Student and Trainee HANDBOOK

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SECTION 1 INTRODUCTION

1.1.1 Welcome

Thank you for choosing Smartskill as your training provider and allowing us to play a role in your learning journey.

We pride ourselves on professional, flexible learning and we will endeavour to provide you with the best experience possible to attain your learning goals.

The purpose of this handbook is to provide you with a quick reference about qualifications, training programs, policies and processes, roles and responsibilities to guide you through your learning experience with Smartskill.

We hope you are looking forward to the experience, and we are here to help you make the most of your learning journey.

I look forward to hearing of your achievements and providing support where I can. I trust you will enjoy your time with us and wish you every success in your learning.

Good luck.

Suzanne Mackenzie & Marg Nowacki
DIRECTORS
Smartskill Pty Ltd

1.1.2 About Smartskill

Smartskill provides everyone – students, trainees and industry - the chance to benefit from our experience and knowledge gained over the last 29 years. Our experience and methods are the difference between mediocre and exceptional results, between average and competitive business, between fair and superior staff.

Our mission has always been to provide the best training and assessment to students and trainees, to supply the Hospitality and Tourism industries with dedicated and confident professionals who have gained knowledge and skills through industry specific training.

Our aim is to provide employers with “industry ready” people, and to ensure students and trainees are "industry ready" too. We constantly liaise with industry to ensure the qualifications and short courses delivered are current and realistic. This ensures we have first-hand knowledge of the standards of service, employers’ expectations, customer’s expectations and to recognise the requirements employers and customers desire in professional and competent staff.

Smartskill focuses on high quality training delivery. This is achieved through effective delivery of theory combined with practical training in industry or simulated environments providing a hands-on experience. Our Trainer and Assessors have an extensive background in the industry, and they utilise their real life and real job experience to delivery realistic, current and relevant information to students and trainees. This ensures every student or trainee receives current and accurate industry based knowledge and skills from industry professionals.

Students and trainees benefit from undertaking training with Smartskill. The Hospitality and Tourism industries recognises that graduates from Smartskill are job-ready with the skills, knowledge and experience they need to be effective in their chosen role.

That is why Smartskill is a leading Registered Training Organisation (RTO) and the first point of call for Industry, Government, Corporate, SME's and Individuals wanting training that really works - not just a certificate. The best industries with the best opportunities.....Smartskill is not just our name, it is what you get!

Scope of Registration

Student and trainees have the greatest stake in the quality of vocational education and training (VET). They often rely on VET outcomes to gain employment or career advancement. While students and trainees cannot always be expected to fully understand the complexities of the sector or what constitutes quality, they must be able to make informed choices about training that best meets their needs. Student and trainees must have confidence that, no matter which provider they choose, they will receive quality training and assessment that is responsive to industry needs and to their needs.

Employers rely on RTOs to provide essential skills and knowledge to both new entrants and existing workers. The Standards for Registered Training Organisations 2025 require RTOs to maintain strong engagement with industry to ensure that their services remain relevant to the needs of employers and that graduates are job-ready.

The Australian Skills Quality Authority (ASQA) is the national regulator for vocational education and training (VET). Their purpose is to ensure quality education and training so that students, trainees, employers, governments and the community can have confidence in the integrity of qualifications issued by training providers. ASQA is guided by the values of collaboration, consistency, and continuous improvement as we partner with the broader VET sector to achieve quality outcomes for students.

Smartskill Pty Ltd is a registered training organisation (RTO) who can deliver training and assessment and issue Qualifications and Statements of Attainment for the following nationally recognised qualifications:

National Code	Qualification Title
SIT50422	Diploma of Hospitality Management
SIT30622	Certificate III in Hospitality
SIT20322	Certificate II in Hospitality
SIT20421	Certificate II in Cookery
SIT30125	Certificate III in Tourism
SIT20125	Certificate II in Tourism

As an RTO, Smartskill must comply with ASQA's general directions and compliance monitoring activities. ASQA issues General Directions to provide further guidance to providers on specific requirements of the VET Quality Framework and the National Vocational Education and Training Regulator Act 2011.

Complying with all General Directions is a condition of registration with ASQA. Smartskill is bound to comply with the Standards for Registered Training Organisations (SRTOs) 2025 and must follow ASQA policies and processes developed to meet the industry standards.

Service Commitment

Smartskill is committed to providing quality training and assessment services to its students and trainees. We aim to:

- Provide training and assessment services that meet industry needs and trends;
- Deliver high quality, innovative and engaging training;
- Maintain a person-centred approach;
- Foster relationships with our students or trainees, supporting them through their learning journey;
- Provide flexible learning opportunities;
- Provide a supportive, facilitative and open learning environment;
- Ensure all training is delivered by qualified Trainer and Assessors with the necessary skills and experience;
- Ensure all training is continually monitored and improved;
- Maintain a healthy and effective learning environment for student or trainees;
- Produce competent and confident workers that benefit the community and industry.

1.1.3 Courses and Qualifications

Smartskill delivers a range of qualifications and units of competency tailored to the needs of the student or trainee. We deliver training and assessment in schools, industry workplaces, public offered courses or customised courses for certain groups or cohorts. We can deliver anywhere from one unit to a full qualification depending on the needs of the students, trainees, employers, governments or the community.

Our holistic approach ensures the needs of students and trainees are met. Students and trainees benefit from gaining an edge through Smartskill's excellent reputation and links with industry and employers. The industry recognises that graduates from Smartskill are job-ready with the skills, knowledge and experience they need.

Some of the nationally recognised qualifications or units of competency can be undertaken in many ways such as:

Short courses

We offer short courses in Responsible service of alcohol (RSA), Responsible service of gambling (RSG), Food Safety and Health and Safety. Another short course on offer is a package of units delivered as a skill set that covers either Bar and Restaurant service, and it is delivered over a 4-5 day period in a real industry environment.

Vocational Education and Training in Schools

Students can undertake Vocational Education and Training (VET) at School from **Certificate I level upwards.** Students can still complete qualifications with Government funding, or they fund their own VET education.

All training is conducted either in the classroom, in a simulated environment or in a real workplace. If you are a current Queensland school student, you may be able to undertake this course through Vocational Education and Training in Schools. Eligibility criteria apply.

Smartskill has been approved as a Skills Assure supplier (SAS) to deliver training and assessment services subsidised by the Department of Trade, Employment and Training (DTET). Smartskill is allowed to utilise the services of a Third Party for the provision of training and assessment.

Smartskill engages several Queensland secondary schools as a Third-party, to assist in the delivery of training and assessment of qualifications within the school environment. A legally binding agreement is signed by the Third-party and Smartskill every year, and this document outlines the responsibilities of both parties in the provision of quality-assured and nationally recognised training. Smartskill always remains the RTO and is responsible for the learning journey from the initial application to the issuing of a qualification or statement or attainment at commencement of the qualification or course.

Post-secondary school
Students can undertake Vocational Education and Training (VET) from Certificate I level upwards after secondary school.

Students can still complete qualifications with Government funding, or they fund their own VET education. Most people undertaking this level are in part time of full time work or are entering the work force for the first time. You must be committed and motivated throughout the duration of the training in the qualification.

Traineeships
People can undertake any level of qualification in a Traineeship. Again, this can be funded through the Government or can be funded by the individual. Eligibility criteria apply for those wanting to access government funding.

This method of gaining a qualification is quite popular, as people are learning and earning simultaneously. And depending on experience and evidence provided, some of the qualification can be fast tracked due to the personal work experience and previous education. See the section named "Recognition – RCC and RPL" on page 8 of this handbook.

1.1.4 Trainer and Assessors

All Smartskill Trainer and Assessors are qualified in training and assessment within the vocational area which they are delivering. They have practical experience in Hospitality and Tourism and maintain their currency in industry by participating in personal development activities as well as working within live industry environments. This ensures they have the most up to date knowledge and skills to share with their students and trainees.

As part of the Standards for Registered Training Organisations (RTOs) 2025, training and assessment may only be delivered by Trainers and Assessors who have:

- the vocational competencies at least to the level being delivered and assessed
- current industry skills directly relevant to the training and assessment being provided
- current knowledge and skills in vocational training and learning

To uphold the integrity of VET, it is important that only appropriately credentialled people with current relevant skills and knowledge deliver training and assessment. The Standards for Registered Training Organisations (RTOs) 2025 require trainer and assessor skills to remain up to date through continuing professional development in training and assessment. This ensures students have the benefit of contemporary learning practices and styles and that training is engaging for students.

In most situations trainers and assessors will hold the training product (and/or units of competency) that they deliver or assess. Where this is not the case, they are expected to have equivalent knowledge and skills and depth of experience. The requirement under Standard 3.3 is that all trainers and assessors must have industry competencies, skills and knowledge that are relevant to, and at least to the level of, the training product being delivered and assessed.

1.1.5 Training Delivery

Smartskill ensures the following resources are in place:

- Trainer and Assessors have the appropriate qualifications and experience;
- Learning materials supplied are appropriate to the methods of delivery and assessment requirements;
- All necessary copyright authorisations;
- Appropriate equipment and facilities are provided.

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

Several delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Delivery methods may include, but are not limited to:

- Classroom with workbooks, activities, discussions, mixed resources and presentations
- Online resources and activities
- Practical activities like demonstrations, role plays and simulations
- Self-paced activities
- Individual research and study
- Workplace based training
- Mixed – a blend of classroom, practical simulations and workplace based delivery

1.1.6 Flexible Delivery

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

Smartskill offers various forms of delivery to accommodate the varying needs of students or trainees. Modes of delivery available for most courses include classroom (face-to-face) environment, workplace –based, correspondence, on-line, Recognition of Prior Learning (RPL) or a combination of these.

Smartskill holds the correct insurances required for all training and assessment activities, especially students and trainees undertaking work placement, or completing training within an operational environment. Students and trainees undertaking a Traineeship are covered by their employer's insurance when the training is conducted at the employee's workplace'.

1.1.7 Language, Literacy, Numeracy and Digital literacy

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

Smartskill makes appropriate concessions for language, literacy and numeracy issues of students or trainees 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 qualifications or courses e.g., literacy in English and numeracy, these are clearly stated in pre-enrolment and enrolment information.

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

Smartskill will conduct a Language, Literacy and Numeracy assessment on all students or trainees at the commencement of training/qualification where necessary. This is to help identify and learning needs, and for Smartskill to adjust the delivery and assessment process to suit and meet the needs of each student or trainee.

1.1.8 Special Needs

Student or trainees intending to undertake training with the Smartskill, 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. Smartskill requests this information from the student or trainee during the application proves so relevant amendments or changes can be accommodated for the training delivery.

Student or trainees with disabilities or impairments are encouraged to discuss with the Director 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.

A Smartskill Trainer and Assessor and the Director of Smartskill in collaboration with the student or trainee, will assess the potential for the student or trainee to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the student or trainee's learning.

1.1.9 Recognition – RPL

Recognition is the collective term and includes:

- Recognition of prior learning (RPL);
- Credit transfer (CT)

All students or trainees can apply for recognition. This means that you can submit evidence for a unit of competency and have it assessed by a qualified Assessor without completing the training.

Smartskill believes that no student or trainee 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.

If a student or trainee is requesting a credit transfer (CT), they need to produce a nationally recognised statement of attainment or qualification that clearly identifies and matches the unit of competency being undertaken in the Smartskill enrolled qualification or course.

Smartskill aims to always maximise the recognition of a student or trainee's prior skills and knowledge whilst maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study. Student or trainees who consider they already possess the competencies identified in all or part of any course/qualification offered by Smartskill may seek recognition.

If you think you have the necessary knowledge and skills to match a unit of competency or a qualification at the required standard, you need to discuss the process with a Smartskill Trainer and Assessor. They 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 enrolling 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 or trainee through:

- previous formal training
- work experience, and/or
- life experience.

Recognition therefore determines the subsequent advanced standing to which the student or trainee is entitled in relation to unit of competency or a qualification. The 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, the onus is on the student or trainee 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 following criteria:

- Full requirements of the Unit of Competency(s)
- Any regulatory 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)
- Sufficiency - There is sufficient evidence to make a judgment.

Smartskill 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 and then make a judgment on that evidence which will be either:

- Competent (C) - you have been deemed competent against all the requirements of the Unit/s of Competency
- Not Yet Competent (NYC) - you have not yet demonstrated competency to all requirements.

Your Assessor will advise you what you can do if your evidence is unsatisfactory. If you are do not provide enough evidence in your initial assessment, you are allowed to submit further evidence on a second occasion. However, if the evidence provided is insufficient on the second attempt, you will be encouraged to enrol in the unit of competency or qualification and undertake normal the training process. Please talk to your Trainer and Assessor if you have any concerns. For further information on Recognition, please see Smartskill Recognition policy.

1.1.10 Credit Transfer

Smartskill recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). This is commonly referred to as Credit Transfer. Credit Transfer is applicable when a Statement of Attainment or qualification provided by a student or trainee has the same national competency codes as those that form part of the training and assessment program within which the student or trainee is enrolled or is intending to enrol.

Student or trainees are required to formally apply for a Credit Transfer. If the request is approved, then the student or trainee is exempt and are not required to undertake the unit(s) of competency again.

1.1.11 Fees and Charges

Smartskill has developed a fair and equitable process for determining course fees, refunds and payment options. For a full list of costs and fees provided, please visit www.smartskill.com.au and select the "Fees" tab on the top menu.

Please note that unit(s) of competency that have been recognised and approved by Smartskill through Credit Transfer, will not incur a fee in the selected course/qualification being undertaken.

Flexible payment options

Smartskill accepts various methods of payment for course fees. Payment can be made in the form of cash, Visa, MasterCard, or Direct Deposit.

Fees are payable on the receipt of the Smartskill invoice. Payment of the invoice is expected within 14 days. In the case of requesting a refund, please refer to the Refund policy listed on www.smartskill.com.au

Qualification enrolments

Fees for qualifications, units of competency or short courses may be paid via a payment arrangement in advance. As full qualification payments are discounted, this payment method incurs a surcharge.

Funding options

There are several options available to students or trainees to fund their chosen learning option. Here are some examples:

- **VETiS Funding**

Vocational Education and Training in Schools (VETiS) is a program that enables Students to gain nationally recognised qualifications while at school. VETiS can be undertaken in years 10, 11 and 12, and can count towards the Queensland Certificate of Education. Eligible students can access VETiS funding from the VET investment budget. Ineligible students can still undertake this qualification on a fee for service (FFS) arrangement.

VETiS Funding eligibility criteria

- Must be in Years 10, 11 or 12 (15 years of age or older)
- Must be currently attending school in Queensland
- Be an Australian citizen or Australian permanent resident residing in Queensland or a New Zealand citizen permanently residing in Queensland (proof will be required)
- Have not accessed the VETiS funding previously
- Do not hold or are not currently enrolled-in or undertaking a Certificate II, III or higher

For more information on the VETiS program visit https://desbt.qld.gov.au/training/providers/funded/vetis and download the VETiS Fact Sheet.

- **Fee for Service (FFS)**

This is where the qualification or training undertaken is on a fee-for-service basis without any government funding. The cost for this qualification or training is paid by the student or trainee (or their employer in some circumstances). There are no eligibility criteria under FFS. Please visit www.smartskill.com.au and select the "Fees" tab on the top menu

- **Career Boost and Career Start (formerly known as Certificate 3 Guarantee or User Choice)**

From 1 July 2025, the Queensland Government's funded program Certificate 3 Guarantee has been replaced by Career Start and Career Boost.

Career Boost and Career Start supports eligible individuals to complete their first post-school certificate III qualification and increase their skills to move into employment, re-enter the workforce or advance their career. It also supports Year 12 graduates to transition to employment by providing free training in high priority qualifications.

Students or trainees undertaking Certificate III level training (and non-concessional students undertaking lower-level vocational training) are required to contribute to the costs of their training through a co-contribution fee. The fee may be paid by you, an employer or another third party, but cannot be paid or waived by the training provider unless approved by the Department of Trade, Employment and Training (DTET).

Specific eligibility criteria will apply:

To access a subsidised training place under Career Start, a student must meet the following criteria:

- aged 15 years or older
- not be a school student
- permanently reside in Queensland
- be an Australian citizen, or Australian permanent resident (includes humanitarian entrant), or a temporary resident with the right visa and work permits on the pathway to permanent residency, or a New Zealand citizen
- not already have a certificate III or higher qualification completed within the last 10 years (qualifications completed as a school student, and foundation skills qualifications don't count)
- not be enrolled in another qualification, even if it's on hold or deferred, whether funded by the Department of Trade, Employment and Training or not (foundation skills qualifications don't count).

Along with the eligibility criteria above, specific entry restrictions or exemptions may apply to certain subsidised qualifications and skill sets. These are set by industry or sector requirements, as well as national training package guidelines. For more information on the Career Start, visit https://dtet.qld.gov.au/training/providers/funded/career-start

To access a subsidised training place under Career Boost, a student must meet the following criteria:

- aged 15 years or older
- not be a school student
- permanently reside in Queensland
- be an Australian citizen, or Australian permanent resident (includes humanitarian entrant), or a temporary resident with the right visa and work permits on the pathway to permanent residency, or a New Zealand citizen
- not already have a certificate IV or higher qualification (including tertiary qualifications) completed within the last 10 years* (qualifications completed as a school student, and foundation skills qualifications don't count)
- not be enrolled in another qualification, even if it's on hold or deferred, whether funded by the Department of Trade, Employment and Training or not (foundation skills qualifications don't count).

Along with the eligibility criteria above, specific entry restrictions or exemptions may apply to certain subsidised qualifications and skill sets. These are set by industry or sector requirements, as well as national training package guidelines. For more information on the Career Boost, visit https://dtet.qld.gov.au/training/providers/funded/career-boost

SECTION 2 STUDENT OR TRAINEE RIGHTS AND RESPONSIBILITIES

Smartskill conducts training in a variety of environments within different locations. These diverse training delivery locations encompass student or trainee needs, course type, qualification undertaken, learning styles and assessment conditions required. The following student and trainee etiquette guidelines will help foster a healthy learning environment for all involved.

2.1.1 Attendance

Students or trainees are required to attend training sessions and any arranged meetings with a Smartskill representative.

Attendance at training sessions/classes is recorded each day. These records are required for both learning and health and safety reasons. Attendance is paramount to successful completion of learning and assessment outcomes, so students or trainees are expected to attend all training sessions.

It is expected that a student or trainee arrives to sessions or meetings on time and remain for the full duration. Should it be necessary for you to leave early – you must advise the Trainer and Assessor or Smartskill representative before the session or meeting commences.

All theory delivery sessions are designed to provide students or trainees the essential knowledge and skills required for relevant units of competency. It is expected that students or trainees will undertake additional reading and research in their own time.

If you are absent from a training session, it is your responsibility to catch up on any work missed. If you are going to be absent from a scheduled class or activity, please advise your Trainer and Assessor. Other arrangements can be made, including self-paced learning or alternative training dates.

2.1.2 Punctuality

As a courtesy to other students, trainees and the Trainer and Assessor, all students or trainees must be punctual to training sessions or meetings. This incorporates arrival and returning from designated breaks. Punctuality shows respect and is essential to avoid disruption to other students or trainees, learning environment and the Trainer and Assessor.

2.1.3 Behaviour

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

Trainees who are currently employed and are undertaking training with Smartskill, are bound by their company behaviour standards. Training and assessment for trainees is conducted in the workplace so normal company behaviour and code of conduct standards apply.

Misconduct includes:

- Any offensive conduct or unlawful activity (e.g., Theft, fraud, violence, assault);
- Interfering with another person's property;
- Removing, damaging or mistreating Smartskill or workplace 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;
- Being affected by drugs or alcohol and being unfit to participate in learning activities.

2.1.4 Respect for others

It is expected that all persons in the learning environment behave in a manner that reinforces a positive learning experience. Respect for other students or trainees, the Trainer and Assessor and the staff within the learning environment is expected.

Smartskill has the right to remove disruptive students or trainees from the training environment at any time. Students or trainees must adhere to the following expectations:

- You will treat staff and fellow students or trainees with respect
- Observe any student or trainee etiquette requirements or code of conduct standards (which appear in this handbook, as a separate document or identified by a simulated/industry workplace)
- Listen to instructions/directives/ requests from a Trainer and Assessor.
- Inappropriate language and actions will not be tolerated.
- Harassment, bullying and intimidation of anyone 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.

2.1.5 Dress and Hygiene requirements

Students or trainees are to be well presented and appropriately dressed during all training. Due to the diversity of learning environments, the dress regulations vary for everyone. An example of the type of dress standard required is:

School Students

- School uniform is expected when training is conducted on school premises.
- “Black and whites” or agreed unform is required for work placement or training conducted in a workplace/industry environment. The uniform requirement for an external delivery session will be confirmed by Smartskill prior to commencement of the external delivery session.
- A code of conduct form outlining dress requirements will be provided prior to the commencement of training

Trainees

- Trainees are expected to wear the company designated uniform as issued by their employer.
- Any change in dress requirements is to be discussed and approval sought from the Trainer and Assessor or a Smartskill representative.

Short course participants

- “Black and whites” or agreed unform is required for work placement or training conducted in a workplace/industry environment. The uniform requirement for an external delivery session will be confirmed by Smartskill prior to commencement of the external delivery session.
- Any change in dress requirements is to be discussed and approval sought from the Trainer and Assessor or a Smartskill representative.
- A code of conduct form outlining dress requirements will be provided prior to the commencement of training

Dress requirements are important, and the health and safety reasons for these standards are to ensure:

- Neat, comfortable and appropriate clothing is worn in the learning environment.
- Personal protective clothing (PPE) will be worn when required.
- Appropriate closed in footwear must be always worn.

Personal Hygiene

For health and safety reasons (and because you are working near others) you are required to maintain a high level of personal hygiene. You must ensure you:

- wear clean clothing,
- wash hair regularly

- use an effective deodorant regularly
- brush your teeth regularly to avoid bad breath
- wash your hands regularly
- hands and fingernails must be of a reasonable length and kept clean
- no fake nails or painted fingernails
- don't use heavy or overpowering fragrances
- shower daily

Presentation standards
It is very important to maintain personal presentation standards when undertaking training in any learning environment. Smartskill has an expectation that students or trainees follow the grooming and presentation standards as follows:

- Hair must be clean, neat and tied back (kept off the face and collar).
- Jewellery must be minimal and discreet
    - one ring per hand
    - one watch
    - one bracelet
    - one set of earrings – either stud or sleepers
- Facial/Tongue studs are not permitted (coverings must be used).
- Tattoos must be covered
- Male students must shave each day
- Make-up to be applied conservatively
- Uniform must be clean (washed daily)
- Name badge will be provided and must be worn

2.1.6 Duty of Care

Under Workplace Health and Safety legislation, students or trainees have a duty of care to maintain a safe environment for both themselves, their Trainer and Assessor and their fellow students or trainees.

- Should you be involved in an accident which results in personal injury and/or damage to equipment or facilities, notify your Trainer and Assessor immediately.
- If you have a personal health condition which may become critical while attending training, please advise Smartskill before commencing any training. All information will be treated in strict confidence and is only needed so Smartskill can provide support or treatment should an emergency arise.
- Health and safety protocols such as Emergency procedures, bomb threat procedures and evacuation plans must be followed.

You have a duty to:

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

2.1.7 Learning Materials

Students or trainees receive a copy of training and assessment materials when undertaking a course or qualification. This may be paper based or electronic workbooks, learner guides, handouts, flyers, notes and other learning related materials.

Student or trainees will be provided these materials prior to or at the commencement of the first training/classroom session. If you have any questions regarding learning materials or assessments, please see your Trainer and Assessor.

Should you lose or misplace the materials you are provided, additional fees for replacement of materials will be incurred.

2.1.8 Making the Most of your Training

It is very important to make the most of your training opportunity. Smartskill is here to assist and guide you on the learning journey, and it is up to you to optimise your own learning. To achieve a successful outcome, it is recommended you:

- Attend all training sessions and complete all required training and assessment activities;
- Prepare well in advance of each training session;
- Be a willing participant and complete tasks as requested;
- Work with fellow students and trainees;
- 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 Assessor;
- Keep track of your progress;
- Complete and submit all assessments on time;
- Be willing to contact your Trainer and Assessor if you need assistance.

2.1.9 Mobile Phones

All phones must be turned off during training and assessment activities. If you are in a classroom, practical training environment or workplace, it is required that you turn your phone off as a courtesy to the Trainer and Assessor, other students or trainees and the simulated or real workplace. In an emergency where you need to be contacted, please advise your Trainer and Assessor so that arrangements can be made.

2.1.10 Security

Personal security of belongings is the responsibility of the student or trainee. Do not leave handbags or other valuables unattended. Although the training room, classroom, industry workplace, simulated environment or training facility may be reasonably secure, you are ultimately responsible for your own belongings.

Smartskill accepts no responsibility for any belongings which may be stolen or go missing.

2.1.11 Change of personal details

Student or trainees are required to ensure their personal details recorded with Smartskill are always up to date. Should your circumstances or details change please update your details with your Trainer or by sending an email to admin@smartskill.com.au.

2.1.12 Breaks

If you are undertaking training and assessment in a classroom situation, the Trainer and Assessor will advise of timing for all breaks. The following break times have been allocated for theory (classroom) sessions; however, they may vary:

- **15 minutes** duration for - Morning and afternoon tea breaks
- **30 minutes** duration for - Lunch breaks

The timing of the sessions and any breaks (if applicable) will be outlined by the Trainer and Assessor at the commencement of a session.

2.1.13 Disciplinary Processes

Smartskill may implement a student or trainee discipline processes should a student or trainee 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 or trainee being asked to justify why they should continue to participate in the learning environment;
- Suspension from the learning environment;
- Expulsion from the learning environment; or
- Expulsion from the short course or qualification.

2.1.14 Learner Support services

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

Mentoring & Guidance

Smartskill can provide students or trainees with mentoring, coaching and guidance on course content, as well as effective learning and study techniques.

Centrelink

Centrelink may be able to assist you in payment for your training. Payments are in many instances in accordance with asset tests and may also be determined based on the number of hours undertaken. These may include:

- Youth allowance
- Austudy payment
- Newstart allowance
- ABSTUDY
- CentrePay

You should discuss your own personal circumstances and opportunities with your local Centre link office.

Support Services

There are many support services available to assist you in undertaking a course or qualification, so the following services for assistance or information:

Organisation	Contact Details	Comments
Australian Communication Exchange	07 3815 7600	Keeping Deaf, Hearing Impaired & Speech Impaired Australians in Touch Speech to Speech Relay National Relay Service
Skills Disability Support	https://desbt.qld.gov.au/training/providers/inclusive/disability/resources 1300 369 935.	Skills Disability Support provides specialised technology and support services to pre-qualified suppliers to assist students and trainees with disability to gain nationally recognised skills and qualifications.
Migrant Education & Cultural Development Association	07 3891 1802	Provide English support and Training in the Workplace

Lifeline	13 11 14	24-hour Crisis Support
Domestic Violence	1800RESPECT 1800 737 732	24-hour service
Women's Legal Service Qld	1800 957 957	
Relationships Australia	1300 364 277	
Men's Infoline	1300 78 99 78 www.mensline.org.au	
Parent-line	1300 301 300	
Adult Migrant English Program – AMEP	131 881 https://immi.homeaffairs.gov.au/settling-in-australia/amep/about-the-program	Literacy and Numeracy Assistance
Skills for Education and Employment	1800 314 677 https://www.dese.gov.au/skills-education-and-employment	Literacy and Numeracy Assistance
Reading and Writing Hotline	1300 655 506 http://www.readingwritinghotline.edu.au/	
TAFE Queensland Brisbane	1300 308 233 https://tafeqld.edu.au/	Language, Literacy and Numeracy Support
Construction Skills Training Centre	3373 8888	Language, Literacy and Numeracy Support
Blue Dog Training Pty Ltd	3166 3900	Language, Literacy and Numeracy Support

SECTION 3 ENROLMENT AND ASSESSMENT

3.1.1 Qualification selection

Smartskill provides information flyers on request to those people wishing to find out information on the details and fees associated with undertaking a qualification or short course (e.g. bar or restaurant course). The website www.smartskill.com.au holds the same information and can be accessed at any time by prospective or current learners.

Smartskill is available to answer questions and queries from prospective students and trainees. We can assist by:

- Discussing the qualification or short course content in detail
- Discussing the delivery process
- Discussing the assessment process
- Establishing whether you are eligible for government funding (if available)
- Confirming the fees you would have to pay
- Completing a language literacy numeracy test to determine your learning needs (if applicable)

3.1.2 Enrolment

To enrol in a training program simply contact the Administration team on 07 3279 0656 or admin@smartskill.com.au . Prospective students can apply to complete a qualification or short course either electronically or by using a paper based application forms.

To demonstrate interest in a qualification or short course form, a prospective student must complete an application form. Within this process, prospective students will be provided with specific information and documents to be completed and assess by the RTO prior to enrolment being undertaken. The prospective student or trainee will read the documents then return either by email or post.

Application forms must be received no later than 24 hours prior to the commencement of the short course or qualification.

Enrolment Confirmation

Once the application form and other documents have been received, they will be assessed by the RTO. The Administration team will review and ensure all documentation is accurate prior to commencing the enrolment process. Any outstanding documents, missing personal Identification, omitted LUI or USI numbers will affect the enrolment process. The enrolment process will not continue until this information has been provided to the Administration team.

All students or trainees receive a letter/email to confirm their enrolment in the chosen qualification or short course. The written confirmation will outline relevant details for the student or trainee including qualification/units of competency codes and titles, delivery dates, Trainer and Assessor information and Smartskill contact details.

Induction

Once the enrolment is approved and the confirmation of enrolment send to the student or trainee, the student will be required to attend an induction. The induction will be facilitated by the RTO prior to commencement or any training and assessment, where specific information is presented and explained to the student or trainee.

Once the induction has finished, the attending students or trainees must complete and return the Student/Trainee Induction Checklist.

3.1.3 Student or Trainee Selection

Smartskill conducts recruitment of students or trainees in an ethical, fair and responsible manner.

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

Selection into a is based upon the applicant:

- satisfying the ability to fund their study (either through Fee for Service or by accessing funding)

- meeting any pre-requisite qualifications, units of competency or work experience requirements,
- meeting any age requirements that may be in place for a particular qualification or short course

Student or trainee acceptance into a qualification or short course is subject to availability. This is based on the maximum number of participants who can be accommodated, given room capacity, type of course, learning structures, student or trainee needs etc.

If a qualification or short course is fully booked at the time the student or trainee enquires about enrolment, they will either be placed on a "reserve" list or offered a place on a date where there are vacancies. Student or trainees on a "reserve" list are given priority should a place become available. Enrolments are strictly on a first-in, first-served basis. Student or trainees must have the appropriate level of language, numeracy and literacy.

Smartskill shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre entry training they may take to meet eligibility criteria.

3.1.4 Training Records

Smartskill maintains an individual student or trainee file for every person who undertakes training and assessment. This individual file contains records such as personal details, forms and documents, training and assessment records and a copy of qualifications issued. This file is available to students or trainees at any time.

In accordance with Privacy laws and confidentiality requirements, all individual student or trainee files are kept in a locked cabinet or secure online portal. Only selected Smartskill personnel have access to your file.

No other person can and will have access to your personal student or trainee file without your prior written permission. If you would like access to your personal records simply contact the Administration team.

3.1.5 Accredited Qualifications

Training packages specify the knowledge and skills required by individuals to perform effectively in the workplace, expressed in units of competency. Training packages also detail how units of competency can be packaged into nationally recognised and portable qualifications that comply with the Australian Qualifications Framework (AQF).

Training packages are used for a range of purposes, but predominantly:

- by training providers, to design training curriculum tailored to support individual learner needs, and the needs of employers and industry
- by employers, to assist with workforce design, development, and structure.

Training packages consist of the following nationally endorsed training package products:

- units of competency, which specify the standard of performance required in the workplace
- assessment requirements (associated with each unit of competency)
- qualifications aligned to the AQF (Certificate I to Advanced Diploma, and Graduate Certificate and Graduate Diploma).
- Registered training providers can only deliver training package qualifications and units of competency if those products are on their scope of registration

Training packages are developed by industry and endorsed for use in the Australian vocational education and training (VET) sector by the Australian Industry and Skills Committee (AISC). The AISC's role is to ensure that the directions taken by Skills Ministers are informed by an industry-based perspective focused on the quality and relevance of the national training system. The AISC is responsible for appointing Industry Reference Committee (IRC) members.

ASQA's role is to ensure that providers are ready to deliver/are delivering training and assessment that meets training package requirements including managing the scope of registration of regulated providers.

Nationally recognised Qualifications
A student or trainee who has completed all the required units of competency or modules (as specified in the training package qualification or accredited course) will receive both a certificate (also known as a testamur) and a record of results.

A statement of attainment will be issued upon a student's exit from a training program, and if the student or trainee has not achieved all the required units in the qualification.

Units of Competency
A unit of competency is the specification of knowledge and skill, and the application of that knowledge and skill, to the standard of performance expected in the workplace.

Competency standards define the skills and knowledge to operate effectively in employment and how they need to be applied. Each Unit of Competency is made up of the following:

- Application
- Pre-requisite Unit
- Competency Field
- Unit Sector
- Elements - The essential actions or outcomes which are demonstrable and assessable.
- Performance criteria - The required performance in relevant tasks, roles and skills to demonstrate achievement of the element.
- Foundation skills - describes the non-technical skills and competencies that are important for effective and successful participation in the workforce, such as language, literacy, numeracy and employment skills and reading, writing, numeracy, legal obligations, interacting with others and completing own tasks.
- Performance evidence - Specifies the skills to be demonstrated relevant to the product and process including the frequency or volume of the product or process
- Knowledge evidence - Specifies what the individual must know to safely and effectively perform the work task described in the unit of competency, and the type and depth of knowledge required to meet the demands of the unit of competency
- Assessment conditions - Stipulates any mandatory conditions for assessment, specifies the conditions under which evidence for assessment must be gathered, including any details of required equipment and materials; contingencies; specifications; physical conditions; relationships with team members and supervisor; relationship with student or trainee/customer; and timeframe

3.1.6 Completing Assessments

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you should discuss it with your Trainer and Assessor well in advance of the due date. This way the Trainer and 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. Smartskill 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. Smartskill has policies and procedures in place for dealing with assessment malpractice.

- **Cheating -**
  All assessments must be 100% your own work. 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 unauthorised collaboration with another person or persons. It is your responsibility to ensure that other students or trainees do not have opportunity to copy your work.
- **Plagiarism -**
  Copying from a published work (including the internet), without referencing, will not be tolerated. This includes presentation of work which has been copied in whole or in part from another person's work or from any other source such as the Internet, published books, and periodicals. This includes systematic re-wording or changing key nouns and verbs. You must follow referencing guidelines if you take another person's idea and put it into your own words.

3.1.7 Work placement

Vocational placement is a structured learning experience where theory delivered in a classroom setting is translated into practice within a work environment. It provides the student or trainee with opportunities to undertake tasks which relate to their qualification/ course and apply them to achieve an acceptable level of competency.

A student undertaking SIT20322 Certificate II in Hospitality must be willing to undertake Vocation Placement to demonstrate the required skills and knowledge. A Trainee undertaking SIT30622 Certificate III in Hospitality will need to record a specific number of shifts whilst performing duties in their current employment position.

Both SIT20322 Certificate II in Hospitality and SIT30622 Certificate III in Hospitality qualifications have a mandatory core unit that requires either work placement/current employment so the student or trainee can be observed and signed off by relevant parties when conducting their duties/job role in the workplace.

The work placement is recommended to be undertaken at a Restaurant, Café, Hotel, or Events Centre. Upon enrolment in the chosen qualification/course, the Smartskill representative will advise the student or trainee on the process and issue appropriate documentation to be completed. Before undertaking Work placement, the Student, Parent, Work placement provider and Smartskill must sign an agreement during the enrolment process.

3.1.8 Assessment and Competency

Assessment methods

Assessment is in integral part of your learning if you wish to complete successfully and gain certification. The assessment process will be explained at induction and throughout your short course/qualification. Trainer and Assessors will be available to you if you have any questions.

Assessment is the process of collecting evidence and making judgement on 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.

To be deemed Competent in any Unit of Competency you must be able to provide evidence of performance and knowledge to complete work tasks to the standard that is required in the workplace.

Skills need to be demonstrated in a range of situations and environments (which could include simulated applications in a learning environment) over a period. Any assessment decision of the Trainer and Assessor is justified, based on the evidence on the individual learner's performance.

To be deemed competent in a single unit of competency, a student or trainee must successfully complete numerous assessment tools. Each of unit of competency may require a different selection of assessment tools to assess competency. For example, one unit of competency could use an observation checklist, a written assessment and a role play to demonstrate competency, but another unit of competency uses a written assessment, project and a third party report.

Smartskill is required to meet stringent quality requirements in the conduct of all assessments. Smartskill has carefully constructed and developed assessment resources to meet these quality requirements, as well as be user friendly to students or trainees.

Assessment results are always confidential and will not be given to any other party unless a written request signed by the student or trainee is received in advance.

3.1.9 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, foundation skill requirements, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms, and you will be required to present more than just one piece of evidence.

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

3.1.10 Types of Assessments

The volume of assessment tools that need to be undertaken will differ between a short course and a qualification, A qualification may have fifteen (15) units of competency, and a short course may have three (3) units of competency. So, the assessment tools may be different for each unit of competency undertaken.

Various assessments tools may be involved to demonstrate competency, including but not limited to:

- Observation of performance.
- Projects or Assignments.
- Written assessments.
- Oral questioning.
- Role plays
- Third party reports.
- Portfolio of evidence or samples of work.

Smartskill uses these assessment tools through online learning portals, and as paper based materials. Please be aware that:

- Assessments may be electronic, or paper based.
- Handwritten assessments are accepted however handwriting must be clear and easy to read.
- If you are mailing an assignment, it must be received by the due date.
- Smartskill does not accept responsibility for any lost assignments. **Please ensure you keep a copy of your assignment prior to submission.**
- We endeavour to assess all assessments within 10 working days of receipt.
- Student or trainee will be advised of the assessment outcome within 10 days of the assessment tool being assessed.
- Student or trainees have three (3) attempts at each assessment tool.
- If an assessment tool is deemed Not Yet Competent (NYC) by the Assessor, the student or trainee will be given two further attempts at the assessment tool.
- If an assessment tool is deemed Not Yet Competent (NYC) by the Assessor, the student or trainee will be provided feedback and further instruction/training from the Trainer and Assessor to assist in achieving competency
- If a student or trainee has attempted an assessment tool on three (3) occasions and has been provided further training and feedback from the Trainer and Assessor and is still deemed as Not Yet Competent (NYC), this will be the result.

3.1.11 Assessment results

Student or trainees have access to their own training plan which outlines the units of competency and results that have been attained. The Trainer and Assessor will advise student or trainee of the assessment outcome within 10 days of the assessment tool being assessed.

3.1.12 Reasonable adjustments

Student or trainees with disabilities are encouraged to discuss with Smartskill any 'reasonable adjustments' to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies.

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 the Smartskill to accommodate or where other adjustment may be more appropriate.

Reasonable adjustments cannot compromise the integrity of competency based training and assessment.

3.1.13 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.

3.1.14 Principles of Assessment

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

Fairness	• The individual student or trainee's needs are considered in the assessment process. • Where appropriate, reasonable adjustments are applied by the training provider to consider the individual student or trainee's needs. • The training provider informs the student or trainee about the assessment process and provides them with the opportunity to challenge the result of assessment and be reassessed if necessary.
Flexibility	Assessment is flexible to the individual by: • reflecting the student or trainee's needs • assessing competencies held by the student no matter how or where they have been acquired, and • drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	• An assessment decision of the training provider is justified, based on the evidence of performance of the individual student. Validity requires: • Assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance • Assessment of knowledge and skills is integrated with the practical application • Assessment to be based on evidence that demonstrates that a student or trainee could demonstrate these skills and knowledge in other similar situations, and • Judgement of competence is based on evidence of student or trainee performance that is aligned to the unit(s) of competency and associate assessment requirements.
Reliability	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

3.1.15 Rules of Evidence and Assessment

Smartskill is required to ensure that all evidence provided by student or trainees, as proof of their competency, meets the following "rules of evidence".

Validity	The assessor must be assured that the student or trainee has the skills, knowledge, and attributes as described in the unit of competency and associated assessment requirement.
Sufficiency	The assessment must be assured that the quality, quantity, and relevance of the assessment evidence enable a judgement to be made of a student or trainee's competency.
Authenticity	The assessor must be assured that the evidence presented for assessment is the student or trainee's own work.
Currency	The assessor must be assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past

3.1.16 Issuing Certificates

Types of Certification

In general, four types of certificates are issued by Smartskill. Certificates can only be awarded by Smartskill in accordance with our approved qualification scope.

- **Qualification** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Full qualifications can only be issued once the student or trainee has been deemed competent across all the relevant units of competency making up the qualification.
- **Record of Results –** 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)** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Issued when a student or trainee is deemed competent in a unit or a cluster of units of competency. Minimum achievement for a SOA is one unit of competency. You can request a SOA at any time during your training.
- **Certificate of Attendance** – for non-nationally recognised training. Issued when a student or trainee attends a short course which is not within the Australian qualifications framework (AQF). To receive a Certificate of Attendance, the student or trainee must have a satisfactory attendance rate.

Issuance of Certification

Smartskill will issue Certification within 30 calendar days of the student or trainee being deemed as completed in the LMS.

Certificates or Statements of Attainment (SOA) will be issued to students or trainees in person, or via post. Certificates will be posted on request to the nominated postal address as shown in the student or trainee file.

The onus is on the student or trainee to ensure their address details are correct. Certificates will not be sent to other parties, without the expressed prior written permission from the student or trainee. Duplicate or replacement copies of certificates will incur a fee.

3.1.17 Evaluation and Feedback

Smartskill values all feedback from students or trainees as it assists us to continuously improve the products and services we offer. Student or trainees are encouraged to provide us with feedback, both positive and constructive.

It is a requirement for all students or trainees completing a nationally recognised qualification, to complete the ASQA (Australian Skills Quality Authority) learner questionnaire. This questionnaire will be used to outline the quality of training and assessment that Smartskill had provided. This information is collated and reported annually to the governing body of VET, being ASQA.

A Smartskill representative will hand out and collect the *ASQA learner questionnaire* at the completion of the qualification being undertaken. We request that when you receive the survey which consists of 55 multiple choice questions, you complete and return the form to the Smartskill representative.

Smartskill issue and collect a *Course Evaluation form* at the completion of a short course. We request that when you receive the survey which consists of 15 questions, you complete and return the form to the Smartskill representative.

Smartskill request that if you update your personal mailing or email address at any time during your training program your updated details are sent to admin@smartskill.com.au

SECTION 4 POLICIES

A full list of policies and procedures can be found at www.smartskill.com.au. The following paragraphs are an excerpt from the full suite of documents on the website.

4.1.1 Access and Equity

Smartskill is committed to promoting, encouraging and valuing equity and diversity with respect to its students or trainees and to provide them with a positive learning environment to achieve success. Smartskill will ensure services offered are provided in a fair and equitable manner to all students or trainees, free from bias.

Smartskill abides by equal opportunity principles, providing access to the benefits of training and assessment to all students or trainees regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, transgender, political conviction or religious belief.

All students or trainees have equitable access to training resources and facilities, support services and information, Trainer and Assessors, learning and assessment materials and opportunities.

For further information, see Smartskill Access & Equity Policy located at www.smartskill.com.au

4.1.2 Appeals

Smartskill ensures that students or trainees have access to a fair and equitable process for appeals against assessment decisions.

An appeals and reassessment process are an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework (AQF).

Smartskill will ensure:

- Student or trainees have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect and they have grounds for an appeal.
- The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.
- The appeals policy is publicly available, via Smartskill website.
- The appellant can provide detail of their appeal either verbally and/or in writing.
- All appeals must be lodged within 7 calendar days of the date of the assessment result notification to the student or trainee.
- If the appeals process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third party for review, at the request of the appellant. All costs incurred for the third party review will be advised to the appellant.
- Every appeal is heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment of the application.
- All appeals are acknowledged in writing and finalised as soon as practicable.
- Smartskill may charge a fee for the appeals process where an external assessor is engaged. Should this be the case, all costs incurred will be advised to the appellant.
- If the appeal will take more than 60 calendar days to finalise Smartskill will inform the appellant in writing providing the reasons why more than 60 calendar days are required. The appellant will also be provided with regular updates on the progress of the appeal.
- Smartskill strives to deal with appeal issues as soon as they emerge, to avoid further disruption or the need for a formal complaint process.
- All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current of future training.

Grounds for appeal
Valid grounds for an appeal against an assessment decision (where the Trainee feels the assessment decision is incorrect) could include the following:

- The judgement as to whether competency has been achieved and demonstrated was made incorrectly,
- The judgement was not made in accordance with the Assessment Plan.
- Alleged bias of the Assessor;
- Alleged lack of competence of the Assessor;
- Alleged wrong information from the assessor regarding the assessment process;
- Alleged inappropriate assessment process for the particular competency;
- Faulty or inappropriate equipment; and/or
- Inappropriate conditions.

Appeal Outcomes
Appeal outcomes may include:

a) Appeal is upheld; in this event the following options will be available:
   i. The original assessment will be re-assessed, potentially by another assessor.
   ii. Appropriate recognition will be granted.
   iii. A new assessment shall be conducted/arranged.
b) Appeal is rejected/ not upheld; in accordance with Smartskill assessment policy the student or trainee will be required to:
   i. undertake further training or experience prior to further assessment; or
   ii. re-submit further evidence; or
   iii. submit/undertake a new assessment

For further information, see Smartskill Appeals Policy located at www.smartskill.com.au

External mediation is available by contacting the South Queensland Dispute Centre, Level 1, 363 George Street, Brisbane, (07) 3239 6007 or 1800 017 288.

4.1.3 Complaints

Smartskill has a fair and equitable process for dealing with student or trainee complaints.

All students and trainees have the right to express a concern or problem they may be experiencing when undergoing training. The following is an outline of the Complaints Policy:

Principles

- Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- Complaints will be resolved on an individual case basis, as they arise.
- All student or trainees have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided (including through a third party) or the behavioural conduct of another student or trainee.
- All complaints are acknowledged in writing and finalised as soon as practicable.
- The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
- The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- Final decisions will be made by the Director Smartskill or an independent party to the complaint.
- The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third party review will be advised to the complainant.

- If the complaint will take more than 60 calendar days to finalise Smartskill will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.
- All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the student or trainee in any current of future training. The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process.

Lodging a Complaint

Should you wish to lodge a complaint, a formal or informal approach should be made by the student or trainee to the Trainer Assessor or Smartskill Director. The student or trainee completes a Complaints Form to commence the process.

For further information, see Smartskill Complaints Policy located at www.smartskill.com.au

4.1.4 Cancellation and Transfers

Enrolment cancellation / withdrawal / deferral / amendment

Student or trainees who wish to withdraw/cancel/defer/amend their course are required to complete a Course Withdrawal/Defer/Amendment Form

RTO Cancellation of courses

Smartskill reserves the right to cancel a course if insufficient applications or enrolments are received prior to short course/qualifications commencement. Student or trainees already enrolled will be notified. If a course/qualification is cancelled, a full refund of all monies paid by a student or trainee for the course will be made within seven (7) days.

Smartskill has financial safeguards in place to ensure that all pre-paid fees are available for refund in the case of cancellation by Smartskill.

For further information, see Smartskill Cancellation and Transfer Policy located at www.smartskill.com.au

4.1.5 Equal Opportunity

Smartskill is committed to equal opportunity policies and principles, as they affect students or trainees and employees to ensure the elimination of discrimination and harassment.

Rights and Responsibilities

Smartskill has a legal and moral obligation to provide equal opportunity in employment and a learning environment free from harassment for employees, contractors and students or trainees. We are committed to implementing the Human Rights Act 2019 (Qld) and Commonwealth laws such as the Age Discrimination Act 2004, Australian Human Rights Commission Act 1986, Disability Discrimination Act 1992, Racial Discrimination Act 1975, and the Sex Discrimination Act 1984.

Smartskill is committed to providing an environment which recognises and respects the diversity of employees, contractors and students or trainees. Smartskill is committed to providing a work and study environment free from harassment, vilification and bullying and supports the rights of all employees, contractors and students or trainees to work and study in a safe and healthy environment free from such behaviour.

Smartskill will:

- Ensure that employees, contractors and students or trainees understand that these types of actions and behaviour will not be tolerated in the work/study environment.
- Request that any behaviour which could be considered harassment, vilification or bullying cease immediately.

All employees, contractors and students or trainees have a role to play in eliminating harassment, vilification and bullying by not encouraging or showing support for harassment, vilification or bullying aimed at work or study colleagues. This can be achieved by:

- Refusing to join in with these types of actions and behaviours.

- Supporting the person in saying no to these behaviours.
- Acting as a witness if the person being harassed decides to lodge a complaint.

If an employee, contractor or student or trainee feels harassed, vilified or bullied, the employee, contractor or student or trainee is encouraged to inform the person where the behaviour is unwanted, unacceptable and/or offensive. If the employee, contractor or student or trainee feels unable to approach the person, or if the behaviour continues following their request that the behaviour cease, the Smartskill Director should be contacted.

As a student or trainee of Smartskill, you have the responsibility to:

- Act to prevent harassment, discrimination and victimization against others;
- Respect differences among other staff, students or trainees and contractors, such as cultural and social diversity;
- Treat people fairly, without discrimination, harassment or victimisation;
- Refuse to join in with these behaviours;
- Supporting the person in saying no to these behaviours;
- Acting as a witness it the person being harassed decides to lodge a complaint.

Discrimination

Discrimination is treating someone unfairly or harassing them because they belong to a particular group. It is against the law to discriminate against a person because of their age, sex, pregnancy, disability (includes, past, present or possible future disability), race, colour, ethnic or ethno-religious background, descent or nationality, marital status, sexuality or gender identification.

Both direct and indirect discrimination are against the law:

- Direct discrimination - means treatment that is obviously unfair or unequal.
- Indirect discrimination - means having a requirement that is the same for everyone but has an effect or result that is unfair to groups.

Harassment, Vilification and Bullying

All employees, contractors and students or trainees have an equal opportunity to work and study. Smartskill will not tolerate behaviour which is of a harassing, vilifying or bullying nature.

It is against the law for employees, contractors and students or trainees to be harassed during their work or study because of their sex, pregnancy, race (including colour, nationality, descent, ethnic or religious background), marital status, disability, sexuality, HIV/AIDS status or transgender. Federal anti-discrimination legislation applies to staff, contractors and students or trainees.

Harassment

In general, harassment is behaviour which is unwanted and that humiliates, offends or intimidates a person, and occurs because of a person's:

- Race, colour, ethnic or ethno-religious background, descent or national identity.
- Sex.
- Pregnancy.
- Marital status.
- Disability (including physical, intellectual and/or behavioural/psychiatric disability; past, current or future disability; actual or presumed disability).
- Sexuality (male or female; actual or presumed).
- Transgender.
- Age.

It is unlawful for a person to be harassed due to a relationship to or association with a person of a particular race, sex, marital status, disability, homosexuality, transgender or age.

Harassment in the work and study environment can be overt or subtle, direct or indirect. It can be verbal, non-verbal or physical. Harassment can occur when power is used incorrectly.

Harassment is not always intended. Actions and behaviour which one person finds amusing or unimportant may offend or hurt another person.

Examples of harassment include:

- Intrusive or inappropriate questions or comments about a person's private life.
- Unwanted written, telephone or electronic messages.
- Promises or threats to a person.
- Physical violence or the threat of physical violence or coercion.

Vilification

Vilification is the public act of a person which incites hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of race, sexuality, transgender or HIV/AIDS status.

Examples of circumstances and behaviour that may constitute vilification based on a person's race, sexuality, on transgender grounds, or disability (HIV/AIDS) etc. are graffiti, speeches or statements made in public, abuse that happens in public, statements or remarks in a newspaper, journal or other publication, on radio, television or other widely accessed electronic media such as internet, email etc. People wearing symbols, such as badges or clothing with slogans, in public, gestures made in public, posters or stickers in public space.

Bullying

Bullying behaviour can refer to the actions or behaviours of a person to another that intimidates, degrades or humiliates the person. It may include verbal abuse, behaviour intended to punish such as isolation, exclusion from workplace activities and "ganging up". Repeated "put-downs", aggression, threats and poorly managed conflicts of opinion may be part of bullying behaviour. It can occur between people such as managers and employees or contractors, co-workers and students or trainees.

Sexual harassment

Smartskill will not tolerate sexual harassment in the learning or work environment. The Smartskill deplores all form of sexual harassment and seeks to ensure that the work and study environment is free from such harassment. Implementation of this policy is the responsibility of all persons.

Sexual harassment is unlawful. The harasser may be held liable for unlawful actions and be required to pay damages. All employees, contractors and students or trainees have the right to work and study in an environment free from sexual harassment.

Sexual harassment may take many forms. Often people do not realise that their behaviour constitutes sexual harassment, but they must be aware that behaviour that is acceptable to one person may not necessarily be acceptable to another. Sexual harassment is any unwanted behaviour of a sexual nature by one person to another at work or in a work-related setting. Examples of sexual harassment include, but are not limited to:

- Insensitive jokes and pranks.
- Lewd comments about appearance.
- Unnecessary body contact.
- Displays of sexually offensive materials, for example, calendars or posters.
- Requests for sexual favours.
- Speculation about a person's private life and sexual activities.
- Threatened or actual sexual violence.
- Threat of dismissal, loss of opportunity and so on, for refusal of sexual favours.

Complaints

All complaints regarding equal opportunity matters are treated seriously and investigated promptly, confidentially and impartially. For further information, see Smartskill EEO Policy located at www.smartskill.com.au

4.1.6 Privacy

Smartskill abides by the Privacy Act and respects students or trainees, staff and Trainer and Assessors' right to privacy. As an RTO, Smartskill must maintain effective administrative and record management systems. This involves the collection and retention of personal information from students or trainees in secure student or trainee records. All staff

must be scrupulous in using student or trainee information only for the purposes for which it was gathered. All students or trainees always have access to their own records.

Smartskill collects information from students or trainees at initial enquiry, during application/enrolment and during the provision of the training and assessment services. Smartskill may use personal information to advise student or trainee of

upcoming events, future training opportunities, marketing and research purposes or to send feedback questionnaires. This feedback assists us improve the quality of the services and training. All feedback is confidential.

Smartskill will only disclose information to other parties, as required by law, or as otherwise allowed under the Privacy Act 1988. For further information, see Smartskill Privacy Policy located at www.smartskill.com.au

4.1.7 Refund Policy

Payment of all refunds, to students or trainees who are entitled to a refund, are in accordance with the following refund policy.

Details of Smartskill Refund Policy are to be publicly available.

The following principles underpin this policy:

a) Details of this Refund Policy will be publicly available.
b) Parties seeking a refund of fees paid must do so in writing via letter, email or the completion of the Smartskill refund form.
c) Payment of refunds will occur within seven business days after application for refund has been approved by the Director.
d) Students or trainees are encouraged to enrol or transfer to another unit of competency, short course or qualification prior to applying for a refund.
e) There is **no refund** applicable where a student or trainee has commenced their training in either a unit of competency, short course or qualification.
f) There is no refund to participants who do not obtain their qualification or statement of attainment after training is complete.
g) Smartskill does not accept liability for loss or damage suffered in the event of withdrawal or cancellation from a unit of competency, short course or qualification.
h) If Smartskill cancels the training for a unit of competency, short course or qualification, student or trainees do not have to apply for a refund as Smartskill will process the refunds automatically.
i) Refunds for cancellation or withdrawal from a unit of competency, short course or qualification will be based on Table A.

TABLE A - Refunds

Refunds for enrolments are calculated in accordance with the following table.

Student or trainees		
Unit of competency		
Student or Trainee cancels enrolment or withdraws	More than seven (7) days before training commences	100% of fees paid
	Less than seven (7) days before training commences	50% of fees paid
	Once training has commenced	No refund
Student or Trainee removed from training due to inappropriate behaviour	Once training has commenced	No refund
Smartskill cancels training	Prior to or during training and/or assessment	100% of fees paid
Short course		
Student or Trainee cancels enrolment or withdraws	More than seven (7) days before training commences	100% of fees paid
	Less than seven (7) days before training commences	50% of fees paid

	Once training has commenced	No refund
Student or Trainee removed from training due to inappropriate behaviour	Once training has commenced	No refund
Smartskill cancels training	Prior to or during training and/or assessment	100% of fees paid
Qualification (including RPL process)		
Student or Trainee cancels enrolment or withdraws	More than seven (7) days before training commences	100% of fees paid
	Less than seven (7) days before training commences	50% of fees paid
	Once training and/or assessment has commenced	No refund
Additional fees		
Resources or training materials have been provided to Student or Trainee	Has been allocated or enrolled in online learning resources (regardless of whether accessed or not)	$50 for each unit of competency.
Administration fees to process cancellation or withdrawal by Student or Trainee	Unit of competency	$25.00
	Short course	$75.00
	Qualification	$150.00

For further information, see Smartskill Refund Policy located at www.smartskill.com.au

Third party provider, employer or stakeholder		
Unit of competency		
Third party provider, employer or stakeholder cancels enrolment or withdraws	More than seven (7) days before training commences	100% of fees paid
	Less than seven (7) days before training commences	50% of fees paid
	Once training has commenced	No refund
Smartskill cancels training	Prior to or during training and/or assessment	100% of fees paid
Short course		
Third party provider, employer or stakeholder cancels enrolment or withdraws	More than seven (7) days before training commences	100% of fees paid
	Less than seven (7) days before training commences	50% of fees paid
	Once training has commenced	No refund
Smartskill cancels training	Prior to or during training and/or assessment	100% of fees paid
Qualification (including RPL process)		
Third party provider, employer or stakeholder cancels enrolment or withdraws	More than seven (7) days before training commences	100% of fees paid
	Less than seven (7) days before training commences	50% of fees paid
	Once training and/or assessment has commenced	No refund
Additional fees		
Third party provider, employer or stakeholder cancels enrolment or withdraws	Unit of competency	$5.00 per person
	Short course	$10.00 per person
	Qualification	$20.00 per person

4.1.8 Workplace Health and Safety (WHS)

Smartskill is committed to providing a safe and healthy learning and work environment. The safety of our students or trainees and staff is of primary importance in all activities and operations of our organisation. We are committed to implementing, maintaining and continuously improving work health and safety in all our facilities and operations.

Smartskill encourages all persons to regard accident prevention and safety as a collective and individual responsibility. Smartskill recognises its responsibility under the Workplace Health and Safety and related regulations. The Smartskill Director has responsibility for ensuring the health and safety of staff, students or trainees, contractors and visitors. This includes:

- Provide and maintain safe plant, equipment and systems of work.
- Provide, monitor and maintain systems for safe use, handling, storage and transportation of plant, equipment and substances.
- Maintain the workplace in a safe and healthy condition.
- Provide adequate facilities to protect the welfare of all employees.
- Provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles.
- Provide information, where relevant, to students or trainees, allowing them to learn in a safe manner.
- Check WHS system compliance via ongoing auditing.
- Integrate continuous improvement into WHS performance.

Duty of Care

Smartskill is committed to taking practicable steps to provide and maintain a safe and healthy work and learning environment for all staff, students or trainees, and contractors. Specific responsibilities are shown below.

Smartskill Management:

- Are responsible for the effective implementation and regular review of this WHS policy.
- Must observe, implement and fulfil responsibilities under legislation that applies to WHS and endeavour to comply with relevant standards and codes of practice.
- Must ensure that the agreed procedures for regular consultation between management and staff are followed.
- Monitors the WHS management policies and procedures.
- Outcomes of WHS monitoring are used to help maintain appropriate risk controls. The effectiveness of these risk controls and this monitoring and review process is linked to Smartskill Continuous Improvement processes
- Are responsible for ensuring that a WHS management system is implemented.
- Will ensure the appropriate insurances are held to cover staff, students or trainees, and contractors when undertaking training in an operational workplace, classroom or simulated environment

Staff, Contractors, students, trainees and visitors:

- Have a duty to themselves and others.
- Have a responsibility to cooperate with all WHS processes.
- Have a responsibility to comply with relevant Smartskill WHS management system policies and procedures.
- Must not bypass or misuse systems or equipment provided for WHS purposes.
- Must report any unsafe conditions which come to their attention to the Smartskill Director.

Accidents, Injuries and Near Misses

All incidents and near misses are required to be reported immediately. See your Trainer and Assessor or administration personnel to report any issues.

Smartskill will ensure that the injured person receives appropriate first aid and/or medical treatment as soon as possible and will investigate to reasonably prevent a recurrence.

Smartskill is also committed to ensuring that injury management activities commence as soon as possible after injury and that every effort is made to provide suitable and meaningful duties consistent with the nature of the injury or illness, after seeking appropriate medical judgement.

Student or trainees and employees are expected to take care to prevent work-related injuries to themselves and to others.

Investigating incidents and accidents

The Smartskill Director is responsible for investigating incidents and accidents. Following the report of an incident (near miss) or accident (and after first aid and other injury management processes have been implemented), the Smartskill Director will immediately undertake an investigation.

The process for investigations may include:

- Interview all people involved in the accident or incident and witnesses.
- Use the risk management approach to help understand the underlying hazards that caused the incident or accident and whether controls failed, were insufficient or were absent.
- Listen to recommendations of people involved in the incident or accident about what is required to prevent such incidents or accidents in the future.
- Analyse results of investigation and document recommended courses of action for evaluation by the Smartskill Director.
- Once action is approved, communicates outcomes and planned actions.

For further information, see Smartskill WHS Policy located at www.smartskill.com.au