting prerequisites, and the availability of places.

Suitability and LLND: Prior to enrolment, we conduct a **Pre-Training Review (PTR)** to ensure the course is right for you based on your existing skills and career goals. You must also complete a **Language, Literacy, Numeracy, and Digital (LLND)** assessment via the **LLN Robot** platform to identify any necessary support.

Unique Student Identifier (USI): You must provide a valid USI at enrolment to receive any AQF certification. Skill Hire must verify your USI before it is used for any purpose.

Minors (Under 18): For students under 18, a parent or legal guardian must sign the enrolment form. Skill Hire adheres to the **National Principles for Child Safe Organisations**, ensuring a safe and empowered environment.

Fees, Charges, and Refunds

Skill Hire follows the DTWD VET Fees and Charges Policy 2026 for funded courses.

2026 Hourly Course Fees

- Category 1 (Diploma/Advanced Diploma): \$5.79/hr. (Annual cap of \$7,860).
- Category 2 (Apprenticeships/Priority Industry): \$3.25/hr. (non-concession) / \$0.97/hr. (Concession).
- Category 4 (Foundation Skills and Equity): \$0.21/hr. (non-concession & concession)
- Category 5 (Targeted Fee Relief): \$1.62/hr. (Max cap \$1,200 non-concession; \$400 concession/youth).
- Category 6 (Fee Free courses): \$0
- Secondary School-Aged (Not at school): Total annual fee cap \$420 for all courses.

Non-funded courses

Refer to the website for details or contact Skill Hire for more details.

Payment and Protection

Skill Hire will not collect more than \$1,500 in prepaid fees at any time. Enrolment is not complete until statutory fees are paid, deferred, or waived.

- 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).

- Payment over the phone: Please call the Administrative Team to arrange: 08 9376 280 or 1800 487 246

Certificates or Statements of Attainment will not be issued until fees have been paid in full. Certificates will be emailed 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 - \$50 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 08 9376 280 or 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 fees paid by a student for the course will be made within seven (7) days.

Recognition of Skills

Credit Transfer (CT): Skill Hire recognises AQF qualifications issued by other RTOs. **Credit Transfer is free of charge** upon provision of an original statement or USI transcript.

Recognition of Prior Learning (RPL): An assessment-only pathway for those with existing work or life skills. RPL fees are determined by Skill Hire and must be paid prior to assessment.

Student Conduct and Responsibilities

Assessment

All assessments must be submitted by the due date. If you are experiencing 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 that extensions may be granted on the discretion of Skill Hire.

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:

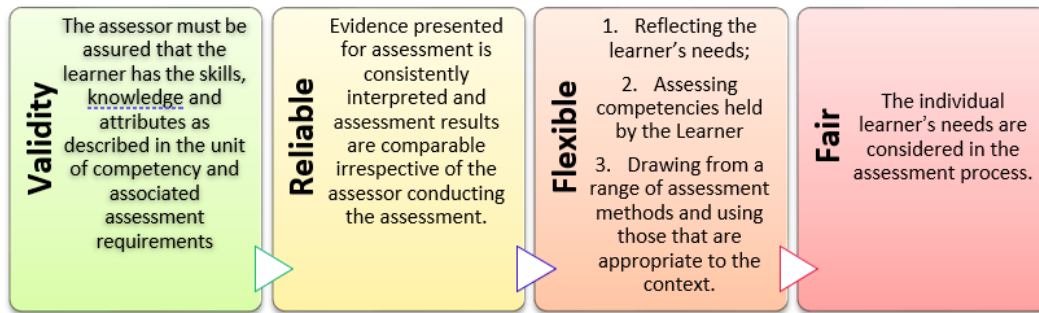
- Observation of performance;
- Assignments;
- Written activities;
- Written / oral questioning;
- Oral presentations;
- Workplace performance;
- Projects;
- Case studies;
- Role plays / simulations;
- Demonstration of skills;
- Online assessments; and
- Portfolio of evidence.

Principles of assessment

Assessments will be conducted in accordance with the following principles of assessment.

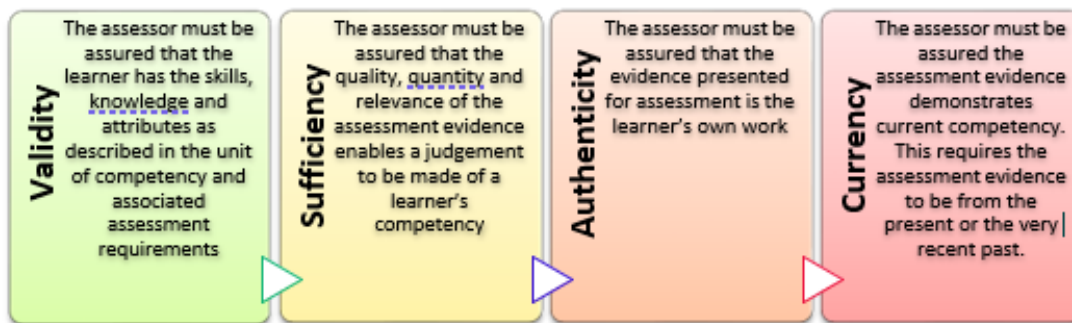
Where appropriate reasonable adjustments are applied by the RTO to take into account the individual student's needs.

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, are kept, as proof of their competency.



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.
Generative AI: The unauthorised use of AI tools (e.g., ChatGPT) to complete assessments is considered cheating. AI may only be used when explicitly permitted and must be transparently acknowledged.
- 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 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, smoking, vaping)
- Interfering with another person's property
- Removing, damaging or mistreating Skill Hire property or equipment
- Cheating/plagiarism
- Using mobile phone during training hours
- 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 them 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 wilfully 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 jewellery 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 uses a multi-step disciplinary process, should a student be found to be acting inappropriately, due to misconduct or assessment malpractice. Refer to the Code of Conduct.

Please Note: recorded/verbal warnings will be accumulated based on any type of breach of conduct and do not have to be particularly referenced to the same offence.

Any breach of discipline will result in the following actions:

- **First Verbal Warning:** Student are verbally addressed and requested to amend their behaviour. This will be noted in the Student Management System on the student's profile.
- **Second Verbal Warning:** Student are verbally addressed and requested to amend their behaviour. This will be noted in the Student Management System on the student's profile.
- **Third Verbal Warning:** Verbal warning recorded against the student's profile. Parents/guardian/school notified via phone call
- **Written Warning:** If behaviour has not improved, the trainer will complete the Disciplinary Action Form and notify the Administrator, who will then distribute to the student involved and for under 18-year-old students to the parents/guardians, school/participation coordinator.
- **Suspension:** If behaviour has not improved, student will be suspended with immediate effect.
 - Parents/guardian/school will be notified immediately in writing and requested to collect student.
 - Skill Hire to arrange a meeting with the following parties present:
 - Parent/guardian/VET Coordinator
 - Student
 - Skill Hire Senior Mentor
 - Skill Hire Operations Manager/Senior Trainer
 - No attendance allowed until the meeting has taken place.
 - Formal notification and possible removal from the course.

Student Support Services

We support students cognitively, emotionally, and socially.

Academic Support: Includes one-on-one mentoring, additional learning materials, and specialised IT/technical support for our learning management systems.

Reasonable Adjustments: We modify learning or assessment methods (e.g., adaptive technology, extended time) for students with disability or ill health, provided the integrity of the competency standard is maintained.

Language Support: Access to the Translating and Interpreting Service (TIS National) is available at 131 450.

Cultural Safety: We provide an environment that respects the cultural identities of First Nations people, addressing systemic barriers and celebrating events like NAIDOC Week.

Student Wellbeing and 24/7 Crisis Referrals

If you are experiencing personal difficulties, you can access these free, confidential services:

- **Lifeline:** 13 11 14 (24/7 Crisis support)
- **Beyond Blue:** 1300 22 4636 (Mental health support)
- **Kids Helpline:** 1800 55 1800 (Support for ages 5–25)
- **1800RESPECT:** 1800 737 732 (Domestic violence support)

- **Mates in Construction:** 1300 642 111 (Suicide prevention for industry)

Complaints and Appeals

Skill Hire ensures a fair and transparent process for resolving concerns.

- **Informal:** Discuss the issue with your trainer.
- **Formal:** Submit a written complaint/appeal to the CEO.
- **External:** If unresolved, contact the **National Training Complaints Hotline** at **13 38 73**.

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.

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 (aXc App) 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 NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

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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	<p>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.</p>
Issuance of Qualifications	<p>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.</p>
Financial Management	<p>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.</p>
Records and Information Management	<p>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.</p>
Access and Equity	<p>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.</p>
RPL (Recognition of Prior Learning)	<p>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.</p>

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	<p>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:</p> <ul style="list-style-type: none"> • Access and Equity Policy • Complaints and Appeals Policy • Assessments Policy and Procedure • Marketing Policy • Policy for Student Conduct • Workplace Health and Safety Policy