

EQC INSTITUTE

LEARN. BUILD. GROW.

Student Handbook

Your guide to learning, support
and life at EQC.



ICT50220 Diploma of Information Technology

Domestic online and on-campus students

September 2026 | Version 26.09.6

Student Handbook

Welcome to EQC

ICT50220 Diploma of Information Technology | Domestic online and on-campus students | September 2026

We are glad you are here. Whether you are starting a new career or building on existing skills, your trainers and Student Services team are here to support you.

This guide shares study tips, support options and the responsibilities and protections that help make studying at EQC a positive experience.

Practical learning for your next step

Our ICT50220 diploma includes 20 units: 6 core and 14 electives. Current online specialisations include Cyber Security & Cloud Engineering, Back End Web Development & Cloud Engineering, and Cloud Engineering & Cloud Architecture. Your course fact sheet and written offer confirm your approved units, duration and delivery mode.

You will have practical learning resources, trainer feedback and opportunities to develop your skills. Outcomes depend on your learning and circumstances; a job, particular assessment result, occupational licence or university credit is not guaranteed.

Make yourself at home

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team@equinimcollege.com | 1800 338 883 | [Contact EQC](#)

Set yourself up for study

You do not need to have the perfect routine on day one. Start with a few habits that work for you, build confidence as you go and ask for help when you need it.

Give each session a clear purpose

Before you begin, choose one manageable goal: understand a concept, practise a skill or complete part of an assessment. Check the unit instructions and assessment requirements so you know what you are working towards.

Learn by doing

After reading or watching a demonstration, put the material aside and explain the main idea in your own words. Try a short practice task, then check what you missed. For technical activities, keep a simple record of the steps you tried, the result and what you would do differently next time. Use only the authorised practice environments described in your course.

Make notes you can use later

Write short summaries, examples and questions rather than copying whole pages. Keep a glossary of new terms and record the source of information you may need to reference. Revisit earlier topics across several sessions and use trainer feedback to decide what to practise next.

Create a comfortable study space

Choose a space with good lighting and as few distractions as possible. Have your materials ready, silence unnecessary notifications and take short breaks to move and reset. If your study environment or access needs make learning difficult, speak with Student Services about available support.

Check your work before submitting

Read the assessment brief again. Check that you have answered each part, included required evidence, acknowledged sources and used the requested file format. Open the final file to check it, submit through the required Hub process and check the submission status or receipt. Keep your own copy.

Getting stuck is a good time to ask

Use My Support in the Learning Hub or contact your trainer. Include the unit, activity or question number, what you have tried and what you need explained. For access or other support, email team@equinimcollege.com or call 1800 338 883.

Make time for your learning

A realistic plan can help you balance study with work, family and other commitments. Your course schedule and agreed assessment dates are the starting point; the ideas below are flexible ways to organise your time.

Plan backwards from the due date

Put your course dates, classes and assessment deadlines into a calendar. Break each assessment into smaller steps: read the brief, gather resources, practise, prepare a draft, check your work and submit. Give each step its own date and leave time for feedback, technical problems or unexpected commitments.

Protect regular study time

Choose study periods that fit your week and the workload in your course schedule. Let the people around you know when you will be studying. Try a focused block, such as 25-45 minutes followed by a short break, and adjust the length to suit your needs. These are planning examples, not a replacement for your course requirements.

Keep your next steps small

Choose one to three priorities for each session. Instead of writing "finish assessment", use a specific next action such as "read the instructions and outline question one". Work on one task at a time and keep a separate list of questions for your trainer.

A simple weekly planning routine

When	A useful habit
Start of the week	Check the Hub and course schedule. List deadlines and book realistic study blocks around other commitments.
Start of a session	Choose a small goal, gather resources and reduce distractions.
End of a session	Save your work, note what you completed and write down the next step.
End of the week	Compare progress with the course schedule, adjust your plan and ask for support where needed.

If you start to fall behind

Contact your trainer or Student Services early, explain what is getting in the way and ask about support or an adjustment to your study plan. Keep working on manageable tasks while you discuss the next steps. An extension or changed deadline needs confirmation; do not assume a request changes the existing due date.

Useful tools for study

Start with tools you already know. A calendar, a place for notes and an organised folder can be enough to get going. These examples are optional; your course instructions identify any required software. The linked tool names open the providers' help guides.

Purpose	Tools you could use	A practical way to use them
Plan your time	Google Calendar / Tasks or a paper planner	Record course dates, book study blocks and keep a short list of next steps.
Keep notes	Microsoft OneNote or a notebook	Make a section for each unit, with summaries, new terms, examples and questions.
Draft written work	Google Docs or your usual word processor	Organise a draft under the assessment headings. Check and export the format required by your trainer.
Stay focused	A phone or computer timer	Set a manageable focus period, take a short break and begin the next task deliberately.
Read more comfortably	Read Aloud / Immersive Reader and device accessibility settings	Try spoken text, larger text or a simpler reading view. Ask about approved assessment adjustments if needed.
Organise your files	Google Drive or another suitable storage location	Keep permitted study files in clearly named unit folders. Keep a separate backup and check that saved files open.
Practise coding	Visual Studio Code when suitable for your unit	Write and organise practice code using your trainer's setup instructions and authorised course activities.

Make the tools work for you

Use clear file names, such as UnitCode_Task1_Draft, and keep draft and submitted versions separate. Check what is included in a tool, any account requirements and its privacy settings before using it. You can ask Student Services about accessible options or help getting started.

Keep your work safe and your learning your own

Keep passwords and personal information private. Do not upload other people's details, restricted college material or assessment content to external tools without permission. Follow your assessment instructions for AI, collaboration, translation and other assistance. If you are unsure what is allowed, ask your trainer before using it. Submit work that reflects your own learning and acknowledge assistance where required.

Our learning community

Everyone brings different experiences and strengths to EQC. Kindness, patience and respectful communication help make our classrooms and online spaces welcoming places to learn and work.

Zero tolerance for abuse

EQC has zero tolerance for abuse by students towards trainers, assessors, staff, other students, visitors, contractors or anyone else involved in EQC activities. Everyone has the right to learn and work in a safe, respectful environment. Abuse, bullying, harassment, discrimination, intimidation, threats and violence are unacceptable.

This applies in person, in classes and practical activities, by phone or email, in the Student Hub, online meetings, messages and social media connected with EQC study or activities. It includes abusive language or swearing directed at a person, personal insults, humiliating or degrading comments, aggressive behaviour, discriminatory or sexual harassment, threats, physical violence and repeated unwanted contact.

Immediate action and consequences

Trainers and staff are not expected to continue an abusive interaction. EQC may end a call, meeting or class interaction; direct a student to leave an activity; restrict contact to an agreed channel; or temporarily suspend participation where necessary to protect safety. These interim measures do not replace a fair investigation and decision.

Serious or repeated misconduct may result in disciplinary action, including suspension or cancellation of enrolment. A serious single incident may justify cancellation; a prior warning is not always required. Any final action must follow the fair process in "Fair decisions and your rights" (page 12) and all applicable agreement and review requirements. Financial protections are explained in the closing sections.

Report abuse and seek support

Report incidents promptly to your trainer or Student Services at team@equinimcollege.com or **1800 338 883**. Provide the date, what happened and any relevant messages or witnesses, where safe to do so. If the concern involves that person, ask Student Services for another manager or use the Complaints and Appeals Policy. Call **000** if there is an immediate danger or emergency. EQC may refer threats or violence to police.

EQC takes every report seriously, considers it fairly and responds proportionately. Retaliation against someone who reports a concern or assists an investigation is unacceptable. Students and staff can ask about available support and accessible ways to participate.

Equity, respect and safety

Respect others' lawful political and religious expression. Follow safety instructions, use equipment lawfully and do not materially disrupt learning. Report risks and tell the appropriate team about relevant support or safety needs without disclosing unnecessary health information.

Getting started

Starting a course is an exciting step, and it is natural to have questions. We will help you understand what to expect, get comfortable with the Learning Hub and find the support you need.

Finding the right course for you

EQC welcomes students aged 18 and over at enrolment. We do not accept under-18 enrolments. Before confirming your place, we talk with you about your goals, previous learning, language, literacy, numeracy, digital skills and any support needs. Government funding age rules are separate from this college entry requirement.

ICT50220 has no formal prior-qualification entry requirement. We still check that the course is suitable and that you can meet its requirements with appropriate support. Please give accurate information, complete your own entry assessments and tell us about relevant study or experience. Recognition of prior learning and credit transfer may reduce the training you need.

Your enrolment pathway

Australian and New Zealand citizens, permanent residents and eligible visa holders may apply for an appropriate domestic course. Your visa must permit the intended study. Admission, government funding and VSL eligibility are assessed separately. If you hold or plan to apply for a student visa, or plan to study offshore, please speak with us first so we can check the correct course, registration and agreement.

Building your study skills

Reading, writing, speaking, listening, numeracy and digital skills all support your learning. We check these needs before enrolment, discuss the results with you and arrange support or a referral where appropriate. A school-history form does not replace a required assessment. South Australian subsidised students complete the assessment process explained in the Skills SA section.

Your computer and Learning Hub

You will need a suitable computer, reliable internet and software for PDF/Word files and technical course activities. A tablet alone may not support all programming, security or cloud tasks. Your course offer explains the specific hardware, software and accounts you need. We provide the included Learning Hub resources and learning and assessment materials.

Use the student-login link on the [EQC website](#) with your own credentials. Check Hub notices and your agreed email regularly, keep your password private and save copies of your work. Use My Support when you have a question; including the unit, module, section and question number helps us assist you. Please do not send passwords or sensitive financial details by email.

team@equinimcollege.com | 1800 338 883 | [Contact EQC](#)

Here to help

You do not need to work through every challenge on your own. For learning or assessment questions, use My Support in the Learning Hub or contact your trainer. For login problems, course administration, study-plan questions, accessibility or wellbeing support, contact Student Services. If you cannot access the Hub, email or phone us using the details below.

Reach out early

If you are finding something difficult, let us know. A conversation can help us understand what is happening and work with you on the next step.

Support that works for you

We discuss reasonable adjustments, accessible materials and learning support with you while keeping the required competency standard the same. Tell your trainer or Student Services about support needs as early as you can. Share only the sensitive information relevant to arranging that support, through the confidential process explained to you.

When you contact us, include your name, course, unit or activity, what you have tried and the help you need. For a technical issue, describe the error and attach a screenshot if useful, with private information hidden. Tell us about any approaching deadline. The team can arrange academic, administrative, language, literacy, numeracy and digital-skills help, and appropriate counselling or wellbeing referrals. Details about included support and optional external services are in the fees section.

Your feedback matters

We welcome your ideas and feedback about teaching, resources and support. If something has not gone as expected, you can raise a concern verbally or in writing with Student Services. We can help you put it into words, provide an accessible format or arrange for a support person to assist.

We record complaints and appeals, consider them fairly and explain the outcome, reasons, timing and review options. You will not be disadvantaged for raising a concern. You can seek internal review and the applicable independent review under the Complaints and Appeals Policy. This does not remove any statutory review rights or your right to contact a regulator, consumer agency, privacy authority or other relevant body.

Safety and urgent help

Call **000** for an immediate emergency. For urgent crisis support, Lifeline is available on **13 11 14**. For course-related safety concerns, notify staff or Student Services promptly. Online students should also follow safe workstation and practical-lab instructions. Campus students receive local emergency and evacuation information at orientation.

Stay in touch

Student Services can assist by phone during weekday office hours, generally 9 am-5 pm Australian Eastern time, or by email. Please ask if you would like an appointment or a different way to communicate. We respect everyone's privacy and do not share personal contact details without an appropriate lawful basis.

team@equinimcollege.com | 1800 338 883 | [Contact EQC](#)

Your learning journey

Competency-based learning and assessment

You will build your skills through activities such as written questions, assignments, projects, reports, case studies, role plays and practical demonstrations. Your assessment briefs explain the evidence and dates. Three assessment attempts per unit are included. Your trainer provides feedback and explains any further learning or reassessment you may need. You can appeal an assessment decision.

Assessment gives you the opportunity to show the required skills and knowledge. Results are recorded as competent or not yet competent. Work through the required tasks for each unit and use your trainer's feedback to guide your next steps. EQC's existing service commitment is assessment feedback and results within 21 working days of submission.

Keeping up with your course schedule

You are required to keep up with your course schedule and meet the study and assessment dates in your offer and Learning Hub. Plan regular time for learning, stay engaged and contact your trainer early if you need help meeting a date. We consider support, reasonable adjustments and your response before making an adverse progress decision. A missed submission does not automatically cancel your enrolment.

Use My Support in the Hub or contact Student Services for learning questions. Include the unit or subject, module, section and assessment question so we can help. Optional lectures supplement the learning arrangements described in your course offer. If you study on campus, your agreed attendance requirements and timetable apply.

Recognition of prior learning and credit transfer

You may already have skills or experience that count towards your course. Credit transfer recognises verified equivalent units you have completed, while recognition of prior learning (RPL) assesses existing skills and knowledge against current competency requirements. Apply before starting where possible. We explain the evidence, process and effect on your study plan before you proceed; related fee arrangements are covered towards the end of this handbook. An unsuccessful RPL outcome does not remove appeal or consumer rights.

Results, certification and replacements

Completing your course is an achievement to be proud of. Once the applicable issue conditions are met, EQC issues eligible AQF certification within 30 calendar days of assessment completion. These conditions include completing the required assessment, meeting the applicable agreement requirements and having a verified USI or valid exemption. Administrative sign-off does not restart the 30-day period. A qualification and record of results confirm full completion; a statement of attainment records eligible completed units. The fees section explains the payment conditions relating to certification.

You can view assessment results securely through the Hub or receive them in writing. To protect your privacy, we do not release results through an unverified phone enquiry. Ask Student Services about a statement of attainment for eligible completed units during your course or when leaving. Your transcript records results; your qualification certificate confirms completion.

If a certificate, record of results or statement of attainment is lost or damaged, please contact Student Services for a replacement. We will ask for proportionate identity evidence to protect your records. The existing replacement service timeframe is up to four weeks; this does not change the original certification deadline.

Course evaluation

Your feedback helps us improve teaching and support for the next group of students. You can share it during or after your course, or use the complaints process if needed. Government survey obligations and voluntary choices are explained separately for your program.

Fair decisions and your rights

Academic integrity and participation

Take pride in work that reflects your own learning. Acknowledge sources and follow assessment instructions about permitted AI, collaboration and assistance. Plagiarism, cheating and misrepresenting evidence are not acceptable. Keep login details secure, retain your submissions, attend required activities and keep up with your course schedule. Please tell your trainer early about difficulties or planned absences.

College resources, learning materials and intellectual property

Use facilities, systems and resources responsibly. EQC and relevant owners retain copyright and intellectual property in their materials. You may view, download, print and retain materials for your own authorised study and make uses permitted by law. Do not sell, commercially republish, share account access or redistribute protected content without permission. These terms do not prevent lawful accessibility adjustments or permitted copying.

Feedback and freedom to raise concerns

You are welcome to make good-faith complaints, give honest feedback, appeal decisions and contact regulators or consumer bodies. These actions are not misconduct simply because they criticise EQC or affect its reputation. Any conduct concern must relate to identifiable behaviour and evidence, rather than a blanket restriction on criticism.

Fair handling of conduct and progress concerns

If a concern is raised, we give you written details of the allegation, the relevant evidence and possible consequences, and an opportunity to respond. The usual response period is seven days, with reasonable adjustments or an extension considered. You may have a support person assist you. Any necessary immediate safety measures are separate from a final finding.

The authorised decision-maker considers the evidence and your response, provides written reasons and explains proportionate action and review options. Our existing service target is a decision within 21 business days after receiving your response and reasonably required further information. We explain delays and revised timing. Internal and independent review options remain available.

A competency result reflects assessment evidence, not punishment. Unrelated misconduct does not automatically invalidate completed units or revoke an award. Suspension or cancellation follows the applicable agreement and fair process. The fees and refunds sections explain financial and VSL protections that continue to apply. Criminal concerns are referred to authorities where required.

Privacy and your records

Your privacy matters to us. We collect relevant identity, contact, eligibility, training, results and support information to manage your enrolment, provide training and meet lawful reporting obligations. We explain when essential information is needed and what happens if it is missing. Optional questions and marketing permission are not blanket conditions of enrolment. Sensitive information is handled through a relevant, confidential process with consent or another lawful basis.

National and state reporting

Information may be provided to NCVER, the Student Identifiers Registrar, ASQA, DEWR and relevant state training authorities as required or authorised by law and applicable funding arrangements. This may include identifiable records. A verified USI is generally needed for certification unless a lawful exemption applies. Permission to create a USI or access a transcript must be obtained separately where required.

For state-funded study, the relevant authority may receive identity, eligibility, enrolment, activity, fee and outcome information for administration, audit, monitoring, evaluation and other lawful purposes. NSW prescribed consent and the Skills SA Participant Agreement are separate documents; a general privacy acknowledgement does not replace them.

Systems and overseas processing

EQC's main student hub is hosted in Australia. EQC also uses AVETMISS Done and limited Google Sheets records. Some service processing may occur overseas as explained in the Privacy Policy and collection notice. Australian hosting of the Hub is not a promise that every record stays in Australia. You are not required to waive Australian privacy protections or indemnify EQC for overseas processing.

Access, correction and complaints

Please contact Student Services if you would like to access or correct your information, understand how it is used or raise a privacy concern. We verify identity proportionately, assist with access needs and supply our notices without charge. The Privacy Policy explains timing, retention, safeguards and review options, including access to the Office of the Australian Information Commissioner where appropriate.

Review results and progress in your Hub. Keep your name, address, email and phone current; notify changes promptly and within seven days under the current student agreement. Name changes may need supporting evidence. Other students' or trainers' personal contact details are not released as a routine administration service.

Government notices and surveys

Read the [DEWR VET Data Privacy Notice](#) and EQC's [Privacy Policy](#) and [Privacy Notice for Data Collection](#). DEWR distinguishes AVETMISS and VET Information Standard reporting. Ask for an accessible or printed copy of the notice that applies to your training.

You may receive government or NCVER surveys. You can opt out of a voluntary survey when contacted. Any specific mandatory program evaluation requirement is explained separately. Optional EQC marketing consent remains separate from course administration and lawful reporting.

Fees and payment options

We want you to feel clear about the cost of your course before you decide. For current course fees, state contributions, concessions and payment information, please visit the [EQC website](#) and the [course fact sheets and fee policies](#). Your written offer and accepted agreement confirm your total tuition, any lawful other costs, inclusions, payer, due dates and refund terms. We explain these before you accept or pay.

EQC currently has no administration charges. There is no automatic enrolment, deferral, extension, cancellation or replacement-document charge. Any future optional service charge must be lawful, disclosed and agreed before you choose the service; it cannot retrospectively charge for included services.

What is included

Required learning and assessment resources, trainer feedback and three assessment attempts per unit are included. Your own computer, internet and disclosed personal costs are separate. Essential funded support and ordinary learning support are not optional student-paid extras. If an optional external service may cost you money, we explain the alternatives and amount before you agree.

Before you proceed with RPL, we explain any lawful assessment fee and the effect of recognition or credit transfer on your tuition, subsidy and study plan. Certification issue conditions include any agreed training-product fees that lawfully apply. An unrelated debt does not justify withholding all records. Replacement documents have no current administration charge.

Paying directly

Instalment arrangements are available through EQC. Please follow your agreed payment schedule and contact Student Services early if you are experiencing financial difficulty. Any advance payments must be managed under the applicable prepaid-fee protection requirements. Your agreement and the [Fees, Charges and Refunds Policy](#) explain the arrangements relevant to you.

Bank-deposit payments can be arranged through EQC. Confirm the payment details with the team and follow your invoice or agreed schedule. Any employer or other payer arrangement must identify who is responsible for each amount. An unpaid balance does not remove your complaint, withdrawal or refund rights.

VET Student Loans

A VET Student Loan is a debt to the Commonwealth until repaid and is subject to indexation. Subsidy eligibility does not establish VSL eligibility. Separate citizenship/residency, academic-suitability, USI, tax-file-number, loan-cap and available HELP balance requirements apply. A loan covers eligible tuition, not personal equipment or other non-tuition costs. A 20% loan fee may apply to full-fee study; it does not apply to a state-subsidised diploma.

The [VSL fees and census schedules](#) set out the applicable course, fee periods, dates and amounts. We provide a Statement of Covered Fees and individual notices, and can help you understand them. Complete your eCAF within the required window, including at least two business days after enrolment and before the relevant census deadline. If a loan is unavailable or does not cover all tuition, we explain the gap and payment options before you commit.

Written withdrawal on or before the relevant census day means no tuition liability or VSL debt for the withdrawn part. Upfront tuition and gap payments for that part are refunded and loan reporting corrected. After census, liability generally remains; special-circumstances re-credit and statutory review rights may apply. A deferral does not itself stop a census day or remove debt.

We provide the required fee notice before census and the Commonwealth Assistance Notice after census. Please check them and contact us promptly about corrections. Special-circumstances re-credit normally has a 12-month application period; reconsideration and external review rights are explained in the Fees, Charges and Refunds Policy.

Fee changes

EQC explains material changes to delivery, assessment, support, fees or completion arrangements and obtains agreement where required. A new website policy does not retrospectively remove your agreed benefits or increase an agreed fee. Australian Consumer Law and other non-excludable rights remain available.

Government funding conditions are outlined in the following sections. Full-fee, funded and international offers have different protections. Please read the [Fees, Charges and Refunds Policy](#) and your actual agreement, and ask us about anything you would like explained.

Government-funded training

Government funding may help with the cost of your course. A funded place depends on the current program, approved course, your eligibility and place availability. We check the evidence with you and confirm the applicable arrangement before enrolment. Please visit the [EQC website](#) for current fees for your state and course; a general subsidy statement is not individual funding approval.

Queensland - Career Boost

Career Boost general training is for eligible Queensland residents and is subject to program rules and available places. EQC assesses permanent Queensland residence, citizenship or eligible visa status, schooling, previous qualifications, prior funded training and current study. You must not be currently enrolled in another qualification funded by the Queensland Department of Trade, Employment and Training, including on hold or deferred study. Foundation-skills qualifications and self-funded study are excluded from that concurrent-study test.

The program generally excludes a Certificate IV or higher qualification completed within the last 10 years; qualifications completed while at school and foundation-skills qualifications do not count. Tell EQC about all previous study, including entirely self-funded study. Where departmental sources differ about prior self-funded qualifications, EQC must confirm the applicable rule before approving or refusing funding; this document does not promise eligibility.

Visit the [EQC website](#) for current Queensland standard and concession contributions and full-fee options. Your written offer confirms the amount that applies to you. The co-contribution covers all mandatory enrolment, tuition, resources, training, assessment and award costs. Concessions require evidence under QLD rules. EQC must not require more than 30% upfront unless you or your employer expressly request to pay more. Unit-level fees and direct-payment arrangements must be documented. VSL may cover eligible tuition separately.

For QLD funded training, cancellation before training starts receives a full co-contribution refund. After commencement, the refund reflects training delivered in the affected units. EQC does not automatically bill the entire government subsidy to a student if funding is later questioned.

Western Australia - Jobs and Skills WA

Your written offer identifies the actual approved program, such as Priority Industry Training or Participation - Work Readiness, and confirms your eligibility. Delivery mode alone does not determine the program. Visit the [EQC website](#) for current Western Australian fees and any eligible fee-free opportunities. The unit commencement year determines the fees policy that applies.

WA prohibits separate charges for enrolment, archiving, general equipment, IT support, general learning/personal support and training plans. Permitted resource charges and any personal costs must be disclosed. Instalments allow at least eight weeks from unit commencement to final payment. Eligible severe financial hardship is assessed individually. Unit withdrawal/census and refund rights apply even where tuition is fee-free.

New South Wales - Smart and Skilled

Visit the [EQC website](#) for current New South Wales fee information. We confirm the qualification fee using the relevant Provider Calculator or Activity Schedule, apply evidenced exemptions or fee-free categories and give you a written quote. A qualification fee is not an annually reset fee. General concession fees do not apply to a diploma. NSW mandatory consent is supplied separately before notification of enrolment.

Under EQC's current NSW terms, withdrawal before training starts receives a full refund; after training starts, the unprovided training portion is refunded. NSW-specific deferral, discontinuation, exit and transfer rules apply. Use the NSW agreement and fact sheet rather than another state's terms.

You can find current [state agreements and fact sheets](#) on our website. South Australia is covered in the next section.

South Australia - Skills SA

For the adult Skills SA pathway, live or work in South Australia, be out of school and meet the applicable citizenship, permanent-residency or eligible-visa requirements. Skills SA adult funding starts at 16; EQC admission is 18+. Previous qualifications do not automatically exclude you. EQC checks current entitlement, course conditions, evidence and available places, completes the Upfront Assessment of Need and creates your training account before subsidised training starts.

Upfront Assessment of Need

The Upfront Assessment of Need checks course suitability, then support needs, then literacy and numeracy. EQC discusses your goals, English communication, course and industry requirements, aptitude, delivery, costs, location, attendance and recognition of prior learning. You receive your results and an agreed support/referral plan. Suitability/support outcomes alone do not impose a foundation-skills condition; any conditional access prescribed in the relevant literacy/numeracy interpretation report is explained before enrolment. Reasonable adjustments to mandated tests require the applicable Skills SA approval.

Please complete your own assessment, using authorised support or an approved adjustment where applicable. We explain any foundation-skills requirement, assistance and referral before training starts, and share relevant support needs with the people helping you. Success and Wellbeing Services may offer additional support through an appropriate referral; Student Services can help arrange this.

Current fees and concessions

Please visit the [EQC website](#) and the [South Australian course fact sheets](#) for current participant fees, concessions and intake dates. Your written offer confirms your contribution, dates and study plan before you accept.

Concession eligibility includes current eligible Commonwealth concession cards or prisoner status under the SA rules. An approved fee exemption may apply to a person who is or has been under government guardianship in Australia. We check the relevant evidence and explain the contribution or exemption that applies to you. A required contribution cannot be waived as a sales incentive.

Documents and privacy

Read and complete the [official Skills SA Participant Agreement](#) and required student declarations. The government form is retained in its official wording; its under-18 guardian section does not change EQC's 18+ rule. It explains collection of training history and the USI, funding assessment, reporting, sharing and government contact. EQC's privacy notice and SA enrolment terms explain its own handling.

Payments, refunds and loans

For SA enrolments accepted under these terms, EQC refunds participant fees in full if you withdraw before training starts. After training starts, EQC refunds the unprovided training portion using the agreed unit-level fee allocation and documented delivery to date. These are EQC refund terms, not a statement that SA imposes a universal cooling-off period. Any more favourable existing agreement or statutory entitlement applies. A required refund is not a promotional waiver of the participant fee.

Eligible students may defer covered tuition to VSL under the SA [fee and census schedule](#). VSL and consumer protections apply in addition to the SA terms. A break or transfer needs confirmation against your training-account dates and funding conditions; it does not automatically stop census or extend funding.

If your plans change

Requesting a break or more time

Sometimes life changes while you are studying. If you need a break, use the online deferral request form or email Student Services with your name, course, requested break and return dates. If you want to keep studying but need more time, ask about an extension. We consider suitability, support, available delivery, funding and any visa or loan effect, then provide a written decision with reasons, dates and review options. There are currently no administration charges.

Please speak with us about the effect before taking a break. A deferral is not automatic and does not stop census, remove debt or guarantee future funding. If you clearly request withdrawal, we treat it as withdrawal rather than compulsory deferral. The applicable NSW, WA, QLD or SA program rules continue to apply.

Withdrawing

If you decide to withdraw, email Student Services with your name, course or units and intended withdrawal date. We accept clear written notice without requiring a particular form, a reason, debt payment or return of materials. You can ask for help recording your request. We record the date received and confirm withdrawal separately from the refund assessment. Stopping attendance or payments alone is not a withdrawal notice.

Refunds - use the rules for your enrolment

Enrolment	Key protection
Ordinary full fee	10 calendar days from the day after the Agreement Date for the applicable full refund, with no administration deduction. Later withdrawal remains possible; the lawful agreement, special circumstances and consumer rights determine the outcome.
Queensland funded	Full co-contribution refund before training starts; proportionate refund for affected units after training starts.
WA funded	Unit withdrawal/census date and WA refund rules apply, including Diploma resource-fee refunds. Fee-free tuition does not remove withdrawal rights.
NSW funded	Under current EQC terms: full refund before training starts, then refund for the unprovided training portion; applicable exit/transfer rules apply.
SA funded	Under current EQC terms: full participant-fee refund before training starts, then refund for the unprovided training portion. Funding and VSL rules also apply.
VSL	Written withdrawal on or before census: no tuition/loan liability for that part. After census: consider special-circumstances re-credit and statutory review.

Finance gives written reasons, an itemised calculation and review options. The existing service commitment is an initial response within 14 days and approved payment within a further seven days after necessary bank details are received. An earlier legal deadline prevails; requesting details must not delay it.

If EQC changes or cannot provide your course

If we change or cannot provide your course, we explain what this means for you, consider suitable alternatives and apply the relevant refund and tuition-protection process. A replacement course requires acceptance where applicable. A statutory refund is not conditional on returning materials or agreeing to a transfer. Different protections apply to domestic upfront fees, VSL tuition and student-visa study; please see the relevant tuition-assurance policy.

If enrolment is suspended or cancelled, the applicable agreement, refund and loan rules still apply. For VSL cancellation after census, the required grievance opportunity and completion protections remain available.

Useful links and next steps

Keep this handbook somewhere easy to find, and return to it whenever you need a reminder. You are always welcome to ask us to explain a policy or help you find the information relevant to your course.

Your course and current fees

Visit the [EQC website](#) for current course information and fees. The [Policies and Procedures page](#) contains course fact sheets, state agreements and student policies. The [VSL Study Periods page](#) provides the applicable tuition and census schedules. Your written offer and accepted agreement confirm your individual arrangements.

Policies and forms

The [Policies and Procedures page](#) provides the Student Entry Policy; student agreements; state course fact sheets; fees, charges and refunds; administration fees; accessibility and access/equity; national recognition/RPL information; deferral and withdrawal; complaints and appeals; privacy; special consideration; critical incident reporting; and domestic/international tuition-assurance information.

South Australian students should also read the SA enrolment terms, Upfront Assessment of Need fact sheet and official Participant Agreement. Ask Student Services for your complete information pack before accepting an offer. We can help you access an appropriate format.

The standards behind your training

EQC operates under the Standards for RTOs 2025 and applicable VET, funding, privacy, student-identifier, consumer, anti-discrimination, disability, work health and safety, copyright and employment laws. VSL and ESOS requirements apply where relevant. Your course and agreement identify the rules applying to your enrolment. Please ask Student Services if you would like help understanding how a policy applies to you.

Keep your enrolment documents

Keep the document versions supplied with your offer. New enrolments use this September 2026 handbook; existing students retain their lawful agreed benefits. The website gives you current information, and your accepted agreement records the arrangements that apply to you.

We look forward to supporting you

Thank you for choosing EQC. Bring your questions, stay curious and keep in touch with your trainer. We look forward to helping you build your skills and work towards your goals.

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