



Learner Centre Pty Ltd | Trading name: Apex Training Institute

ABN: 29 139 502 524 | RTO code: 32100

Student Handbook



Apex Training Institute

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1. ABOUT APEX TRAINING INSTITUTE

Learner Centre Pty Ltd trading as Apex Training Institute (RTO 32100) is a Registered Training Organisation approved to deliver nationally recognised training and assessment. All training products are delivered within our scope of registration and in accordance with the Standards for Registered Training Organisations (RTOs).

Apex ensures that all training and assessment services are delivered in compliance with the Standards for Registered Training Organisations (RTOs), the VET Quality Framework, and all applicable Commonwealth and State/Territory legislation.

Apex specialises in the delivery of high-quality, industry-relevant training programs designed to support students in achieving nationally recognised qualifications and improving employment outcomes.

Training Delivery Modes

Training and assessment may be delivered through a range of modes, depending on the course requirements, including:

- Face-to-face classroom-based delivery
- Online and self-paced learning
- Workplace-based training and assessment (where applicable)
- Blended delivery (combination of face-to-face and online learning)

Scope of Registration

Apex delivers training and assessment only for qualifications and units that are within its approved scope of registration. A full and current list of qualifications is available on <https://training.gov.au/Organisation/Details/32100>

Contact Information

Physical Address: 1374 Logan Road, Mt Gravatt, QLD 4122

Mailing Address: PO Box 6803, Upper Mt Gravatt, QLD 4122

Telephone: (07) 3420 5861

Website: <http://www.apextraining.edu.au/contact-us>



Student Information

Students are advised to review all information contained in this Student Handbook carefully prior to enrolment. If any information is unclear or additional clarification is required, students are encouraged to contact a member of Apex Training Institute staff.

2. CODE OF PRACTICE, RIGHTS AND RESPONSIBILITIES

Apex Training Institute (Apex), as a Registered Training Organisation (RTO), is committed to delivering training and assessment services that comply with the VET Quality Framework and all applicable legislation, leading to nationally recognised qualifications.

All students are required to read and acknowledge their understanding of this Code of Practice prior to enrolment.

2.1 Apex Commitments (RTO Responsibilities)

Apex ensures that:

- Training and assessment services are delivered in compliance with the VET Quality Framework and relevant legislation.
- All information provided to students, including course details, fees, and outcomes, is accurate, current, and transparent.
- Students are provided with clear information regarding the selection, enrollment, and induction processes.
- Training and assessment are delivered by qualified and competent trainers and assessors.
- Training and assessment strategies, resources, and materials are current and aligned with industry requirements.
- Industry engagement is undertaken to ensure the relevance and currency of all qualifications.
- Students are assessed fairly, based on the principles of assessment and rules of evidence.



- Students' skills, knowledge, and individual needs are assessed prior to enrolment to ensure appropriate course placement and support.
- A safe, inclusive, and supportive learning environment is maintained at all times.
- Student records are maintained accurately, securely, and confidentially in accordance with regulatory and privacy requirements.
- A clear and accessible complaints, grievances, appeals, and compliments process is available to all students.
- Continuous improvement practices are implemented through regular evaluation and feedback from students and industry.
- Flexible learning and assessment options are provided, where appropriate.
- Students receive all services outlined in their agreement with Apex.

2.2 Student Rights

As a student of Apex Training Institute, you have the right to:

- Be treated fairly, respectfully, and without discrimination, harassment, or bias.
- Access training and assessment services that meet national standards and regulatory requirements.
- Receive accurate and timely information about courses, fees, policies, and outcomes.
- Access appropriate support services to assist with your learning needs.
- Have your personal information protected in accordance with privacy legislation.
- Access your student records upon request, in line with Apex policies.
- Provide feedback on training and assessment services without fear of disadvantage.
- Lodge complaints, grievances, or appeals and have them addressed in a fair, transparent, and timely manner.
- Receive nationally recognised certification upon successful completion of requirements.



Cooling-Off Period (Consumer Protection)

Apex Training Institute provides students with a 5-day cooling-off period commencing from the date of enrolment.

During this period, students are encouraged to:

- access and familiarise themselves with the Student Portal;
- review course information, learning materials, and support services; and
- assess whether the course is suitable for their individual needs, study goals, and personal circumstances.

Students who wish to withdraw during the cooling-off period should notify Apex Training Institute in writing as soon as possible. Any applicable refunds or administrative fees will be assessed in accordance with the Refund and Withdrawal Policy and applicable consumer protection requirements.

Fair Treatment Clause

Apex ensures that all students are treated equitably and fairly. No student will be disadvantaged or discriminated against on the basis of gender, age, race, ethnicity, disability, religion, sexual orientation, or socio-economic background. All decisions relating to enrolment, assessment, and student management are made objectively and in accordance with established policies and procedures.

2.3 Student Responsibilities

Students enrolled with Apex Training Institute are expected to:

- Provide accurate and complete information during the enrolment process.
- Maintain and update their personal and contact details as required.
- Actively participate in training and assessment activities.
- Complete all assessment tasks honestly and in accordance with academic integrity requirements.
- Treat trainers, staff, and fellow students with respect and professionalism.
- Follow all Apex policies and procedures, including those related to behaviour, safety, and assessment.



- Adhere to workplace requirements during work placement (if applicable).
- Notify Apex of any difficulties that may affect their ability to complete their training.
- Comply with all Work Health and Safety (WHS) requirements.

Failure to meet these responsibilities may result in disciplinary action in accordance with Apex policies and procedures.

3. Unique Student Identifier (USI)

All students undertaking nationally recognised training must have a valid Unique Student Identifier (USI). Apex Training Institute cannot issue a qualification or Statement of Attainment without a valid and verified USI.

A USI allows students to access their nationally recognised training records through their USI VET Transcript. Once Apex has reported completed training and the data has been processed, completed units of competency and qualifications will appear on the student's USI VET Transcript.

Please note that updates to a USI Transcript are not immediate and may take several weeks to appear. If your results do not appear after a reasonable period, please contact Apex Training Institute to verify your USI details and confirm that your training outcomes have been finalised, reported, and successfully processed.

For more information about USIs and accessing your USI VET Transcript, visit:

<https://www.usi.gov.au/students>

4. Student Records

Apex Training Institute maintains accurate and secure records of all student information, enrolment details, and academic progress in accordance with regulatory and privacy requirements. As part of our compliance obligations, student assessment submissions, completed assessments, student files, and related records may be reviewed by regulatory



bodies, auditors, government agencies, or other authorised representatives for the purposes of audits, quality assurance activities, investigations, validation, moderation, or compliance monitoring.

Student information and assessment evidence will only be disclosed where required or authorised by law and will be managed in accordance with Apex Training Institute's Privacy Policy and record management procedures.

Access to Student Records

Students may request access to their records at any time. This may include:

- Statements of Attainment and qualifications
- Records of results
- Recognition of Prior Learning (RPL) documentation

Requests must be submitted in writing via email to: supportteam@apex.edu.au

Please include your full name and student ID when making a request.

Processing Timeframes

Apex aims to process all student record requests within 10–15 business days from the date of request.

Identity Verification

To protect student privacy, Apex will only release records after verifying the identity of the requesting student. Additional identification may be requested where necessary. Student records will only be released electronically to the email address registered on the student's file. When submitting a request, students must include their student ID for identification purposes.

Third-Party Access

Student records will only be released to a third party where written consent has been provided by the student. Apex Training Institute will also verify the identity of the third party prior to releasing any information.



Record Accuracy and Updates

Students are responsible for ensuring that their personal details are accurate and up to date.

Requests to update personal or contact details must be submitted via email to: supportteam@apex.edu.au, including your student ID.

Record Amendment Requests

Students may request corrections to their records where information is inaccurate or incomplete. Apex will review and respond to such requests in accordance with its policies and regulatory obligations.

Fees for Replacement Documents

A fee may apply for the reissue of certificates or statements of attainment. Refer to the Fees and Charges Policy for further details.

5. Retention of Training and Assessment Records

Purpose

Apex Training Institute maintains and retains student training and assessment records to ensure compliance with regulatory requirements and to support accurate record-keeping, reporting, and certification.

Retention of Records

Apex retains different types of records for specific periods in accordance with regulatory requirements:

Record Type	Retention Period
Completed assessment evidence	Minimum of 2 years after the student has completed the qualification
Assessment evidence for audit purposes	Minimum of 6 months from the date a



	competency decision is made
AQF certification records (qualifications and Statements of Attainment)	30 years

5.1 Student Access to Records

Students are encouraged to download and retain copies of their submitted assessments and learning materials during their enrolment period.

Access to completed assessment submissions through the Learning Management System (LMS) may cease after:

- course completion,
- issuance of certification documentation,
- withdrawal, or
- expiry of enrolment access periods.

This approach supports:

- academic integrity,
- protection of assessment materials,
- prevention of unauthorised distribution,
- and reduction of plagiarism risks.

Apex Training Institute retains completed assessment evidence internally for the required regulatory retention period and can provide access to records where required by law, regulatory obligation, complaint, appeal, or formal student request.

Access to AQF certification documentation (Qualifications and Statements of Attainment) remains available in accordance with regulatory retention requirements.

Storage and Security

Apex ensures that all records are:

- Stored securely to prevent unauthorised access
- Kept confidential to protect student, employer, and staff information
- Maintained in electronic systems that are regularly backed up



- Stored using secure, cloud-based systems with controlled access

Electronic records are backed up and stored off-site to ensure data integrity and availability.

Record Disposal

At the end of the required retention period, Apex Training Institute ensures that all records are securely destroyed or deleted in a manner that protects the confidentiality and privacy of student information.

Data Protection and Privacy

Apex manages all student records in accordance with its Privacy Policy and applicable legislation. In the event of a data breach, Apex will take appropriate action in line with its internal data protection and incident management procedures.

Regulatory Reporting

Apex maintains registers of all AQF qualifications and Statements of Attainment issued and provides reports to the VET Regulator as required.

6. Recognition of Prior Learning (RPL)

What is Recognition of Prior Learning (RPL)?

Recognition of Prior Learning (RPL) is an assessment process that recognises skills and knowledge you have gained through previous study, work experience, or life experience. RPL allows you to receive credit towards a qualification or unit of competency without completing all training requirements.

Recognition of Prior Learning (RPL) – Step-by-Step Process

Step 1: Express your interest in RPL

If you believe your previous work experience, training, volunteering, or life experience may be relevant to your qualification, advise Apex Training Institute that you would like to explore the Recognition of Prior Learning (RPL) pathway.

Step 2: Receive RPL information



Apex will provide information about the RPL process, including the units of competency within your qualification and an initial RPL Self-Assessment Questionnaire.

Step 3: Complete the RPL Self-Assessment Questionnaire

Review the units of competency and identify the unit(s) you believe you may already be competent in based on your previous experience, training, or other relevant learning.

Step 4: Initial review by a qualified assessor

Your completed self-assessment questionnaire will be reviewed by a qualified assessor to determine whether you may be suitable to proceed to the formal RPL assessment stage.

Step 5: Receive the RPL assessment kit

If considered suitable, you will be provided with the relevant RPL assessment kit and evidence requirements.

Step 6: Gather and submit your evidence

Complete the RPL assessment requirements and submit supporting evidence.

Step 7: Assessment by a qualified assessor

A qualified assessor will review your evidence and may conduct additional assessment activities where required.

Step 8: Receive your outcome

You will be advised whether RPL is granted, partially granted, or whether further training and assessment is required.

Assessing RPL

When assessing RPL applications, Apex Training Institute considers whether the evidence provided is:

- Relevant to the qualification or unit of competency
- Current and up to date
- Authentic and verifiable
- Sufficient to demonstrate competency
- Appropriate to the required industry standard and qualification level



Generally, Apex considers current industry experience to include **at least two (2) years** of relevant work experience, with a significant portion of this experience occurring within the previous 12 months.

Apex Training Institute trainers and assessors will support students throughout the RPL process and advise if additional evidence is required.

Confidentiality

All information and evidence provided as part of the RPL process will be treated confidentially. Students must ensure that any third-party information included in their evidence is authorised for use.

Fees and Outcomes

RPL may result in a reduction in course duration and/or fees, where applicable. Refer to the Fees and Charges Policy for further details.

Appeals

If you are not satisfied with the outcome of your RPL application, you have the right to appeal the decision in accordance with Apex's Complaints and Appeals Policy.

7. Credit Transfer

What is Credit Transfer?

Credit Transfer is the recognition of qualifications or Statements of Attainment previously issued by another Registered Training Organisation (RTO).

This allows students to receive credit for units of competency that are equivalent to those in their current course.

How to Apply

Students who wish to apply for Credit Transfer must:

- Indicate this during the enrolment process, or
- Notify Apex Training Institute prior to course commencement



Evidence Requirements

Students must provide a valid Statement of Attainment or qualification issued by another RTO.

Apex will verify the authenticity of the evidence by:

- Accessing the student's USI transcript (with student consent), or
- Contacting the issuing organisation where required

Important Information

- Credit Transfer will only be granted where units are deemed equivalent
- Students must provide permission for Apex to access their USI records for verification purposes or provide copy of their verifiable USI VET Transcript
- In some cases, licensing or regulatory requirements may prevent Credit Transfer from being applied

Outcome

Where Credit Transfer is granted, students will not be required to undertake training or assessment for the recognised units.

8. Reduction in Cost from RPL or Credit Transfer

Where Recognition of Prior Learning (RPL) or Credit Transfer is granted, this may result in a reduction in course duration and/or course fees.

Any applicable fee adjustments will be calculated in accordance with Apex Training Institute's Fees and Charges Policy and relevant funding requirements.

Students will be advised of any changes to their course fees prior to finalising their enrolment or training plan.

Important Information

Fee reductions are applied only to units where competency has been formally recognised.

Adjustments may vary depending on the course, delivery mode, and funding arrangements

Government-funded programs may have specific rules regarding fee reductions.



9. Validation and Moderation

Apex Training Institute regularly reviews its training and assessment practices to ensure assessment decisions are fair, valid, consistent, and aligned with industry requirements and the Standards for Registered Training Organisations (RTOs).

Apex conducts systematic validation of its training products across a structured five-year validation cycle to support continuous improvement and quality assurance.

Feedback from students, trainers, assessors, and industry representatives is used to continuously improve training delivery, assessment tools, and student outcomes.

10. Transition Policy and Procedures

Purpose

Apex Training Institute manages the transition of training products (qualifications, units of competency, or courses) to ensure students are not disadvantaged when changes occur.

What is Transition?

Transition occurs when a qualification, unit of competency, or training product is updated, replaced, or removed from the national register.

Apex Commitment to Students

Apex ensures that:

- Students are supported to complete their training without disadvantage
- Training and assessment are aligned with the most current training products
- All transition arrangements comply with regulatory requirements

Student Communication

Apex will inform affected students of any changes to their course as soon as practicable after the change is identified.

Communication will include:

- Details of the change



- How it affects the student's enrolment
- Available options moving forward

Teach-Out and Transition Arrangements

Where a training product is superseded or removed, Apex will:

- Support students to complete their current qualification within the allowable timeframe, or
- Transition students into the updated qualification where required

Students will be advised of the most suitable option based on their progress.

Regulatory Timeframes

Apex manages transitions in accordance with regulatory requirements, including:

- Completion or transition within 12 months where a qualification is superseded
- Completion within 24 months where a qualification is removed and not replaced

Student Support During Transition

Apex will provide guidance and support to students throughout the transition process to ensure continuity of training and successful completion.

Apex ensures all transition activities are conducted in accordance with the Standards for Registered Training Organisations (RTOs) and relevant regulatory guidance.

11. Assessment Submission Process and Guidelines

Assessment Outcomes

Assessment outcomes are recorded as:

- Competent (C) – You have demonstrated the required skills and knowledge
- Not Yet Competent (NYC) – Further work is required

Resubmission Process

If a student is assessed as Not Yet Competent (NYC), they will be provided with feedback and an opportunity to resubmit their assessment.

Apex ensures that students are supported throughout this process.

**First NYC Outcome**

The student will be advised to attend a class or support session to identify and address any gaps in knowledge or skills. Following this support, the student may resubmit the assessment.

Second NYC Outcome

The student is required to attend an online support session with a trainer to further address outstanding gaps prior to resubmitting the assessment.

Third and Fourth Not Yet Competent (NYC) Outcomes – Encouraged Academic Support Intervention

If you are assessed as Not Yet Competent (NYC) for a third or fourth assessment attempt, Apex Training Institute strongly encourages you to access academic support before submitting another assessment attempt.

The following support options are available:

- Attend a scheduled Academic Support Session to discuss your assessment feedback, clarify assessment requirements, identify competency gaps, and receive guidance from a trainer or assessor.
- Seek additional guidance via email from your trainer or assessor, where appropriate.
- Book an optional one-on-one academic support session with an assessor if you require personalised assistance. This service is available at the applicable fee outlined in the Fees and Charges Policy.

Academic support is designed to help you better understand the assessment requirements and feedback. Participation in academic support does not guarantee a competent outcome, and you remain responsible for demonstrating the required competency.

Fifth NYC Outcome (Final Outcome)

If the student is assessed as Not Yet Competent after all permitted attempts:

- The student may be required to re-enrol in the unit, and applicable fees may apply; or
- The unit outcome will be recorded as Not Yet Competent (NYC)



Important Information

- Students are expected to engage with all required support sessions prior to resubmission
- All assessment decisions are made in accordance with the principles of assessment and rules of evidence
- No certification will be issued until competency has been achieved in all required units

Assessment Quality Assurance

Apex Training Institute implements quality assurance processes to ensure that all assessment outcomes are fair, valid, and consistent.

These processes include:

- Review of assessment decisions to confirm that competency has been correctly determined
- Verification that all assessment requirements have been completed prior to finalising results
- Consistency checks across assessors to ensure fair and reliable judgement
- Reassessment or adjustment of outcomes, where required, to maintain assessment integrity

If any issues are identified during quality assurance review, students may be required to:

- Provide additional evidence, or
- Resubmit the assessment to address identified gaps

No qualification, Statement of Attainment, or certification will be issued until all assessment requirements have been successfully completed and confirmed through Apex's quality assurance processes.

12. Academic Integrity

Purpose

Apex Training Institute is committed to maintaining high standards of academic integrity. Students are expected to complete all assessment tasks honestly and demonstrate their own skills and knowledge.

Apex supports students to understand and apply academic integrity in their studies.

What is Academic Integrity?

Academic integrity means:

- Submitting your own work
- Acknowledging the work of others
- Following assessment instructions
- Acting honestly in all assessment activities

Student Responsibilities

Students must:

- Ensure all submitted work is their own
- Not copy or share assessment answers
- Not use unauthorised assistance
- Follow all assessment instructions

Prohibited Conduct

The following behaviours are not permitted:

Cheating

Including:

- Using unauthorised materials during assessment
- Copying another student's work
- Sharing answers with others

Collusion

Including:



- Working with others on assessments where it is not allowed
- Allowing others to copy your work

Plagiarism

Including:

- Copying content without acknowledgment
- Presenting another person's work as your own

Use of Third-Party Services

Including:

- Submitting work completed by another person
- Using paid or unpaid services to complete assessments

Use of Artificial Intelligence (AI)

The use of AI tools is considered misconduct where:

- The assessment requires original student work
- The use of AI is not explicitly permitted

Students must ensure that any use of AI complies with assessment requirements.

Misrepresentation

Including:

- Providing false or misleading information
- Submitting fabricated evidence
- Falsifying workplace or assessment documentation

Support and Guidance

Apex provides support to help students meet academic integrity requirements, including:

- Guidance from trainers and assessors
- Clarification of assessment requirements
- Academic support resources

Students are encouraged to seek assistance if they are unsure about assessment expectations.



Penalties for Academic Misconduct

Apex Training Institute manages academic misconduct in a fair, consistent, and transparent manner. All cases are assessed individually, considering the severity of the incident and the student's intent.

Assessment and Investigation Process

Step 1: Initial Review and Notification

Where academic misconduct is suspected:

- The Academic Management Team will review the assessment and identify concerns (e.g. similarity, inconsistencies, third-party indicators)
- Supporting evidence will be documented (e.g. plagiarism reports, assessment comparison, system logs)

The student will be formally notified in writing, including:

- The nature of the concern
- The specific assessment task(s) affected
- The requirement to respond within a specified timeframe of five (5) business days

Step 2: Student Response and Review

The student is provided with an opportunity to respond to the allegation.

The student may:

- Provide clarification
- Submit supporting evidence
- Explain any mitigating circumstances

The Academic Management Team will review:

- The original evidence
- The student's response

Step 3: Decision and Escalation

Based on the review:

- If no misconduct is identified → assessment proceeds as normal
- If concerns remain → the matter is escalated for formal review



Escalation may occur where:

- Evidence suggests deliberate misconduct
- The incident is complex or unclear
- There is a repeated or serious concern

Step 4: Formal Investigation and Determination

A formal review will be conducted by the Head of Compliance together with the Senior Compliance Associate and Academic Management Team Lead.

The investigation will:

- Review all available evidence
- Consider the student's response
- Determine whether misconduct has occurred
- Classify the outcome as either a minor or serious offence

4A. Minor or Unintentional Offence

Where the misconduct is assessed as minor or unintentional:

Actions may include:

- Students are required to complete a mandatory Academic Integrity course. Access to course modules may be restricted until this requirement has been fulfilled.
- Students are required to review and sign the Apex Academic Integrity Policy Acknowledgement and Agreement to confirm their understanding and compliance.
- Students are required to revise and resubmit the assessment in accordance with the feedback provided.

4B. Serious or Intentional Offence

Where the misconduct is assessed as serious, deliberate, or repeated:

Actions may include:

- The student may be withdrawn from the unit of competency or qualification, depending on the outcome of the investigation.
- Any decision regarding eligibility for re-enrolment will be determined on a case-by-case basis by Apex Training Institute.



- The outcome of the decision will be communicated to the student in writing by the Academic Management Team Lead.
- The student's result will be recorded as Not Yet Competent (NYC), and a record of the academic misconduct (e.g. cheating or plagiarism) will be noted in the student file.
- Where re-enrolment is permitted, the student will be required to complete the relevant corrective actions outlined under Section 4A (Minor or Unintentional Offence) prior to continuing their studies.

Step 5: Repeat Offences and Termination

Where a student engages in repeated or severe academic misconduct:

- If a student commits a further academic misconduct offence after completing the actions outlined in Step 4A (Minor or Unintentional Offence), or if the initial offence is determined to be serious in accordance with Step 4B, the student's enrolment may be terminated.
- In such cases, any fees paid may not be refundable, in accordance with Apex Training Institute's Fees and Refund Policy.
- The student may not be permitted to re-enrol with Apex Training Institute, depending on the outcome of the decision.

Step 6: Appeals Process

Students have the right to appeal any decision made regarding academic misconduct.

- Appeals must be submitted in accordance with the Complaints and Appeals Policy
- The appeal will be reviewed independently
- Students will be advised of the outcome in writing

Avoiding Cheating

To support academic integrity, students are encouraged to:

- Complete all assessments independently, unless collaboration is specifically permitted
- Carefully read and follow assessment instructions before starting any task



- Use your own words when answering questions and avoid copying from other sources
- Acknowledge all sources where information, ideas, or references are used
- Keep your assessment work secure and do not share answers with other students
- Avoid using third-party services (paid or unpaid) to complete assessments on your behalf
- Use artificial intelligence (AI) tools responsibly, only where permitted and in line with assessment requirements
- Ask your trainer for clarification or support if you are unsure about any task or requirement
- Allow sufficient time to complete assessments, reducing the risk of poor decision-making under pressure
- Review your work before submission to ensure it reflects your own knowledge and understanding

13. Fees and Charges Policy

Policy

Apex Training Institute ensures that all fees and charges are transparent, clearly communicated, and applied consistently in accordance with regulatory and consumer protection requirements.

Apex charges fees for participation in nationally recognised training and assessment leading to Australian Qualifications Framework (AQF) qualifications.

Apex ensures that all students are provided with clear and accurate information prior to enrolment or commencement of training (whichever occurs first), including:

- All fees payable, including a clear breakdown of costs
- How and when fees must be paid
- How to request a refund



- The conditions under which a refund may be granted

Where a student enters into a loan or deferred payment arrangement (if applicable), Apex ensures that all terms and conditions are clearly explained prior to enrolment.

All fees and charges are published in:

- Course Fact Sheets
- Enrolment documentation
- Student Handbook

Fee Information and Disclosure

Apex ensures that all prospective students are advised of applicable fees prior to enrolment, including:

- Tuition fees
- Administrative fees
- Materials or resource fees
- Any additional applicable charges

Government-Funded Program

Fees for government-funded programs are applied in accordance with the relevant funding body requirements.

- Students must meet eligibility criteria
- Where eligibility is not met, students may enrol as self-funded

Prepaid Fees

Apex complies with prepaid fee requirements as follows:

- Apex does not collect more than \$1500 AUD in prepaid fees from an individual student at any time
- Prepaid fees include all fees collected before the training or assessment services are delivered
- These requirements apply to all mandatory course-related fees

This requirement does not apply where an employer engages Apex to deliver training to its employees.



Price Changes

All fees and charges are current at the time of publication. Apex Training Institute reserves the right to review and update fees, charges, and related policies from time to time.

- Any approved changes will apply to new students enrolling from the effective date of the change
- Students who have already commenced their course will not be affected by fee changes, unless otherwise required under applicable funding or regulatory conditions

Additional Charges

Certificate Issuance and Replacement

- Upon successful completion of all course requirements, students will receive a digital copy of their qualification certificate and transcript at no additional cost
- Requests for reissue of certification will incur the following fees:
\$45 AUD for one qualification certificate and one transcript
\$45 AUD per additional document requested

Knowledge Assessment Achievement Statement (KAAS)

- A Knowledge Assessment Achievement Statement (KAAS) provides a summary of knowledge-based assessment outcomes completed satisfactorily by the student.
- Fee: \$45 AUD

Optional One-on-One Trainer Support

Students may request additional individual support outside of scheduled training sessions.

- Fee: \$200 AUD per hour
- Sessions are subject to trainer availability
- Must be booked and paid for in advance

Other Additional Charges

Additional fees may apply for services such as:

- Printing and photocopying
- Learning materials or textbooks
- External requirements (e.g. police checks or clearances)



Students will be advised of any applicable fees prior to incurring them.

Fee Adjustments

Course fees may vary based on individual circumstances at the time of enrolment.

All final fees are confirmed prior to enrolment and documented in the Student Agreement.

Outstanding Fees

Certificates and/or Statements of Attainment will not be issued until all outstanding fees have been paid in full.

14. Methods of Payment

Apex Training Institute offers a range of payment options to support student accessibility and flexibility.

Accepted payment methods include:

- Online credit and debit card payments
- Direct bank transfer (EFT)
- Buy Now, Pay Later (BNPL) services (e.g. Afterpay), where available

Please note: Additional fees and charges may apply depending on the selected payment method. These fees are determined by the payment provider and are not controlled by Apex Training Institute.

Where BNPL or other third-party payment services are used:

- Students are responsible for complying with the terms and conditions of the provider
- Any applicable fees, charges, or repayment obligations are determined by the provider

Certification Requirement

Apex Training Institute will only issue a qualification or Statement of Attainment once all applicable fees have been paid in full.



15. Payment Terms and Arrangements

General Payment Conditions

Apex Training Institute ensures that all payment arrangements are clearly agreed upon prior to enrolment and documented in the Student Agreement.

Any discounts or promotional offers:

- Apply only under the conditions specified at the time of enrolment
- May not be transferable or redeemable for cash
- May be adjusted if payment terms are not met

Courses under \$1,500 - Upfront Payment

For courses with a total fee under \$1,500 AUD:

Full payment is required prior to commencement of training

Payment Options for Courses Exceeding \$1,500 AUD

For courses with total fees above \$1,500 AUD, Apex Training Institute offers the following payment options:

Option 1: Part-Upfront Payment with Instalments

An initial payment of \$1,800 AUD is required prior to commencement. This includes: \$1,500 AUD towards course fees, and a \$300 AUD non-refundable administrative fee

The remaining course balance is payable via monthly instalments of \$500 AUD until the full amount is paid.

Students who select an upfront payment option must complete payment within seven (7) days of submitting their enrolment.

Where payment is not received within this timeframe:

- Any applicable early payment discounts may no longer apply
- The student may be required to pay the standard course fee as outlined in the Student Agreement

All final fees will be confirmed prior to enrolment.



Option 2: Direct Debit Arrangement

Students may elect to pay their course fees via a direct debit arrangement, subject to the following conditions:

- An initial non-refundable administrative fee (DDR) of \$197 AUD is required prior to commencement (excluding any applicable bank or processing fees)
- Instalment payments must be made as agreed, with a minimum payment of:
\$178 AUD per week, or
\$356 AUD per fortnight
- A minimum initial payment of \$178 AUD must be received before access to training, assessment materials, or services is provided

Students are responsible for ensuring sufficient funds are available at the time of each scheduled debit.

Missed or Declined Payments

Where a payment under a direct debit arrangement is missed or declined:

First declined payment:

- The student will be notified and required to rectify the outstanding amount
- Access to the student learning portal may be temporarily restricted until payment is resolved

Repeated declined payments:

- Payment arrangements may be reviewed
- Any applicable discounts associated with the payment plan may be withdrawn
- The direct debit arrangement may be cancelled, and the outstanding balance may become payable in accordance with revised payment terms agreed with Apex

Debt Collection Policies and Procedures

Overdue Payment Process

Where a student's payment arrangement is cancelled or payments become overdue, Apex Training Institute will implement a structured follow-up process.

The student will be notified via email and/or SMS as follows:



- Overdue Notice 1 – initial notification of outstanding balance
- Overdue Notice 2 – reminder notice issued if the balance remains unpaid
- Warning Notice – advising of potential escalation if payment is not received
- Final Notice – final opportunity to resolve the outstanding balance

Notices will generally be issued at approximately 7-day intervals.

Payment Adjustments During Recovery

Where a payment is made during the overdue process:

- The outstanding balance will be updated accordingly
- The recovery process will continue only in relation to any remaining unpaid balance
- The timing of further notices may be adjusted based on the updated balance

Escalation and Withdrawal

If the outstanding balance remains unresolved after reasonable attempts to contact the student:

- The student may be formally advised that their enrolment may be withdrawn
- Notification will be provided via email and/or SMS

Post-Withdrawal and Debt Recovery

Where a student is withdrawn due to non-payment:

- The student remains liable for all fees for training and services delivered up to the date of withdrawal
- The outstanding balance may be referred to an external debt collection agency where required
- Any applicable recovery costs may be charged to the student, where permitted by law

Requests for Payment Review or Adjustment

Students experiencing financial hardship or exceptional circumstances may request a review of their payment arrangements.

Requests must:

- Be submitted in writing



- Include relevant supporting documentation (e.g. medical certificates or other appropriate evidence)

All requests will be assessed on a case-by-case basis in accordance with Apex policies.

16. Refund and Withdrawal Policy

Purpose

Apex Training Institute ensures that all refund and withdrawal processes are fair, transparent, and compliant with Australian Consumer Law and the Standards for Registered Training Organisations (RTOs).

I. REFUNDS

- New enrolled students are entitled to a five (5) day cooling-off period commencing from the date of enrolment and issuance of LMS access.
- During the cooling-off period, students may withdraw from the course by completing the withdrawal form and may be eligible for a refund of fees paid, less any applicable administration fee and cancellation fee.
- Refund requests submitted within the cooling-off period may be assessed with consideration to LMS access and course activity.
- After the expiration of the cooling-off period, fees paid may become non-refundable where course access, learning materials, assessment resources, or support services have already been provided.
- All refunds will be processed in accordance with applicable consumer law and the Standards for Registered Training Organizations (RTOs) 2025.
- Apex Training Institute will refund all payments made by a student if a course is cancelled or the course commencement date is postponed by more than four (4) weeks, unless alternative arrangements acceptable to the student can be made.
- Approved refunds will generally be processed within 15 business days from the date of approval.



II. WITHDRAWAL

All withdrawals will be assessed based on the time elapsed from the date the student is granted access to the online learning and assessment portal and commences the course.

- Students withdrawing within 0-7 days will be liable for up to 20% of the total course fees and a cancellation fee of \$97 AUD.
- Students withdrawing within 8-29 days will be liable for up to 40% of the total course fees and a cancellation fee of \$97 AUD.
- Students withdrawing 30 days after receiving access will be liable for up to 100% of the total course fees and a cancellation fee of \$97 AUD.

Where a student is on a payment plan or direct debit arrangement:

- The student remains liable for any outstanding balance calculated in accordance with the withdrawal conditions above, less any payments already made.
- Any remaining balance must be paid within 7 days of the withdrawal request being completed.
- Failure to settle outstanding amounts within this timeframe may result in debt recovery action in accordance with the RTO's Debt Collection Policy and Procedures.

Withdrawal Due to Complaints

- If a student decides to withdraw as a result of a complaint, Apex Training Institute will assess the situation to determine a fair outcome. This may involve a refund, partial refund, re-delivery, or another suitable resolution.
- This does not remove the student's rights under the Australian Consumer Law or, where relevant, the ESOS Act.

17. Course Extension Policy and Procedure

Purpose

Apex Training Institute provides students with a defined period to complete their qualification. Where students are unable to complete their course within the allocated timeframe, extension options may be available under the conditions outlined below.

Course Duration and Expiry

Each course has a specified study period (e.g. 12, 18, or 24 months), as outlined at enrolment.

Students are responsible for monitoring their course progress and ensuring all assessment requirements are completed within the allocated study period.

Where a student is unable to complete their course within this timeframe due to unforeseen circumstances, they may apply for a course extension, subject to approval and applicable fees.

The following extension fees apply after a student's original course end date has been reached and an approved extension has been granted.

Course Extension Fees

The First 3 Months

- \$167 AUD for a 3-month extension, or
- \$107 AUD for every extra month of study within the first 3 months

Between 3 and 6 Months

- \$177 AUD per additional month

Maximum Extension Period

- Extensions may be granted for a maximum of six (6) months from the original course end date



- After this period, students will be required to re-enrol in the same or superseding qualification at their own cost
- Where the course remains current at the time of re-enrolment, the student will be granted a new standard study period.

Outstanding Fees

Students with outstanding fees when their course expires must settle all outstanding balances and any applicable extension fees. Failure to do so may result in withdrawal from the course once the maximum allowable extension period has elapsed.

Where fees remain unpaid, Apex Training Institute may take further action in accordance with its Debt Collection Policy and Procedure.

17.1 Course Transition (Superseded Qualifications)

Where a qualification is superseded:

Apex Training Institute will establish:

- A course closure deadline, being the final date by which the superseded qualification will no longer be delivered; and
- An option notification deadline, by which students must advise how
- they wish to proceed

Students will be notified of these deadlines in writing.

Transition Extension Option

Eligible students may apply for a one-time transition extension to continue their studies up to the course closure deadline.

- Fee: \$197 AUD (transition extension fee)

This applies to:

- Students whose qualification expired within six (6) months prior to the course closure deadline

Student Options

Eligible students may:

- Continue and complete the superseded qualification before the course closure deadline; or



- Transition into the updated qualification (where applicable)

Where a student chooses to transition:

- The transition extension fee must be paid prior to the closure of the superseded qualification
- Enrolment into the new qualification will then be processed

Failure to Respond

Where a student does not notify Apex Training Institute of their chosen option by the specified deadline:

- The student may be withdrawn from the superseded qualification
- Access to transition options, including the transition extension, may no longer be available

All extension requests must be submitted prior to the course end date where possible. All extension requests are subject to approval based on individual circumstances.

18. Compassionate and Compelling Circumstances

In exceptional cases involving compassionate or compelling circumstances, Apex Training Institute may approve a temporary suspension or deferment of studies.

Note: Students enrolled in government-funded training programs may be subject to different deferment requirements and conditions. A separate Government-Funded Student Deferment Policy applies and should be referred to for specific eligibility criteria and procedures. Please refer to section 19. Deferment Policy and Procedure of the student handbook.

Compassionate or compelling circumstances may include, but are not limited to:

- serious illness or injury;
- pregnancy, childbirth, or post-natal recovery;
- mental health or wellbeing concerns;
- bereavement;



- significant caring responsibilities;
- accident, trauma, or other exceptional hardship circumstances.

Students may be required to provide supporting evidence, such as medical certificates or other appropriate documentation, to support their request.

Where an approved suspension or deferment is granted:

- the approved suspension period may be excluded from the calculation of the course duration and allowable extension period;
- progression expectations may be temporarily paused during the approved period;
- and the student may be required to participate in a re-engagement review prior to recommencing training and assessment activities.

Approval of suspension, deferment, or extension under compassionate or compelling circumstances does not guarantee indefinite continuation of enrolment and remains subject to:

- training product transition requirements;
- student engagement and progression;
- regulatory requirements;
- and the student's demonstrated capacity to complete the qualification within a reasonable timeframe.

Students returning following childbirth may be required to observe a minimum recovery period prior to recommencing placement activities. Unless otherwise approved by Apex and supported by appropriate medical clearance, students will generally not recommence placement activities until at least eight (8) weeks post-delivery. Commencement of studies and training activities is also preferably undertaken after the student has completed the recommended eight (8) week post-delivery recovery period to support student wellbeing and readiness to engage in training and assessment activities.

19. Deferment Policy and Procedure

(For students enrolled under Queensland Career Start and Career Boost programs)

Purpose

This policy outlines the conditions and process for deferment of students enrolled at Apex Training Institute under Queensland Government-funded programs. It ensures that students experiencing exceptional circumstances are supported while maintaining compliance with applicable funding and reporting requirements.

Scope

This policy applies to all students enrolled in Apex Training Institute under Queensland Government-funded programs.

Definitions

- Deferment: A temporary suspension of a student's enrolment or course of study
- Pregnancy: Includes the period of pregnancy and postnatal recovery
- Health Issues: Any physical or mental health condition that significantly impacts a student's ability to participate in training
- Personal Matters: Circumstances that significantly affect a student's ability to continue their studies, including family emergencies, financial hardship, or other personal challenges

Eligibility for Deferment

Students may apply for deferment where they are unable to continue their studies due to exceptional circumstances. These may include, but are not limited to:

- Pregnancy and related conditions
- Health issues requiring recovery or treatment
- Personal matters resulting in significant hardship

Application Process



Students seeking deferment must follow the process below:

- Submit a Deferment Request to the Study Progress Team via email at studyprogress@apex.edu.au
- Provide appropriate supporting documentation, such as:
 - Medical certificates
 - Letters from healthcare providers
 - Other relevant evidence
- The application will be reviewed by the Study Progress Officer
- A decision will be communicated within 7–14 business days of receiving a complete application

Duration of Deferment

- Deferment may be granted for a minimum of 20 days and up to a maximum of 30 days
- Students are expected to resume engagement after the approved deferment period

Where a student does not resume engagement after the approved timeframe:

- Their enrolment may be withdrawn in accordance with Apex policies and funding requirements

Re-Enrolment

Students who wish to resume their studies after withdrawal must undergo a re-enrolment process.

Apex will reassess the student's eligibility for funding and enrolment, taking into account any changes in circumstances.

Re-Enrolment Requirements

Students may be required to:

- Complete an updated application form
- Undergo an eligibility check (e.g. AISS search)
- Provide updated supporting documentation in line with funding requirements



- Submit any relevant Statements of Attainment, Certificates, or Transcripts
- Pay any applicable co-contribution fees

Reassessment Guidelines

Where a student returns after a period of absence, Apex will determine whether reassessment is required to ensure competency and compliance with current training standards.

Key Considerations

1. Currency of Prior Assessments

Reassessment may be required where:

- A significant period has elapsed since previous assessments
- Training package or industry requirements have changed

2. Time Elapsed Since Withdrawal

- Extended absence may require reassessment to ensure current competency

3. Training Package or Course Updates

Where course content has changed:

- Students may be required to complete updated assessments
- Changes will be communicated prior to re-enrolment

4. Recognition of Prior Learning (RPL)

- Students may apply for RPL where they have gained relevant skills during their absence

Confidentiality

All deferment applications and supporting documentation will be managed confidentially in accordance with Apex Training Institute's Privacy Policy.

Contact Information

For assistance with deferment requests, students may contact:

- Student Support Team: supportteam@apex.edu.au
- Study Progress Team: studyprogress@apex.edu.au

Policy Statement



Each deferment request is assessed on a case-by-case basis.

Apex Training Institute is committed to supporting students experiencing exceptional circumstances by providing reasonable deferment options, while ensuring compliance with regulatory and funding requirements.

20. Austudy Terms and Conditions

Approved Qualifications

The following qualifications delivered by Apex Training Institute are approved for Austudy purposes:

- CHC30125 Certificate III in Early Childhood Education and Care (superseding CHC30121 Certificate III in Early Childhood Education and Care)
- CHC33021 Certificate III in Individual Support
- CHC43121 Certificate IV in Disability

Enrolment Requirements

Prior to enrolment, students must ensure they have read and understood all relevant Apex Training Institute policies and procedures. Students are encouraged to seek clarification from Apex staff where required.

To enrol, students must:

- Complete all required application and enrolment documentation
- Provide all necessary supporting information

Upon completion of enrolment, students will be provided with:

- A copy of the Student Handbook (including Austudy-related terms and conditions)
- A copy of the completed enrolment form
- A copy of the application form
- A Course Fact Sheet for the enrolled qualification



Students may present these documents to Centrelink to assist in determining their eligibility for Austudy or other government assistance.

Payment Terms

Where a student is receiving Austudy or other Centrelink financial assistance, payment arrangements will be established based on the following principles:

- The minimum payment amount will generally be calculated at 25% of the student's Centrelink support payment, as agreed at enrolment
- Payments must be made on a weekly or fortnightly basis
- Payments are to be made via an approved direct debit arrangement
- The final payment due date will be determined based on the agreed payment plan

Certification and Payment Obligations

- A qualification certificate or Statement of Attainment will only be issued once all fees have been paid in full
- Students may receive certification for completed short courses where payment arrangements are up to date and no outstanding fees are due

Payment Difficulties

Students experiencing difficulty meeting payment obligations are encouraged to contact Apex Training Institute as soon as possible.

- Students may be provided with a period of up to 30 days to arrange an alternative payment plan, subject to approval
- Requests for alternative arrangements will be assessed on a case-by-case basis

Overdue Payments and Debt Recovery

Where payment arrangements are not maintained and no alternative arrangement is agreed:

- The outstanding balance may be referred to a third-party debt collection agency
- Any applicable recovery costs may be charged to the student, where permitted by law



All payment arrangements will be documented in the Student Agreement prior to enrolment. Austudy eligibility and payments are determined by Centrelink and are not managed by Apex Training Institute.

21. Complaints Policy and Procedure

Purpose

Apex Training Institute is committed to providing a fair, transparent, and accessible process for managing complaints. All complaints will be handled promptly, professionally, and in a manner that ensures no disadvantage to the complainant.

Scope

This policy applies to complaints relating to:

- Apex Training Institute (the RTO), including its trainers, assessors, and staff
- Third-party providers delivering services on behalf of Apex
- Work placement partners and their staff
- Fellow students

This policy applies to all stakeholders, including:

- Students
- Industry partners
- Other relevant stakeholders

Principles

Apex ensures that all complaints are managed in accordance with:

- Principles of natural justice and procedural fairness
- The right of all parties to be heard
- Impartial and unbiased decision-making

Lodging a complaint will not result in any form of disadvantage to the complainant.



Responsibilities

Apex management (or a delegated representative) is responsible for:

- Reviewing all complaints and appeals submitted
- Conducting investigations to determine the root cause
- Determining and implementing appropriate corrective actions
- Maintaining records of complaints and outcomes
- Communicating outcomes to all relevant stakeholders

Where a complaint is:

- Upheld: stakeholders will be informed of corrective actions to be implemented
- Not upheld: stakeholders will be provided with clear reasons for the decision

Management will also:

- Monitor implementation of corrective actions
- Take steps to prevent recurrence
- Ensure this policy is publicly available on the Apex website

Procedures

Step 1: Direct Resolution (Optional)

Where appropriate, the complainant is encouraged to attempt to resolve the matter directly with the individual involved.

In cases involving inappropriate behaviour (e.g. harassment), the complainant may clearly communicate that the behaviour is unwelcome and request that it cease.

Step 2: Informal Support

If direct resolution is not appropriate or unsuccessful:

- The complainant may seek assistance from a trainer or member of the Support Team
- Support will be provided without judgement or disadvantage

Students requiring assistance (e.g. language, literacy, or accessibility needs) will be supported in lodging a complaint.



Step 3: Formal Complaint Lodgement

If the matter remains unresolved, a formal complaint may be submitted via the official Complaints and Appeals Form.

Upon submission:

- The complaint will be acknowledged
- A member of the leadership team will be assigned
- The complaint will be reviewed and investigated

Timeframes:

- Initial resolution: within 21 business days
- If unresolved, escalation to senior management for further review within an additional 9 business days
- Total resolution timeframe will not exceed 60 calendar days, unless exceptional circumstances apply

Investigation Process

Investigations may include:

- Interviews with relevant parties
- Review of documentation and records
- Reference to policies and procedures
- Consultation with relevant personnel (e.g. Compliance Manager, Training Manager, Head of Operations and People)
- External advice where required

Where a matter involves potential unlawful activity, it may be referred to the appropriate authorities.

Outcome Notification

The complainant will be notified of the outcome in writing.

They may request clarification or raise further concerns if required.

Step 4: Independent Review

If the complainant is not satisfied with the outcome:

- They may request an independent review



- The reviewer will be impartial and suitably qualified
- The cost of the review (if applicable) will be the responsibility of the complainant

Step 5: Mediation and Facilitation (Optional)

If the matter remains unresolved:

- Apex may assist in arranging mediation or facilitation through appropriate external services (e.g. Queensland Government services)
- Costs may be shared between the parties

Step 6: External Review / Ombudsman

If the complainant remains dissatisfied:

- They may refer the matter to the relevant external authority (e.g. Queensland Government consumer affairs body or ombudsman) for independent review

Step 7: Staff Conduct

Staff involved in a complaint will not participate in its investigation or resolution.

An independent and impartial representative will be assigned.

Step 8: Record Keeping

All complaints and related records will be:

- Stored securely
- Retained for a minimum of five (5) years
- Accessible only to authorised personnel

Step 9: Communication and Timeframes

- Complaints will be managed within a maximum of 60 calendar days
- Where delays occur, the complainant will be:
 - Notified in writing
 - Provided with reasons and revised timelines
- Regular updates will be provided throughout the process

Step 10: Continuous Improvement

Apex will review complaint outcomes to identify trends and opportunities for improvement.

This may inform:

- Policy and procedure updates



- Staff training and development
- Quality assurance and compliance activities

22. Appeals Against Assessment Decisions Policy and Procedure

Purpose

The purpose of this policy is to provide students with a clear process for requesting a review of an assessment decision and to ensure assessment appeals are managed consistently, transparently, and in accordance with regulatory requirements.

Policy Statement

Students have the right to appeal an assessment outcome recorded in their student record where they believe the decision is incorrect, unfair, or inconsistent with the assessment requirements. Apex Training Institute is committed to managing assessment appeals objectively, confidentially, and in accordance with the principles of procedural fairness and natural justice.

Timeframes

- Apex Training Institute will acknowledge and review assessment appeals promptly.
- Students will receive a written outcome within 21 working days of Apex receiving the appeal.
- Where additional time is required to investigate the appeal, the student will be advised in writing of the reason for the delay and the expected timeframe for resolution.
- Apex Training Institute will make every effort to finalise appeals as quickly as possible.
- The total resolution period will not exceed 60 calendar days from the date the appeal is received, unless exceptional circumstances apply.



Appeals Procedure

Step 1: Lodgement of Appeal

Students may lodge an appeal by completing the Complaints and Appeals Form available on the Apex website.

Step 2: Initial Review

A member of management (or delegate) will:

- Acknowledge receipt of the appeal
- Consult with the student and the original assessor
- Review the assessment evidence and decision

Step 3: Independent Reassessment

The assessment will be allocated to a different qualified trainer/assessor for independent review.

Step 4: Outcome Comparison

- Where the reassessment outcome aligns with the original result, the appeal may be dismissed
- The student will be notified in writing of the outcome and the reasons for the decision

Step 5: Moderation (if required)

Where there is a difference in assessment outcomes:

- A moderation session will be conducted
- The session will involve one or more qualified trainers/assessors who were not involved in the original assessment
- The original assessor may participate to provide context

The outcome of the moderation process will be considered final.

Step 6: Outcome Notification

The student will be advised in writing of:

- The final decision (approved or not approved)
- The reasons for the decision



Further Review

If the student remains dissatisfied with the outcome, they may:

- Lodge a complaint with the relevant external authority (e.g. Queensland Government consumer affairs body)

Record Keeping

Apex Training Institute ensures that:

- All appeal records are securely stored
- Records are retained in accordance with regulatory requirements
- Access is restricted to authorised personnel only

23. Pre-Training Interview Policy and Procedure

Policy

Apex Training Institute ensures that all prospective students are enrolled in training that is appropriate to their individual needs, existing skills, career goals, and capacity to complete the course. This process supports informed decision-making and promotes successful student outcomes.

Purpose

The purpose of the pre-training interview is to:

- Assess the suitability of the proposed training for the individual student
- Identify the student's existing skills, knowledge, and experience
- Understand the student's career goals and expectations
- Determine any additional support needs
- Ensure the selected course aligns with the student's intended career pathway

Procedures

Apex ensures that the following steps are undertaken prior to enrolment:

1. Application Completion



The prospective student must complete the application form accurately and in full.

2. Course Selection and Rationale

The student must indicate their preferred course and provide reasons for their selection.

3. Initial Understanding

The student is required to demonstrate a basic understanding of the course content and potential career outcomes.

4. Pre-Training Interview

A vocational advisor (or authorised staff member) will conduct an interview to:

- Discuss the student's motivations and career goals
- Explain course requirements, structure, and expectations
- Outline potential career pathways and outcomes
- Confirm the student's understanding of the course

5. Course Suitability Assessment

The vocational advisor will assess whether the selected course is appropriate based on:

- The student's capabilities and prior experience
- The physical and practical requirements of the course
- The student's career objectives

6. Support Needs Identification

The vocational advisor will identify any additional support needs, including:

- Language, literacy, and numeracy (LLN) requirements
- Physical or health-related considerations
- Learning support needs

Where relevant, reasonable adjustments and support options will be discussed with the student.

7. Career Guidance and Recommendation

The vocational advisor will provide guidance and may recommend an alternative course where the selected course is not considered suitable.

8. Confirmation of Understanding

The vocational advisor must ensure that:



- All application questions are completed satisfactorily
- The student understands the course requirements, expectations, and outcomes

9. Short Course Alignment (if applicable)

Where relevant, the vocational advisor will provide information on short courses that support the student's chosen qualification and career pathway.

Documentation

The following documentation will be used and retained as part of this process:

- Completed Application Form
- Records of the pre-training interview (where applicable)

Responsibility

This procedure must be followed by:

- Vocational advisors (including sales staff)
- Student support team members involved in enrolment

All staff involved are responsible for ensuring that enrolment decisions are made in the best interest of the student and in accordance with Apex Training Institute policies and regulatory requirements.

This process is conducted prior to enrolment and is documented as part of the student's enrolment record.

24. Language, Literacy and Numeracy (LLN) Assessment Policy and Procedure

Policy

Apex Training Institute ensures that all prospective students undertake a Language, Literacy and Numeracy (LLN) assessment, along with a digital literacy check, prior to enrolment. This process supports informed enrolment decisions and helps identify any additional support needs to promote successful course completion.



Purpose

The purpose of the LLN and digital literacy assessment is to:

- Evaluate a student's current language, literacy, numeracy, and digital skills
- Determine the student's suitability for the preferred course
- Identify any support requirements prior to commencement
- Ensure students are appropriately prepared for their chosen qualification

Procedure

Assessment Requirement

All prospective students are required to complete an LLN assessment and a short digital literacy check as part of the application process.

Review of Results

Assessment outcomes will be reviewed by the Student Success Team to identify areas where the student may require additional support.

Support Strategies

Where support needs are identified, Apex may provide access to:

- Learning resources to support reading, writing, numeracy, and digital skills
- Additional guidance or structured support sessions
- Bridging activities designed to assist with skill development

Additional Support or Referral

Where a student requires support beyond the scope of services provided by Apex:

- External support services may be recommended
- Students will be informed of any associated costs
- These services are independent of Apex Training Institute

Student Consultation

Where required, Apex will discuss assessment outcomes with the student to ensure they understand:

- Their current skill levels
- Available support options



- Any implications for their enrolment

Apex Training Institute is committed to providing reasonable support to assist students in achieving successful outcomes while ensuring that course requirements remain appropriate and achievable.

24.1 Language, Literacy and Numeracy (LLN) Support Services

Apex Training Institute may refer students to external Language, Literacy and Numeracy (LLN) support services where additional assistance is required beyond the support provided internally.

Please note:

- The services listed below are independent of Apex Training Institute
- Apex does not deliver or manage these services
- Any costs associated with accessing these services are the responsibility of the student

Available External Support Services

The Reading Writing Hotline

Phone: 1300 655 506

Provides free advice and referrals to adult literacy and numeracy support services across Australia.

Adult Migrant English Program (AMEP) – Self-Paced E-Learning

Individuals seeking to improve their English language skills may access free self-paced online learning modules via the AMEP distance learning platform:

This service is available to eligible migrants, including those not currently participating in the AMEP.

Website: <http://amepdl.net.au/>



Adult Migrant English Program (AMEP)

The Adult Migrant English Program provides up to 510 hours of free English language tuition to eligible migrants from skilled, family, and humanitarian visa streams.

The program supports participants in developing English language skills to assist with settlement and participation in education and employment.

Support services available through AMEP may include:

- Counselling and individual learning pathway guidance
- Childcare support
- Youth-specific classes
- Settlement support courses
- Bilingual assistance

For further information, students may visit:

<https://immi.homeaffairs.gov.au/settling-in-australia/amep/about-the-program>

Referral to Support Services

Where appropriate, Apex Training Institute will:

- Inform students of available external support options
- Provide guidance on accessing these services
- Referral to external services is intended to support student success; however, participation remains voluntary.

25. Student Support Policy, Procedures and Services

Policy

Apex Training Institute is committed to providing appropriate support services to assist students in successfully completing their training and achieving their learning and career goals.



Apex ensures that all students have access to support services that are responsive to their individual needs and circumstances, in accordance with regulatory requirements and principles of access and equity.

Purpose

The purpose of this policy is to:

- Identify and respond to individual student support needs
- Provide access to appropriate academic and non-academic support services
- Promote student success, participation, and progression
- Ensure equitable access to training and assessment

General Student Support Services

Students requiring additional support during their course are encouraged to contact Apex Training Institute.

Apex provides access to internal support services, which may include:

- Guidance on training and assessment requirements
- Career pathway advice and industry information
- Assistance with work placement preparation
- Support with study planning and learning strategies
- General academic support and clarification of course content

Where appropriate, students may be referred to additional internal or external support services.

Accessing Support

Students may access support services by:

- Contacting Apex Training Institute during business hours
- Speaking with a trainer or member of the Student Support Team

Support contact details:

- Phone: 07 3420 5861
- Availability: Monday to Friday (business hours)



Additional Support Needs

Apex recognises that students may require additional support due to a range of circumstances, including:

- Disability or access requirements
- Language barriers
- Language, Literacy and Numeracy (LLN) needs
- Personal or external factors impacting learning

Where support needs are identified, Apex will:

- Work with the student to identify appropriate support strategies
- Provide reasonable adjustments where possible
- Recommend additional resources or services

Support will be provided in a manner that enables students to participate in training on an equitable basis.

Individual Support and Intervention

Where a student experiences difficulty in achieving learning outcomes:

- The trainer or support staff will engage with the student to discuss challenges
- Appropriate support strategies will be identified
- Students may be provided with:
 - Additional learning resources
 - Alternative study strategies
 - Access to support networks or services

Support strategies will be tailored to the individual needs of the student.

Communication of Support Needs

Students are encouraged to disclose any support needs as early as possible, preferably at the commencement of their course.

This may include:

- Language and literacy needs
- Learning difficulties



- Physical, sensory, or mobility impairments
- Any other factors that may impact learning

Early disclosure enables Apex to implement appropriate support strategies.

Confidentiality

Apex Training Institute ensures that:

- All personal information and disclosures relating to support needs are treated confidentially
- Information is used solely for the purpose of providing appropriate support
- Access to such information is restricted to authorised personnel

26. Access and Equity Policy

Policy

Apex Training Institute is committed to ensuring that all students have equitable access to training, assessment, and support services that meet their individual needs.

Apex applies access and equity principles to promote fairness, inclusion, and participation, and to remove barriers that may prevent individuals from successfully engaging in vocational education and training.

Purpose

The purpose of this policy is to:

- Ensure all students are treated fairly and with respect
- Provide equal opportunity for all individuals to access training and achieve outcomes
- Identify and address barriers to participation and learning
- Support diverse student needs through appropriate services and adjustments

Commitment to Access and Equity

Apex Training Institute ensures that:



- Training and assessment are delivered in a manner that is inclusive and accessible
- Students are provided with appropriate information, advice, and support to achieve their goals
- Barriers to participation are identified and addressed where possible
- Reasonable adjustments are made to support students with additional needs, without compromising the integrity of the qualification

Information Provided Prior to Enrolment

Apex ensures that all prospective students are provided with clear, accurate, and accessible information prior to enrolment, including:

- Selection, enrolment, and orientation processes
- Course information, including content and vocational outcomes
- Fees and charges, including refund conditions and exceptions
- Language, Literacy and Numeracy (LLN) support options
- Available student support services, including external referrals where appropriate
- Flexible learning and assessment options
- Complaints and appeals processes
- Staff responsibilities in relation to access and equity
- Recognition of Prior Learning (RPL) and Credit Transfer arrangements

Support and Adjustments

Where required, Apex will:

- Identify individual student needs through pre-training review and LLN assessment
- Provide reasonable adjustments to training and assessment
- Offer access to internal and/or external support services

Support is provided in a manner that promotes equal participation while maintaining the integrity of assessment requirements.

Non-Discrimination

Apex Training Institute ensures that no student is discriminated against on the basis of:

- Age



- Gender
- Disability
- Cultural or linguistic background
- Socio-economic status
- Any other protected characteristic

All students are treated with fairness, dignity, and respect.

Continuous Improvement

Apex monitors and reviews its access and equity practices to ensure ongoing improvement and compliance with regulatory requirements.

This policy aligns with relevant Commonwealth and State anti-discrimination legislation and the Standards for Registered Training Organisations (RTOs).

27. Discrimination Policy

Policy

Apex Training Institute is committed to providing a learning and working environment that is free from discrimination, harassment, and unlawful conduct.

Apex ensures that all students, staff, and stakeholders are treated with fairness, dignity, and respect, and that discrimination is not permitted in any aspect of training, assessment, or service delivery.

Where discrimination is identified or reported, Apex will take appropriate and timely action to address the matter and prevent recurrence.

Equal Opportunity

Apex Training Institute provides equal opportunity to all individuals regardless of, but not limited to:

- Sex or gender
- Race, colour, nationality, or ethnic origin
- Disability, including physical, intellectual, or psychological conditions



- Religious or political beliefs
- Age
- Sexual orientation or lawful sexual activity
- Personal association with individuals of a particular group

All individuals are entitled to access training and services without discrimination.

27.1 Prevention of Vilification and Harmful Conduct

Apex Training Institute is committed to maintaining a safe, respectful, and inclusive environment for all students and staff.

Apex does not tolerate any form of vilification, discrimination, harassment, intimidation, hate speech, or harmful conduct directed towards an individual or group based on a protected attribute, cultural background, ethnicity, nationality, religion, disability, gender, sexual orientation, or any other protected characteristic.

This includes, but is not limited to:

- Racial vilification
- Religious vilification
- Antisemitism
- Islamophobia
- Harassment or discrimination based on race, religion, ethnicity, nationality, gender, disability, age, or other protected attributes
- Intimidation, bullying, threatening behaviour, or hate speech
- The promotion, encouragement, or glorification of hatred, violence, or discrimination against any individual or group

Student and Staff Responsibilities

Students and staff are expected to:

- Treat all individuals with dignity, courtesy, and respect
- Respect cultural, religious, and individual diversity
- Contribute to a safe, inclusive, and culturally respectful learning environment



- Refrain from engaging in behaviour that may reasonably be considered discriminatory, vilifying, intimidating, offensive, or harmful

Reporting and Response

Any concerns or incidents involving discrimination, vilification, antisemitism, harassment, bullying, or other inappropriate behaviour should be reported in accordance with the Complaints Policy and Procedure.

Apex Training Institute ensures that:

- All reports are handled promptly, sensitively, and confidentially
- Matters are assessed and investigated in accordance with the principles of natural justice and procedural fairness
- Appropriate action is taken based on the findings of the investigation

Consequences of Breach

Where a breach of this policy is substantiated, Apex Training Institute may take appropriate action, which may include:

- Formal warnings
- Disciplinary action in accordance with the Code of Conduct
- Suspension from training, classes, placement, or workplace activities
- Cancellation of enrolment or engagement where appropriate

This policy aligns with applicable anti-discrimination, human rights, and workplace legislation and supports Apex Training Institute's commitment to access, equity, inclusion, safety, and respect for all members of the learning community.

28. Student Work Health and Safety (WHS) Policy

Policy

Apex Training Institute is committed to providing and maintaining a safe and healthy learning and working environment for all students, staff, and visitors.



Apex ensures compliance with applicable Work Health and Safety (WHS) legislation and standards, and takes reasonable steps to minimise risks to health and safety across all training and work placement environments.

Purpose

The purpose of this policy is to:

- Promote a safe and secure learning environment
- Identify and manage risks to student health and safety
- Provide guidance on safe behaviours and practices
- Support students in maintaining their personal safety

General Safety Measures

Apex implements appropriate safety measures across its campuses, including:

- Securing premises outside of operating hours
- Maintaining adequate lighting in facilities
- Providing accessible first aid kits at each campus
- Ensuring staff members on site are trained in first aid
- Maintaining access to emergency services (Dial 000 for police, fire, or ambulance)

Students are encouraged to familiarise themselves with the location of safety equipment and emergency exits.

Student Responsibilities – On Campus

Students are expected to take reasonable care for their own safety and the safety of others by:

- Familiarising themselves with campus layouts, including emergency exits
- Reporting suspicious or unsafe behaviour to staff immediately
- Avoiding leaving personal belongings unattended
- Avoiding isolated areas where possible
- Remaining aware of their surroundings

Work Placement Safety

During work placement, students must:



- Follow all workplace health and safety procedures
- Familiarise themselves with site-specific emergency procedures, including evacuation processes
- Use appropriate personal protective equipment (PPE), where required
- Follow infection prevention and control requirements, including hand hygiene and the correct use of PPE where applicable
- Comply with all workplace policies relating to child safety, client safety, privacy, confidentiality, and professional conduct
- Follow safe manual handling practices and use equipment only where authorised and trained to do so
- Work within the scope of their role as a student and seek assistance when unsure of any task or instruction

If a student identifies a safety concern:

- They should report the issue to their workplace supervisor
- If unresolved, they must contact Apex Training Institute or the Work Placement Coordinator

Where a placement is considered unsafe or unsuitable (e.g. accessibility concerns), Apex will assess and, where appropriate, arrange an alternative placement.

Personal Safety – Travel and Public Areas

Students are encouraged to take reasonable precautions when travelling to and from training or placement, including:

- Planning travel routes in advance
- Using well-lit and populated areas
- Remaining aware of surroundings
- Securing personal belongings
- Avoiding engagement in unsafe or confrontational situations

Students are encouraged to use public transport options where available.



Personal Safety – Community and Street Awareness

Students should:

- Stay alert and aware of their surroundings
- Avoid isolated or poorly lit areas, particularly at night
- Maintain a safe distance from unfamiliar individuals
- Seek assistance or move to a safe location if feeling unsafe
- Keep personal items secure and accessible

General Safety Practices

Students are encouraged to:

- Save emergency contact numbers (e.g. 000) on their mobile devices
- Inform trusted individuals of their whereabouts when necessary
- Avoid carrying unnecessary valuables
- Take reasonable steps to minimise personal risk

Emergency Procedures (On Campus)

In the event of an emergency:

- Contact emergency services by calling 000, where required
- Follow all instructions provided by Apex staff, trainers, or designated wardens
- Evacuate the premises if directed, using designated emergency exits
- Proceed to the designated assembly area
- Assist others only where it is safe to do so

Any concerns regarding individuals unaccounted for should be reported to staff or emergency personnel.

Reporting Hazards and Incidents

Students must report any hazards, incidents, or safety concerns to Apex staff as soon as possible.

All reports will be addressed promptly to ensure appropriate action is taken to maintain a safe environment.



Commitment to Continuous Improvement

Apex Training Institute regularly reviews its WHS practices to ensure ongoing compliance and continuous improvement in safety standards.

29. Privacy Policy

Purpose

This policy outlines how Apex Training Institute collects, uses, stores, and discloses personal information in accordance with its legal and ethical obligations.

This policy supports compliance with:

- The Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs)
- The Data Provision Requirements 2012
- The National VET Provider Collection Data Requirements Policy
- The Student Identifiers Act 2014 and associated legislation
- Relevant clauses of the Standards for Registered Training Organisations (RTOs)

Policy Statement

Apex Training Institute is committed to protecting the privacy and confidentiality of personal information.

Personal information, including sensitive information, is collected only where necessary for the delivery of training and assessment services and to meet regulatory requirements.

Privacy Principles

Apex Training Institute manages personal information in accordance with the Australian Privacy Principles, including:

Collection

Only information necessary for business and regulatory functions is collected. Individuals are informed of the purpose of collection at the time of collection.



Use and Disclosure

Personal information will only be used or disclosed for its primary purpose unless:

- Consent has been obtained; or
- Disclosure is required or authorised by law

Data Quality

Apex takes reasonable steps to ensure personal information is accurate, complete, and up to date.

Data Security

Personal information is securely stored and protected from misuse, loss, unauthorised access, modification, or disclosure.

Apex Training Institute takes reasonable steps to protect personal information through physical, administrative, and technological safeguards, including secure systems, access controls, password protection, and other security measures appropriate to the nature of the information held.

Openness and Transparency

Apex maintains documented procedures for managing personal information and will provide information about these processes upon request.

Access and Correction

Individuals have the right to access their personal information and request corrections where necessary, subject to legal exceptions.

Unique Identifiers

Government-issued identifiers (e.g. Medicare or Tax File Number) are used only for lawful purposes. Apex does not assign unique identifiers unless required.

Anonymity

Where lawful and practicable, individuals may interact with Apex without identifying themselves.

Transborder Data Flows

Where personal information is stored, processed, or disclosed overseas, including through third-party service providers or cloud-based systems, Apex Training Institute takes



reasonable steps to ensure that appropriate privacy protections are maintained in accordance with the Australian Privacy Principles.

Sensitive Information

Sensitive information (e.g. health or background information) is collected only:

- With consent; or
- Where permitted or required under law

Collection of Personal Information

Under the Data Provision Requirements 2012, Apex Training Institute is required to collect and disclose personal information to the National Centre for Vocational Education Research Ltd (NCVER).

NCVER handles this information in accordance with the Privacy Act and its own privacy policies.

Personal information may be collected through:

- Application and enrolment forms
- Training and assessment records
- Online forms and submissions

Types of information collected may include:

- Personal and contact details
- Employment information (where relevant)
- Academic history
- Background and statistical information (e.g. prior education, disability)
- Training and assessment participation and outcomes
- Fee and payment information
- Information required for the issuance of a Unique Student Identifier (USI)

Use of Personal Information

Personal information is used to:

- Administer student enrolment and records
- Deliver training and assessment services



- Issue qualifications and Statements of Attainment
- Report to regulatory bodies
- Improve training services and outcomes

Disclosure of Personal Information

Personal information may be disclosed where:

- The individual has provided consent
- Disclosure is required or authorised by law
- It is necessary to prevent a serious threat to health or safety

Information may be disclosed to:

- Government departments and regulatory bodies (e.g. ASQA)
- NCVER
- Employers (where applicable)
- Schools (for school-based students)
- Organisations conducting surveys or research
- Work placement providers and host organisations (where required for training, assessment, or placement arrangements)

Any organisation receiving personal information must use it only for the purpose for which it was provided.

Student Rights

Apex ensures that individuals:

- Are informed about why their information is collected
- Understand how their information will be used and disclosed
- Can access and request correction of their information
- Can make complaints about privacy handling
- Are informed of any consequences of not providing required information
- Are advised if information is disclosed overseas
- Are informed of any notifiable data breaches affecting their personal information, where required by law



Apex retains evidence that students have acknowledged the VET Privacy Notice and Student Declaration as part of enrolment.

Storage and Security

All personal information is stored securely in password-protected systems.

Apex takes reasonable steps to protect information from:

- Unauthorised access
- Misuse or loss
- Unauthorised disclosure

Data Breaches

In the event of an actual or suspected data breach involving personal information, Apex Training Institute will take reasonable steps to contain, assess, and manage the incident in accordance with applicable privacy legislation.

Where required by law, affected individuals and relevant authorities will be notified of an eligible data breach.

Access to and Correction of Records

Students may request access to their records by submitting a formal request.

- Identity verification is required
- Access will be arranged within 10 business days
- No fee applies for access; however, charges may apply for copies

Privacy Complaints

Individuals may lodge a complaint regarding the handling of personal information in accordance with the Complaints and Appeals Policy and Procedure.

All complaints will be handled promptly, confidentially, and in accordance with principles of natural justice.

30. Assessment Guidelines

Purpose

This section outlines the principles of competency-based assessment, the role of assessors, and the structure of nationally recognised training outcomes to support student understanding of how assessment decisions are made.

Units of Competency

A Unit of Competency defines the skills and knowledge required to perform a specific task or job role to the standard expected in the workplace.

Units of competency:

- Represent discrete workplace outcomes
- Form the building blocks of nationally recognised qualifications
- Must be followed in training and assessment to ensure consistent and industry-relevant outcomes

Each unit includes defined requirements such as performance criteria, knowledge evidence, and assessment conditions, which guide both training delivery and assessment.

Assessment Overview

Assessment is the process of collecting evidence and making judgements about whether a student has achieved the required skills and knowledge for a unit of competency.

Assessment at Apex Training Institute:

- Is conducted against nationally recognised standards
- Involves evaluating evidence of skills and knowledge
- Results in a judgement of either Competent (C) or Not Yet Competent (NYC)

Assessment decisions are based on whether the student can demonstrate competency consistently and to the required standard.



Principles of Assessment and Rules of Evidence

Apex ensures that all assessment practices comply with the Principles of Assessment and Rules of Evidence.

Principles of Assessment

Assessment is:

- Fair – takes into account individual needs and provides reasonable adjustments
- Flexible – reflects the student's needs and circumstances
- Valid – assesses what it claims to assess
- Reliable – produces consistent outcomes

Rules of Evidence

Evidence used in assessment must be:

- Valid – directly related to the competency requirements
- Sufficient – enough evidence is collected to make a judgement
- Authentic – the student's own work
- Current – reflects present competency

Role of Assessors

Assessors are responsible for evaluating student performance against competency standards in a fair, objective, and consistent manner.

At Apex Training Institute, assessors:

- Hold the required training and assessment qualifications
- Have relevant and current industry experience (minimum two years)
- Maintain ongoing professional development

Assessors are required to:

- Interpret and apply unit requirements
- Collect and evaluate evidence
- Provide constructive feedback
- Make impartial and evidence-based decisions
- Maintain accurate records of assessment outcomes



Assessor Competency and Professional Development

Apex ensures that assessors participate in ongoing professional development, which may include:

- Understanding roles, responsibilities, and ethical practices
- Assessment methods and tools
- Evidence collection and evaluation
- Interpretation of training package requirements
- Record keeping and compliance obligations

Qualifications and Statements of Attainment

Qualifications

A qualification is awarded when a student has successfully demonstrated competency in all required units within a training package.

This confirms that the student has achieved the skills and knowledge required for a specific occupation or industry role.

Statements of Attainment

A Statement of Attainment is issued when a student has successfully completed one or more units of competency, but not the full qualification.

These statements:

- Recognise partial completion of a qualification
- May be used as credit towards future study

31. Code of Conduct

Policy

Apex Training Institute is committed to maintaining a safe, respectful, and professional learning environment. All students and staff are expected to conduct themselves in a manner that upholds the values of respect, integrity, and professionalism.



Standards of Behaviour

All students and staff must:

- Treat others with dignity, fairness, and respect
- Respect the rights and diversity of others
- Act honestly and with integrity in all interactions
- Avoid misleading, deceptive, or unethical practices
- Maintain confidentiality of information in accordance with Apex policies
- Act in accordance with the principles of natural justice and procedural fairness

Classroom Expectations

Mobile Phone Use

Mobile phones must be switched off or set to silent during classes unless otherwise permitted by the trainer.

Punctuality and Attendance

Students are expected to:

- Arrive on time for all scheduled classes and sessions
- Participate appropriately in learning activities

Late arrival or disruptive behaviour may result in restricted participation at the trainer's discretion.

Misconduct

The following behaviours are considered misconduct and may result in disciplinary action:

- Cheating, plagiarism, or academic dishonesty
- Harassment, intimidation, or threatening behaviour
- Disrespectful or disruptive conduct towards staff or students
- Failure to follow reasonable instructions from staff
- Behaviour deemed inappropriate, unprofessional, or unsafe

Serious Misconduct

Serious misconduct includes, but is not limited to:

- Theft or unauthorised use of property



- Malicious damage to equipment or facilities
- Behaviour that endangers the safety of others

Serious misconduct may result in immediate suspension or cancellation of enrolment.

Disciplinary Action

Where a breach of the Code of Conduct occurs, Apex may take appropriate action, which may include:

- Formal warning
- Suspension from training
- Cancellation of enrolment

Any disciplinary action will be applied in accordance with Apex policies and principles of procedural fairness.

Fees and Refunds

Where a student is withdrawn due to misconduct:

- Fees will be managed in accordance with the Fees and Refund Policy
- Refund eligibility (if any) will be assessed based on that policy

32. Work Placement Readiness and Assessment Quality

Assurance Policy

Purpose

This policy outlines the process for student placement endorsement and assessment quality assurance (QA) to ensure:

- Accuracy and consistency of assessment outcomes
- Readiness of students for work placement
- Timely progression and course completion

Scope

This policy applies to:



- Students undertaking work placement
- Support Team
- Academic Management Team
- Placement Team

Definitions

- Placement Endorsement: Approval for a student to commence Work Placement Orientation (WPO)
- Assessment Quality Assurance (QA): Review process to confirm accuracy and consistency of assessment outcomes
- Work Placement Orientation (WPO): Preparation process prior to placement
- Work Placement Acknowledgement Form: Document confirming student understanding of placement and QA requirements

Policy Statement

Apex ensures that students are only endorsed for work placement once:

- All assessment requirements have been satisfactorily completed
- Assessment outcomes have been verified through QA processes
- Required documentation has been completed and acknowledged

Procedures

Step 1: Student Request

The student contacts the Support Team to express readiness to commence work placement.

Step 2: Initial Review

The Support Team:

- Confirms completion of course requirements
- Reviews work placement requirements

Step 3: Acknowledgement Verification

The Support Team checks whether the student has completed the Work Placement Acknowledgement Form:



If completed, the student is referred to:

- Academic Management Team for QA
- Placement Team for orientation scheduling

If not completed:

- Student proceeds to QA review prior to endorsement

Step 4: Assessment Quality Assurance (QA)

The Academic Management Team:

- Reviews all completed assessments
- Verifies accuracy and consistency of marking

Step 5: Rectification (if required)

Where issues are identified, the student may be required to:

- Correct assessment responses
- Submit outstanding evidence
- Complete additional assessment activities

Step 6: Reassessment Confirmation

Following resubmission:

- The Academic Management Team confirms completion of all requirements
- Feedback is provided to the Support Team

Step 7: Placement Endorsement

Once all requirements are met:

- The Support Team formally endorses the student
- The Placement Team schedules Work Placement Orientation (WPO)

Students will also receive information regarding:

- Placement expectations
- QA process
- Relevant documentation requirements

Commitment to Quality Assurance

Apex Training Institute ensures that:

- Assessment decisions are accurate and consistent



- Students are adequately prepared for placement
- Delays in placement due to assessment issues are minimised

33. Work Placement Assistance Policy and Procedures

Purpose

This policy outlines the conditions, requirements, and processes relating to work placement assistance provided by Apex Training Institute. It ensures students are appropriately prepared, compliant with industry requirements, and supported in accessing vocational placement opportunities.

Scope

This policy applies to students enrolled in the following qualifications:

- CHC50125 Diploma of Early Childhood Education and Care (superseding CHC50121)
- CHC30125 Certificate III in Early Childhood Education and Care (superseding CHC30121)
- CHC33021 Certificate III in Individual Support
- CHC43121 Certificate IV in Disability Support

Work Placement Assistance

Apex Training Institute provides support in arranging work placements; however:

- Placement is subject to availability and student compliance with all requirements
- Apex does not guarantee placement outcomes
- Assistance may be withdrawn where a student does not meet requirements or comply with expectations

All decisions will be made on a case-by-case basis and in accordance with Apex policies.

Placement Confirmation and Attendance

Placement will only be confirmed once the student has completed and signed the Work Placement Acceptance Form.



Once a placement has been confirmed, students are expected to commence and complete the placement as agreed with the host organisation and Apex Training Institute.

If a student withdraws from, declines, fails to commence, or abandons a confirmed placement without a valid reason or reasonable notice:

- The allocated placement may be withdrawn;
- The student may be required to pay additional fees if Apex Training Institute assists with arranging a new placement; and
- Apex Training Institute is not obliged to secure another placement after a confirmed placement has been declined, missed, or abandoned.

Students are encouraged to communicate any concerns or exceptional circumstances as early as possible so that appropriate support and guidance can be provided.

Dress Code and Professional Conduct

Students must maintain a professional standard of presentation during placement.

Required Attire

- Plain collared shirt or polo (e.g. white, black, navy)
- Black trousers
- Closed, professional footwear
- Apex name badge (issued during orientation)

Professional Standards

Students must:

- Maintain appropriate personal hygiene
- Present themselves in a professional manner
- Adhere to workplace policies and expectations

Not Permitted

- Informal clothing (e.g. printed shirts, shorts, sweatpants)
- Open footwear
- Excessive or inappropriate jewellery



Travel Requirements

Apex will consider travel proximity where possible; however:

- Placement within a specific distance cannot be guaranteed
- Students may be required to travel beyond their preferred location

Students are responsible for:

- Planning transport arrangements
- Ensuring punctual attendance

Work Placement Schedule

Students must attend a Work Placement Orientation (WPO) prior to commencement.

Placement requirements include:

- Full-time placement: 7.5 hours per day, 37.5 hours per week
- Maximum of 6 days per week, with at least one day off
- Breaks in accordance with workplace requirements

Placement Hours by Qualification

CHC33021: 120 hours (3–4 weeks)

CHC30125: 160 hours (4–5 weeks)

CHC43121: 120 hours (3–4 weeks)

CHC50125: 280 hours (8–9 weeks)

Additional Conditions

- Night shifts are not permitted
- Unsupervised placement is not permitted
- Weekend shifts may be allowed where supervision is available

Students are expected to adhere to their assigned placement schedule. As partner-hosted placements are generally conducted on a full-time basis, any requests for flexibility or alternative scheduling arrangements should be submitted and discussed with Apex Training Institute prior to placement allocation. Requests will be considered on a case-by-case basis and must be supported by appropriate evidence where required.



Once a placement has been assigned, changes to the agreed schedule may be limited and are subject to assessment, review, and approval by Apex Training Institute and, where applicable, the host organisation. Any variation to the placement schedule cannot be guaranteed and will depend on the operational requirements and capacity of the host organisation. Please note that some placement facilities may charge additional fees where supervision is required outside normal operating or rostered hours to accommodate approved flexible placement arrangements. Any such fees are set by the placement facility and are the responsibility of the student.

Work Placement Visit Attendance and Rescheduling

Purpose

To ensure work placement visits, workplace observations, and online placement meetings are conducted efficiently while respecting the time of students, trainers, assessors, placement supervisors and host organisations.

Attendance Requirements

Students must attend the scheduled work placement appointment on time. These appointments may include:

- Face-to-face workplace visits
- Online workplace observations
- Placement progress meetings
- Assessment observations
- Other placement-related appointments
- For online appointments, students must join within **15 minutes** of the scheduled start time. After 15 minutes, the appointment may be recorded as a non-attendance.
- If Apex requests confirmation of attendance, students must respond by the requested date. If no response is received, Apex will assume the student is available and will proceed with the scheduled appointment.



Cancelling or Rescheduling

If a student cannot attend, they must notify the Placement Team **at least 48 hours before** the scheduled appointment.

Requests received with less than 48 hours' notice will only be considered where exceptional circumstances apply.

Non-Attendance

A student may be considered to have not attended if they:

- do not attend the scheduled appointment;
- are not available for a face-to-face visit;
- do not join an online appointment within 15 minutes; or
- fail to provide the required notice before the appointment.

Rescheduling

- **First non-attendance:** The appointment may be rescheduled at no additional cost.
- **Second or subsequent non-attendance:** The student may be required to pay the **Optional One-on-One Trainer Support Fee** in accordance with the **Fees and Charges Policy** before another appointment is scheduled.

The applicable fee is outlined in **Section 13 – Fees and Charges Policy**.

Exceptional Circumstances

Apex recognises that unexpected situations may occur. Where a student is unable to attend due to circumstances beyond their control, such as illness, accident, family emergency or other compassionate grounds, Apex may waive the rescheduling fee at its discretion. Students may be asked to provide supporting documentation.

Work Placement Requirements (Self-funded & Government-funded)

CHC33021 Certificate III in Individual Support

Eligibility Requirements

To be eligible for work placement, students enrolled in CHC33021 Certificate III in Individual Support must meet all of the following requirements:



1. Completion of Required Units

Students must have successfully completed and been assessed as Satisfactory (S) or Competent (C) in the following units of competency:

- CHCCCS031 Provide Individualised Support
- CHCCCS038 Facilitate the empowerment of people receiving support
- CHCCCS040 Support Independence and Wellbeing
- CHCDIV001 Work with Diverse People
- CHCAGE011 Provide support to people living with dementia
- CHCDIS011 Contribute to ongoing skills development using a strengths-based approach
- CHCDIS020 Work effectively in disability support.
- CHCDIS012 Support community participation and social inclusion
- HLTINF006 Apply Basic Principles and Practices of Infection Prevention and Control
- HLTWHS002 Follow Safe Work Practices for Direct Client Care
- CHCCOM005 Communicate and Work in Health or Community Services
- CHCCCS041 Recognise Healthy Body Systems
- CHCLEG001 Work Legally and Ethically

2. Mandatory Skills Training

Students must successfully complete the Individual Support Work Skills Training, which includes:

- HLTINF006 Apply Basic Principles and Practices of Infection Prevention and Control
- HLTWHS002 Follow Safe Work Practices for Direct Client Care

This training is delivered as part of the qualification.

Currency Requirement: Where these units or training have been completed more than 12 months prior, students may be required to complete the training again to ensure currency of skills.

3. Work Placement Orientation



Students must attend and successfully complete the mandatory Work Placement Orientation (WPO) prior to placement commencement.

4. Fee Requirements

For Self-funded students - All course fees must be paid in full, including any outstanding balances under payment arrangements (e.g. Afterpay), prior to placement endorsement.

For Government Funded students (Career Start/Career Boost) - All co-contribution fees must be paid in full.

5. Police Check

Students must provide a valid:

- Australian Federal Police (AFP) National Police Check
- Issued within the last 12 months
- Showing no disclosable outcomes, where required by placement providers

Police checks issued by state police may not be accepted, depending on placement provider requirements.

6. First Aid and CPR Certification

Students must hold valid:

- HLTAID011 Provide First Aid (valid for up to 3 years; industry currency requirements may apply)
- HLTAID009 Provide Cardiopulmonary Resuscitation (CPR) (valid for 12 months; industry currency requirements may apply)

Students are responsible for ensuring certificates remain current at the time of placement.

7. Vaccination Requirements

Students must provide evidence of required vaccinations, which may include:

- Influenza vaccination (current within the last 12 months)
- COVID-19 vaccination, where required by the placement provider

Additional vaccination requirements may apply depending on the host organisation and will be communicated prior to placement.

8. Additional Requirements (Disability Specialisation)



Depending on the placement provider's requirements, students may be required to obtain and maintain additional clearances or documentation prior to commencing placement.

This may include:

- A valid NDIS Worker Screening Clearance
- Other documentation required by the host organisation

Important: Placement requirements may vary between host organisations and may change over time. Students are encouraged to check with the Apex Training Institute Placement Officer and/or the host organisation to confirm any specific clearance, screening, vaccination, or documentation requirements before commencing placement.

9. Responsibility for Costs

Students are responsible for any costs associated with meeting placement requirements, including:

- Police checks
- First aid and CPR certification
- Vaccinations
- Any additional compliance requirements

10. Verification and Compliance

All documentation must be:

- Valid and current at the time of placement
- Submitted and verified prior to placement endorsement

Failure to meet the above requirements may result in:

- Delay in placement commencement
- Ineligibility for placement until requirements are satisfied

CHC30125 Certificate III in Early Childhood Education and Care (superseded CHC30121)

Eligibility Requirements



To be eligible for work placement, students enrolled in CHC30125 Certificate III in Early Childhood Education and Care (superseding CHC30121) must meet all of the following requirements:

1. Completion of Required Units

Students must have successfully completed and been assessed as Satisfactory (S) or Competent (C) in the following units of competency:

- CHCECE030 Support inclusion and diversity
- CHCECE031 Support Children's Health, Safety and Wellbeing
- CHCECE032 Nurture Babies and Toddlers
- CHCECE033 Develop positive and respectful relationships with children
- CHCECE034 Use an approved learning framework to guide practice
- CHCECE035 Support the holistic learning and development of children
- CHCECE036 Provide experiences to support children's play and learning
- CHCECE037 Support children to connect with the natural environment
- CHCECE038 Observe children to inform practice
- CHCECE054 Encourage understanding of Aboriginal and/or Torres Strait Islander peoples' cultures
- CHCECE055 Meet Legal and Ethical Obligations in Children's Education and Care
- CHCECE056 Work Effectively in Children's Education and Care
- CHCPRT025 Identify and report children and young people at risk
- HLTWHS001 Participate in Workplace Health and Safety

2. First Aid and CPR Certification

Students must hold valid:

- HLTAID012 Provide First Aid in an Education and Care Setting
- HLTAID009 Provide Cardiopulmonary Resuscitation (CPR)

Certificates must be current at the time of placement, in accordance with industry and regulatory requirements.

3. EYLF & NQS Skills Workshop Requirement



Students must attend and successfully complete the mandatory Early Childhood Education and Care (ECEC) Skills Workshop prior to placement.

4. Fee Requirements

For Self-funded students - All course fees must be paid in full, including any outstanding balances under payment arrangements (e.g. Afterpay), prior to placement endorsement.

For Government Funded students (Career Start/Career Boost) - All co-contribution fees must be paid in full.

5. Working with Children Check (WWCC)

Students must hold a valid Working with Children Check (WWCC) or equivalent clearance as required by the relevant state or territory.

- a. The clearance must meet legislative and placement provider requirements
- b. Apex will verify the WWCC prior to placement endorsement
- c. Students must not commence placement involving children without a valid and verified clearance

6. Work Placement Orientation

Students must attend and successfully complete the mandatory Work Placement Orientation (WPO) prior to placement commencement.

7. Vaccination Requirements

Students must provide evidence of required vaccinations, which may include:

- a. Influenza vaccination (current within the last 12 months)
- b. COVID-19 vaccination, where required by the placement provider

Additional vaccination requirements may apply depending on the host organisation and will be communicated prior to placement.

8. Responsibility for Costs

Students are responsible for any costs associated with meeting placement requirements, including:

- a. First aid and CPR certification
- b. Vaccinations



- c. Compliance checks (e.g. WWCC, where applicable)

9. Verification and Compliance

All required documentation must be:

- a. Valid and current at the time of placement
- b. Submitted and verified prior to placement endorsement

Failure to meet these requirements may result in:

- Delay in placement commencement
- Ineligibility for placement until requirements are satisfied

CHC50125 Diploma of Early Childhood Education and Care (Superseded CHC50121)

Eligibility Requirements

To be eligible for work placement, students enrolled in CHC50125 Diploma of Early Childhood Education and Care (superseding CHC50121) must meet all of the following requirements:

1. Completion of Required Units

Students must have successfully completed and been assessed as Satisfactory (S) or Competent (C) in a minimum of seven (7) units of competency, including the following core units:

- CHCECE042 Foster Holistic Early Childhood Learning, Development and Wellbeing
- CHCECE043 Nurture Creativity in Children
- CHCECE047 Analyse Information to Inform Children's Learning
- CHCECE048 Plan and Implement Children's Education and Care Curriculum
- CHCECE044 Facilitate Compliance in an Education and Care Service
- CHCECE049 Embed Environmental Responsibility in Service Operations
- CHCECE053 Respond to Grievances and Complaints about the Service
- CHCECE050 Work in Partnership with Children's Families
- CHCPRP003 Reflect on and Improve Own Professional Practice

2. First Aid and CPR Certification



Students are required to hold valid:

- HLTAID012 Provide First Aid in an Education and Care Setting
- HLTAID009 Provide Cardiopulmonary Resuscitation (CPR)

Certificates must be current at the time of placement, in accordance with industry and regulatory requirements.

3. Fee Requirements

For Self-funded students - All course fees must be paid in full, including any outstanding balances under payment arrangements (e.g. Afterpay), prior to placement endorsement.

For Government Funded students (Career Start/Career Boost) - All co-contribution fees must be paid in full.

4. Work Placement Orientation

Students must attend and successfully complete the mandatory Work Placement Orientation (WPO) prior to placement commencement.

5. Working with Children Check (WWCC)

Students must hold a valid Working with Children Check (WWCC) or equivalent clearance as required by the relevant state or territory.

- The clearance must meet legislative and placement provider requirements
- Apex will verify the WWCC prior to placement endorsement
- Students must not commence placement involving children without a valid and verified clearance

6. EYLF & NQS Skills Workshop Requirement

Students must attend and successfully complete the mandatory Early Childhood Education and Care (ECEC) Skills Workshop prior to placement.

7. Vaccination Requirements

Students may be required to provide evidence of vaccinations as required by placement providers.

Students will be advised of any specific requirements prior to placement.

8. Responsibility for Costs



Students are responsible for any costs associated with meeting placement requirements, including:

- First aid and CPR certification
- Compliance checks (e.g. WWCC, where applicable)
- Vaccinations or other provider-specific requirements

9. Verification and Compliance

All required documentation must be:

- Valid and current at the time of placement
- Submitted and verified prior to placement endorsement

Failure to meet these requirements may result in:

- Delay in placement commencement
- Ineligibility for placement until requirements are satisfied

CHC43121 Certificate IV in Disability Support

Eligibility Requirements

To be eligible for work placement, students enrolled in CHC43121 Certificate IV in Disability Support must meet all of the following requirements:

1. Completion of Required Units

Students must have successfully completed and been assessed as Satisfactory (S) or Competent (C) in the following units of competency:

- CHCDIS017 Facilitate Community Participation and Social Inclusion
- CHCDIS018 Facilitate Ongoing Skills Development Using a Person-Centred Approach
- HLTWHS003 Maintain Work Health and Safety
- CHCDIS011 Contribute to Ongoing Skills Development Using a Strengths-Based Approach
- CHCDIS020 Work Effectively in Disability Support

2. Police Check Requirement

Students must provide a valid:



- Australian Federal Police (AFP) National Police Check
- Issued within the last 12 months
- Meeting placement provider and legislative requirements

Police checks issued by state police may not be accepted, depending on placement provider requirements.

3. NDIS Worker Screening Clearance

Students must hold a valid:

- NDIS Worker Screening Clearance, where required by placement providers or legislation

The clearance must meet all applicable regulatory and placement provider requirements.

4. First Aid and CPR Certification

Students must hold valid:

- HLTAID011 Provide First Aid
- HLTAID009 Provide Cardiopulmonary Resuscitation (CPR)

Certificates must be current at the time of placement, in accordance with industry and regulatory requirements.

Students are responsible for ensuring certifications remain valid throughout the placement period.

5. Work Placement Orientation

Students must attend and successfully complete the mandatory Work Placement Orientation (WPO) prior to placement commencement.

6. Vaccination Requirements

Students may be required to provide evidence of vaccinations as required by placement providers, which may include:

- Influenza vaccination
- COVID-19 vaccination

Vaccination requirements may vary depending on:

- Host organisation policies
- Regulatory or public health requirements



Students will be advised of any specific requirements prior to placement.

7. Fee Requirements

All course fees must be paid in full, including any outstanding balances under payment arrangements (e.g. Afterpay), prior to placement endorsement.

8. Responsibility for Costs

Students are responsible for any costs associated with meeting placement requirements, including:

- Police checks
- NDIS Worker Screening Clearance
- First aid and CPR certification
- Vaccinations or other provider-specific requirements

9. Verification and Compliance

All required documentation must be:

- Valid and current at the time of placement
- Submitted and verified prior to placement endorsement

Failure to meet these requirements may result in:

- Delay in placement commencement
- Ineligibility for placement until requirements are satisfied

Medical and Immunisation Exemptions

Students may be eligible for a medical exemption from certain vaccination requirements where supported by appropriate documentation from a qualified Australian medical practitioner and accepted by the placement provider.

Students born overseas without acceptable immunisation evidence may be required to undergo blood testing to confirm immunity to specified diseases, such as Varicella Zoster and Hepatitis B. Where immunity is not demonstrated, immunisation may be required.

Students currently undertaking a Hepatitis B vaccination schedule may still be permitted to attend placement, provided Apex is regularly updated on their immunisation progress.

Vaccination and exemption requirements may vary depending on placement provider and public health requirements.



Pregnancy and Delivery

Students are encouraged to inform Apex Training Institute of any health conditions that may impact their ability to safely participate in work placement, including pregnancy. As work placement in aged care and disability support may involve physical tasks, pregnant students are strongly encouraged to seek medical advice prior to commencing placement. Apex may request medical clearance confirming the student is fit to participate safely. Following delivery, students are encouraged to seek medical advice before resuming placement. Apex may request updated medical clearance where required.

Work Placement Distance and Interstate Information

Within Queensland

Qualifications may require workplace visits, workplace observations, placement monitoring, or other placement-related support activities to be conducted by an Apex Training Institute Trainer and Assessor.

Where a student's placement is located more than 50 kilometres from the Apex Mt Gravatt campus, an additional fee may apply to cover costs associated with conducting workplace visits, observations, assessments, or placement support activities. These costs may include travel, accommodation, remote observation arrangements, or other resources required to support the student's placement and assessment requirements.

The fees are as follows:

- 50–100 km from Apex Mt Gravatt campus: \$147
- More than 100 km up to 200 km from Apex Mt Gravatt campus: \$497
- More than 200 km from Apex Mt Gravatt campus: \$697

Any additional placement support fees will be assessed based on the student's placement location and the support arrangements required. Where possible, students will be advised of any applicable fees before their placement commences.

Students are responsible for any approved additional placement support fees associated with their placement location or assessment arrangements.

Outside Queensland



For students located outside Queensland, or in locations where onsite visits are not reasonably practicable, Apex may be unable to conduct workplace visits directly. In these circumstances, alternative arrangements may be considered where appropriate. **Students may be required to:**

- Arrange their own suitable placement host organisation
- Meet any additional costs associated with workplace visits or interstate travel
- Participate in approved remote observation, assessment, or workplace verification arrangements

Apex may provide:

- Remote placement coordination assistance
- Remote training, assessment, and learner support services
- Remote workplace observations conducted via approved technology platforms, where permitted by qualification, host and regulatory requirements
- Communication and support for the host organisation during the placement process

Placement support services, workplace visit arrangements, and observation methods are subject to location, host organisation requirements, assessor availability, qualification-specific requirements, and regulatory obligations.

Work Safely in Client Care Training Requirements

All students enrolled in CHC33021 Certificate III in Individual Support must demonstrate practical competency in the following units prior to work placement:

- HLTWHS002 – Follow Safe Work Practices for Direct Client Care
- HLTINF006 – Apply Basic Principles and Practices of Infection Prevention and Control

This requirement supports compliance with national training standards and workplace safety expectations.

On-Campus Workshop Requirement



Students located within 100 kilometres of the Apex Mt Gravatt campus may be required to attend a face-to-face practical workshop once relevant knowledge assessments have been completed satisfactorily.

Campus Address:

1374 Logan Road, Mount Gravatt QLD 4122

To arrange workshop attendance, students should contact:

supportteam@apex.edu.au

Remote Students (More Than 100 km from Campus)

Students residing more than 100 kilometres from the Apex Mt Gravatt campus may complete practical requirements through one of the approved options below.

Option 1 – Accredited External Training

Students may complete equivalent accredited training with a nationally recognised Registered Training Organisation (RTO) at their own expense.

Students must provide a valid Statement of Attainment for:

- HLTWHS002 – Follow Safe Work Practices for Direct Client Care
- HLTINF006 – Apply Basic Principles and Practices of Infection Prevention and Control

The Statement of Attainment must be uploaded to the student's aXcelerate portal for verification.

Option 2 – Workplace-Based Assessment

Practical skills may be assessed during work placement under the supervision of an approved workplace supervisor.

Students must:

- Complete the required Work Safely in Client Care assessment documentation
- Upload all required evidence to the aXcelerate student portal

An Apex assessor will review the submitted evidence to confirm competency requirements have been met.

Where workplace-based training is provided by the host organisation but is not nationally accredited, it may be considered as supplementary evidence where sufficient evidence is provided and assessment requirements are met.



Important Information

Assessment outcomes are subject to Apex verification and competency requirements. Additional evidence or assessment activities may be requested where required.

First Aid and CPR Training Requirements

Students are responsible for arranging and completing the required First Aid and CPR training with a nationally recognised Registered Training Organisation (RTO) at their own expense.

Depending on the qualification and placement requirements, students may be required to complete:

(For students enrolled in CHC30125 Certificate III in Early Childhood Education and Care and CHC50125 Diploma of Early Childhood Education and Care)

- HLTAID012 – Provide First Aid in an Education and Care Setting together with
- HLTAID009 – Provide Cardiopulmonary Resuscitation (CPR); or

(For students enrolled in CHC33021 Certificate III in Individual Support and CHC43121 Certificate IV in Disability Support)

- HLTAID011 – Provide First Aid together with
- HLTAID009 – Provide Cardiopulmonary Resuscitation (CPR)

Students must provide a valid nationally recognised Statement of Attainment for all required First Aid, CPR, and Manual Handling units prior to placement endorsement. All certifications must remain current at the time of placement.

Procedures to Apply for Work Placement

1. Students should contact the Support Team once they believe they have met the eligibility requirements and are ready to commence work placement.
2. Students must submit clear scanned copies of all required placement documentation to: supportteam@apex.edu.au
3. Apex will review the student's:
 - Course progression
 - Completed units of competency



- Placement documentation to determine placement eligibility.
- 4. Once eligibility is confirmed, the student will be added to the placement queue. Placement allocation is generally managed on a first-come, first-served basis, subject to placement availability and provider requirements.
- 5. Students may nominate a preferred placement provider or facility. Apex will conduct a Work Placement Suitability Review to assess whether the site meets placement and compliance requirements.
- 6. Where the nominated placement site is approved, the student will be provided with a Work Placement Acceptance Form to review and sign.
- 7. If the nominated placement site is not considered suitable, the student may:
 - Nominate an alternative placement provider; or
 - Proceed with a placement arranged by Apex, where available.
- 8. Eligible students must attend the mandatory Work Placement Orientation prior to placement commencement.

Factors Affecting Work Placement Availability

Work placement arrangements are dependent on the availability and suitability of host organisations. Placement timeframes may vary; however, placements are generally arranged within approximately 4–8 weeks after a student has met all placement eligibility requirements.

Placement timeframes may be extended due to factors including, but not limited to:

- Limited availability of suitable placement providers, particularly during peak periods (commonly between November and March)
- Limited placement opportunities within a reasonable travel distance
- Placement provider capacity, operational requirements, or suitability considerations
- Communication or language barriers that may impact workplace participation
- Limited availability of facilities able to provide required practical learning experiences relevant to course requirements



Apex Training Institute will make reasonable efforts to support students in securing suitable placement opportunities; however, placement availability cannot be guaranteed.

Apex-Issued Placement Resources

Prior to commencing work placement, Apex Training Institute will provide students with:

- An Apex Training Institute student identification badge
- A Work Placement Assessment Book containing required placement assessment documentation and instructions
- A copy of Apex Training Institute's Public Liability Insurance Certificate of Currency, included within the Work Placement Assessment Book

Students are responsible for ensuring these materials are retained and presented during placement where required.

Work Placement Assessment Book

Prior to commencing work placement, students are required to attend a mandatory Work Placement Orientation (WPO) conducted by Apex Training Institute via Zoom.

During the orientation, students will receive important information regarding work placement requirements, including:

- Assessment requirements and documentation
- Workplace policies and procedures
- Professional conduct and workplace expectations
- Student rights and responsibilities during placement
- Confidentiality and privacy obligations
- Appropriate use of personal devices in the workplace
- Requirements relating to the collection of evidence, including restrictions on taking photographs, videos, or recordings of children, clients, residents, staff, or workplace information
- Relevant industry standards, guidelines, and placement expectations
- Apex work placement policies and procedures



Following the orientation, students will be provided access to the Work Placement Assessment Book module through their student portal.

Students are required to review the module and complete any pre-placement requirements before commencing placement. This may include reading placement instructions, completing declarations, reviewing assessment requirements, and submitting any required documentation.

Attendance at the Work Placement Orientation and completion of all pre-placement requirements are mandatory before placement can commence.

Students must not commence placement until they have attended the Work Placement Orientation, completed all required pre-placement activities, and received formal placement endorsement from Apex Training Institute. Any placement hours completed prior to formal endorsement by Apex Training Institute will not be recognised or counted towards the required placement hours for the qualification.

Appropriate Behaviour During Work Placement

Students are expected to behave professionally at all times during work placement.

Appropriate behaviour includes:

- Arriving on time and attending scheduled placement hours
- Communicating respectfully, professionally, and courteously with children, clients, residents, families, colleagues, and supervisors
- Following workplace policies, procedures, codes of conduct and dress requirements
- Following lawful and reasonable directions provided by workplace supervisors and authorised staff
- Completing assigned tasks within the student's level of training, competency, and authorisation
- Respecting the privacy and confidentiality of clients, children, residents, families, staff, and workplace information
- Maintaining professional presentation and appropriate conduct
- Maintaining professional boundaries and appropriate workplace relationships



- Following workplace health and safety requirements, including infection prevention and control procedures where applicable
- Reporting incidents, hazards, concerns, or workplace issues in accordance with workplace procedures
- Supporting child-safe and client-safe practices at all times
- Limiting personal mobile phone use during placement hours unless authorised by the workplace supervisor

Inappropriate Behaviour During Work Placement

The following behaviours may result in review or discontinuation of placement:

- Repeated lateness or unexplained absences
- Harassment, disrespectful conduct, unsafe behaviour or or failure to attend the agreed and scheduled placement hours
- Harassment, bullying, discrimination, vilification, disrespectful conduct, or unsafe behaviour
- Use of alcohol, recreational drugs or vaping substances and devices or attending placement while impaired
- Breaches of privacy or confidentiality
- Taking photographs, videos, audio recordings, or screenshots without authorisation
- Unauthorised use of social media or electronic devices
- Performing tasks outside approved supervision or authorisation arrangements
- Inappropriate relationships or breaches of professional boundaries
- Falsification of placement records, timesheets, assessment documentation, or workplace evidence
- Unauthorised attendance at the placement facility outside approved placement hours
- Any behaviour that places children, clients, residents, staff, or others at risk of harm

Students may be required to provide supporting documentation, such as a medical certificate, where absences occur due to illness or exceptional circumstances.



Discontinuation of Work Placement

Apex Training Institute or the host placement provider may discontinue a student's work placement where there are concerns relating to behaviour, safety, professionalism, attendance, or compliance with workplace requirements.

Where placement is discontinued due to allegations of misconduct, professional conduct concerns, safety concerns, child-safe or client-safe concerns, breaches of workplace requirements, or other serious matters, Apex Training Institute may conduct an investigation and review the circumstances before determining the appropriate course of action.

As part of this process, Apex may obtain information from the host organisation, review relevant documentation, seek additional information, and provide the student with an opportunity to respond to any concerns raised. Matters will be considered in accordance with the principles of procedural fairness and natural justice.

When determining an outcome, Apex will consider the nature and seriousness of the concerns, any identified risks, the student's response, workplace and industry requirements, and Apex's duty of care obligations.

Depending on the outcome of the review, Apex may:

- Provide additional support, coaching, or intervention;
- Approve placement re-allocation or an alternative placement arrangement;
- Suspend placement activities pending further review;
- Withdraw placement assistance;
- Suspend the student's enrolment; or
- Withdraw the student from the qualification where Apex determines that the student is unable to meet the professional, ethical, behavioural, safety, child-safe, client-safe, or industry requirements of the qualification.

Where concerns relate to the safety and wellbeing of children, clients, residents, staff, families, or other vulnerable persons, Apex may determine that the identified risks cannot be adequately addressed or mitigated and that continuation in the qualification is not appropriate.



Where placement is discontinued due to inappropriate conduct, misconduct, or failure to meet workplace expectations, Apex may be unable to continue providing placement assistance. In such cases, students may be required to arrange an alternative placement provider, subject to Apex approval and placement requirements.

Compassionate Work Placement Assistance

Where work placement assistance has previously been withdrawn, a placement has been discontinued or placement arrangements are unable to proceed, students may request additional placement assistance from Apex Training Institute.

Subject to review and approval, Apex may provide further assistance in sourcing an alternative placement provider.

An additional Work Placement Re-Allocation Fee of \$397 may apply for each new placement arrangement facilitated by Apex.

This fee may apply in situations including, but not limited to:

- Placement discontinuation due to behavioural, attendance, or non-compliance concerns
- Withdrawal from a confirmed placement after acceptance or orientation
- Requests to change placement providers after confirmation
- Cancellation of placement arrangements after a placement has been secured
- Other circumstances resulting in the need for Apex to source an alternative placement provider

Where applicable:

- The provision of additional placement assistance is entirely at the discretion of Apex Training Institute.
- The Work Placement Re-Allocation Fee must be paid in full before placement re-allocation services commence.
- Placement assistance is subject to placement availability, suitability requirements, and host organisation acceptance.
- Apex's placement re-allocation assistance is considered complete once a suitable placement opportunity has been identified and offered to the student.



- If a student declines, withdraws from, or requests a change to a placement arranged through the re-allocation process, an additional Work Placement Re-Allocation Fee may apply before Apex undertakes a further placement search.
- All requests will be assessed on a case-by-case basis in accordance with Apex policies and procedures.

34. Work Placement Book (WPB) Submission Timeframes and Late Submission Conditions

Students must submit their completed Work Placement Book (WPB) within 15 to 30 calendar days of completing their final work placement shift, as recorded in the Work Placement Timesheet.

The WPB must be:

- fully completed;
- signed and verified by the workplace supervisor; and
- submitted through the aXcelerate Student Portal.

This requirement supports compliance with the Rules of Evidence and the 2025 RTO Standards, ensuring evidence remains current, valid, authentic, and sufficient.

Late Submission Conditions

Apex Training Institute recognises that delays may occur due to exceptional circumstances. Late submissions will be reviewed on a case-by-case basis.

Up to 30 Days After Placement Completion

Late submissions within this timeframe will generally be accepted, subject to standard assessment and verification requirements.

30 to 90 Days After Placement Completion

Students may be required to provide:

- a written explanation for the delay; and/or
- supporting documentation (e.g. medical certificate or workplace confirmation).



Apex may request additional evidence or conduct workplace verification to confirm competency requirements have been met.

90 to 120 Days After Placement Completion

Due to increased risks relating to evidence currency and authenticity, students may be required to:

- provide supporting documentation and workplace confirmation;
- complete additional assessment activities; and/or
- attend a competency verification session with a trainer or assessor.

Additional fees may apply in accordance with the Fees and Charges Policy.

More Than 120 Days After Placement Completion

Work Placement Books submitted more than 120 days after placement completion may no longer meet evidence currency requirements.

In these circumstances, students may be required to:

- complete further assessment activities; or
- repeat part or all of the work placement requirements.

Final decisions will be based on Apex Training Institute's ability to verify current competency in accordance with training package and industry requirements.

Assessment and Verification Conditions for Late WPB Submissions

For all late Work Placement Book (WPB) submissions, acceptance is not guaranteed and will be assessed in accordance with the Rules of Evidence and relevant unit requirements.

Apex Training Institute may require students to:

- provide additional evidence or clarification;
- complete supplementary assessment activities;
- participate in competency verification or reassessment activities; and/or
- undergo workplace verification with the host organisation or supervisor.

Only evidence that is considered current, valid, authentic, and sufficient will be accepted.

If the Course Enrolment Has Expired



Where a student's course enrolment has expired at the time of submission, the student may be required to:

- apply for a course extension, where eligible and in accordance with Apex policies; or
- re-enrol in the course if an extension is not available or approved.

Where re-enrolment occurs:

- previously completed units with a confirmed Competent (C) outcome may be granted as Credit Transfer (CT), where applicable;
- units without a confirmed competency outcome may need to be recommenced.

If the Course Enrolment Remains Active

Where the student's enrolment remains active or within an approved extension period, Apex may require the student to:

- complete additional assessment activities; and/or
- repeat part or all of the work placement requirements where evidence currency or competency cannot be sufficiently verified.

These requirements help ensure that competency evidence remains current and aligned with industry and training package standards.

35. Short Course Policies and Procedures

Workshop Prerequisites

For short courses that include a face-to-face practical workshop, students must successfully complete all required knowledge assessment components prior to booking or attending the workshop.

This includes courses such as:

- First Aid courses such as HLTAID011 Provide First Aid and HLTAID012 Provide First Aid in an Education and Care Setting
- CPR training
- Manual Handling training



- Other applicable short courses

Workshop Attendance and Changes

Students must confirm workshop attendance at least 10 days prior to the scheduled workshop date.

Requests to cancel or reschedule a workshop should be submitted at least 5 days prior to the workshop date.

Where cancellation or rescheduling occurs within 5 days of the workshop, a \$20 administration fee may apply.

Career Start and Career Boost Students

Where a Career Start or Career Boost student does not attend a booked workshop without approved rescheduling, a \$20 administration fee may apply to rebook the workshop.

Government-funded students may only access funded short course training once. Any repeat enrolment in the same short course may be charged at the applicable self-funded rate.

This may include, but is not limited to:

- First Aid
- CPR
- Manual Handling
- Medication training
- Infection Control training

Submission of Workshop Assessment Workbooks

During workshops, students complete practical assessment activities and assessment workbooks under trainer supervision.

Following assessment, students are responsible for:

- scanning and uploading completed assessment workbooks to the Learning Management System (LMS); and
- completing all required knowledge assessments.



Both practical and knowledge assessment requirements must be completed before a nationally recognised Statement of Attainment can be issued.

Students are expected to submit all required assessment documentation within 30 days of attending the workshop.

Where assessment requirements are not completed within this timeframe, students may be required to:

- undertake reassessment activities; or
- rebook and repeat the workshop at their own expense, where applicable.

36. Graduate Discount

Students who successfully complete a qualification with Apex Training Institute may be eligible for a \$100 AUD graduate discount towards a subsequent qualification enrolment with Apex.

This discount applies to self-funded enrolments only and cannot be transferred, exchanged for cash, or combined with other offers unless approved by Apex Training Institute.

Eligibility and application of the discount are subject to Apex policies and current course availability.

37. Student Orientation Information

This orientation information has been provided to help students understand Apex Training Institute's learning, assessment, support, and placement processes to support a successful learning experience.

Trading Hours

For current trading hours and contact information, please refer to the [Apex Training Institute website](#).



Keeping Your Details Up to Date

Students are responsible for ensuring Apex Training Institute is notified of any changes to personal or contact details, including:

- name changes;
- phone number changes;
- residential or postal address updates; and
- email address updates.

Importance of Email Communication

Email is the primary method of communication used by Apex Training Institute. Students are expected to check their email regularly for important updates relating to:

- training and assessment;
- workshops and support sessions;
- placement information;
- course progression; and
- administrative notices.

Training and Assessment Delivery

Training and assessment may be delivered through a combination of:

- face-to-face classes with qualified trainers and assessors;
- simulated workplace environments;
- online learning sessions and digital learning resources; and
- vocational placement in an actual workplace environment, where applicable.

Assessment methods may include:

- short-answer questions;
- case studies;
- practical observations;
- workplace observation reports;
- student journals; and
- assessor observation checklists.



Face-to-Face Workshops and Support Sessions

To support class management and trainer availability, bookings are required for:

- face-to-face workshops;
- on-campus support sessions; and
- practical skills or role-play sessions, where applicable.

Students may book sessions through the designated booking system or by contacting the Support Team.

Online classes generally do not require booking and may be accessed through the Student Portal or Learning Plan.

Students are encouraged to:

- check their class schedule regularly;
- attend sessions on time; and
- contact the Support Team if assistance is required.

A rebooking fee may apply for late cancellations or changes to pre-booked sessions in accordance with the Fees and Charges Policy. Students are encouraged to provide at least 5 business days' notice where possible.

Class Etiquette

Students are expected to maintain respectful and professional behaviour during all classes, workshops, and support sessions.

Mobile Phones

Mobile phones should be placed on silent or switched off during classes and workshops unless required for learning purposes or authorised by the trainer.

Punctuality

Students are expected to attend all scheduled sessions on time and participate appropriately throughout the class.



Online Marking and Assessment Timeframes

Assessment marking timeframes may vary depending on assessment volume and submission quality.

Under normal circumstances, assessments are generally marked within approximately 2 weeks. During peak periods or high submission volumes, marking may take up to 4 weeks.

Factors that may affect assessment processing times include:

- incomplete assessment submissions;
- incomplete Work Placement Books or supporting documentation;
- assessment clarification requirements;
- readability or formatting issues; and
- the level of academic support or feedback required.

Assessment Outcomes and Grades

The following assessment outcomes may apply:

Satisfactory (S)

The student has satisfactorily completed a component of assessment requirements for a unit of competency.

Not Yet Satisfactory (NYS)

The student has not yet satisfactorily completed a component of the assessment and may be required to resubmit or complete additional assessment activities.

Competent (C)

The student has successfully completed all assessment requirements for the unit of competency.

Not Yet Competent (NYC)

The student has not yet demonstrated competency for all assessment requirements within the unit and may be required to complete further assessment activities.

Competency Not Achieved (CNA)

The student has not demonstrated the required skills, knowledge, and performance outcomes necessary to achieve competency in the unit of competency. A Competency Not



Achieved (CNA) outcome may be recorded where all assessment opportunities have been exhausted, the student has not met the assessment requirements, or the student is unable to demonstrate competency in accordance with the requirements of the unit.

Processing Your Qualification Certificate

Students must ensure all course completion requirements have been met prior to requesting issuance of AQF certification documentation.

This includes:

- submission of all required assessments;
- achievement of all required Competent (C) or Satisfactory (S) outcomes;
- completion of all required work placement requirements (where applicable);
- submission of all required placement documentation;
- payment of all outstanding fees; and
- provision of a valid Unique Student Identifier (USI).

Once all requirements have been verified, students may contact Apex Training Institute to request issuance of their qualification certificate or Statement of Attainment.

In accordance with the Standards for RTOs 2025, AQF certification documentation will be issued within 30 calendar days of the student being assessed as meeting all training product requirements, provided all agreed fees have been paid.

Student Referral Program

Apex Training Institute offers a Student Referral Program that allows eligible students to receive a referral reward for introducing new students to Apex.

How the Referral Program Works

1. Refer a friend, family member, or acquaintance to Apex Training Institute.
2. During enrolment, the referred student must include your name in the “How did you hear about us?” section of the enrolment process.
3. Once the referred student has paid their course fees in full, the referring student may submit a Student Referral Form.



4. Referral forms are available via the Apex Training Institute website and should be submitted to: supportteam@apex.edu.au.
5. Eligible referral payments are generally processed by bank transfer within approximately 4–8 weeks following approval and verification.

Important Information

- Referral payments are subject to verification and approval by Apex Training Institute.
- Referral eligibility may be affected where referral details are not correctly provided during enrolment.
- Referral rewards are subject to Apex policies and may be amended or withdrawn at any time.
- Government-funded students are not eligible for the referral program.



RECORDS OF AMENDMENTS

Prior to 4th of May 2022, the record of amendments can be found in the [Log of student handbook changes](#)

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
009	- Reviewed and updated COURSE EXTENSION POLICY AND PROCEDURE - Reviewed and updated PAYMENT CONDITIONS - Added record of amendments - Reviewed and updated Work Placement Requirements section of the WORK PLACEMENT ASSISTANCE POLICIES AND PROCEDURES - Removed table with reference number, version number etc			

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
010	- Reviewed and updated <i>Work Placement Requirements</i> section of WORK PLACEMENT ASSISTANCE POLICIES AND PROCEDURES (Both Self-funded and government funded requirements) - Reviewed and updated RECORD OF AMENDMENTS			
011	Reviewed and updated COURSE EXTENSION POLICY AND PROCEDURE			

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
012	Reviewed and updated <i>Make Money While You Study: The Student Referral Program</i> section of Student Orientation Information			
013	- Reviewed and updated <i>Certificate Template</i> section of <i>ADDITIONAL CHARGES AND PRICE CHANGE POLICY</i> - Reviewed and updated <i>RECORDS OF AMENDMENTS</i> - Reviewed and updated <i>PAYMENT CONDITIONS</i>			

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
014	- Reviewed and updated <i>Work Placement Distance and Interstate Information</i> section of WORK PLACEMENT ASSISTANCE POLICIES AND PROCEDURES - Added section <i>Pregnancy and Delivery</i> to WORK PLACEMENT ASSISTANCE POLICIES AND PROCEDURES			
015	- Moved the record of amendments to the back of the document - Reviewed and updated introduction section of <i>WORK</i>			

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
	<i>PLACEMENT ASSISTANCE POLICIES AND PROCEDURES</i> - Removed all references to CHC30113 and CHC50113 - Removed the <i>USER CHOICE PAYMENT POLICY</i> - Reviewed and updated <i>Work Placement Requirements</i> section of WORK PLACEMENT ASSISTANCE POLICIES AND PROCEDURES			
016	Reviewed and updated <i>Written Acceptance</i> section of WORK PLACEMENT			

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
	<i>ASSISTANCE POLICIES AND PROCEDURES</i> Reviewed and updated <i>COURSE EXTENSION POLICY AND PROCEDURE</i>			
017	- Reviewed and updated <i>Work Placement Requirements and Work Placement Assessment Book</i> sections of <i>WORK PLACEMENT ASSISTANCE POLICIES AND PROCEDURES</i> - Reviewed and the table of contents - Reviewed and updated <i>METHODS OF PAYMENT</i>			

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
018	- Reviewed and updated <i>METHODS OF PAYMENT</i> - Reviewed and updated <i>WORK PLACEMENT ASSISTANCE POLICIES AND PROCEDURES</i>			
018	Reviewed and Updated Work Placement Requirements section of WORK PLACEMENT ASSISTANCE POLICIES AND PROCEDURES updated to include new Cert III in Individual Support and Cert IV in Disability support			

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
	qualifications - Reviewed and updated "What is a qualification?" question in ASSESSMENT GUIDELINES section - Updated typo "authorise" to "authorise" throughout the document			
019	- Reviewed and Updated PAYMENT METHODS in particular <i>Pay via direct debit arrangement</i> and <i>Merchant Fees</i> - Reviewed and updated PAYMENT CONDITIONS			

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
	- Reviewed and updated <i>Course Transition</i> section of COURSE EXTENSION POLICY AND PROCEDURE - Reviewed and updated <i>Payment Terms</i> in AUSTUDY TERMS AND CONDITIONS - Reviewed and updated GRADUATE DISCOUNTS - Reviewed and updated <i>Work Placement Requirements</i> for CHC43121 (self funded) - Reviewed and updated Debt collection policies and procedures section of			

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
	<i>PAYMENT CONDITIONS</i> - Renamed PAYMENT CONDITIONS as <i>PAYMENT POLICIES AND PROCEDURES</i> - Added a section to PAYMENT POLICIES AND PROCEDURES: Request any adjustment to any policies and procedures - Within work placement requirements removed need for COVID-19 vaccinations to be less than a year old - Removed all references to JobTrainer funding as			

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
	recommend ed by Queensland government.			
020	- Reviewed and updated work placement requirements for CHC43121 - Reviewed and updated Course Transition section of <i>COURSE EXTENSION POLICY AND PROCEDURE</i>			
021	Reviewed and updated <i>Work Placement Schedule</i>, and			

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
	<i>Inappropriate Behaviour during Work Placement</i> section of WORK PLACEMENT ASSISTANCE POLICIES AND PROCEDURES Review and update <i>REFUND POLICY</i>			
022	- Reviewed and updated WORK PLACEMENT ASSISTANCE POLICIES AND PROCEDURES - Added <i>Pay via Afterpay or Zip Pay</i> to <i>PAYMENT POLICIES AND PROCEDURES</i> - Reviewed and updated <i>FEES AND CHARGES POLICY AND PROCEDURES</i>			

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
023	Reviewed and updated the WITHDRAWAL POLICIES AND PROCEDURES			
024	- Removed Moodle section from STUDENT ORIENTATION INFORMATION section of the Student Handbook - Replaced with section <i>Online Marking and Assessment</i> - Reviewed and updated <i>REFUND POLICY</i> - Reviewed and updated <i>SHORT COURSE POLICIES AND PROCEDURES</i> - Revised and updated the <i>STUDENT</i>			

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
	<i>RECORDS</i> section - Reviewed and updated <i>REDUCTION IN COST FROM RPL OR CREDIT TRANSFERS</i> - Reviewed and updated <i>PAYMENT METHODS</i> - Reviewed and updated <i>Work Placement Requirements</i>;			
025	- Reviewed and updated <i>Work Placement Requirements</i>; - Reviewed and updated <i>COURSE EXTENSION POLICY AND PROCEDURE</i> - Reviewed and Updated <i>ADDITIONAL CHARGES AND PRICE CHANGE POLICY</i> - Reviewed and			

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
	Updated <i>Compassionate Work Placement Assistance</i> - Added section for the <i>Deferment Policy for Government funded students</i> - Remove Pay via Afterpay or Zip pay section - Reviewed and Updated Methods of Payment - Reviewed and Updated Payment Policies and Procedures - Reviewed and Updated Refund Policy			
026	Reviewed and Updated ASSESSMENT SUBMISSION PROCESS AND			

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
	GUIDELINES - Added Assessment Quality Assurance - Added Other Prohibited Actions			
027	- Reviewed and updated DEFERMENT POLICY FOR GOVERNMENT FUNDED STUDENTS - Reviewed and Updated ASSESSMENT SUBMISSION PROCESS AND GUIDELINES - Added ACADEMIC INTEGRITY Section - Added STUDENT PLACEMENT ENDORSEMENT AND ASSESSMENT QUALITY ASSURANCE			



Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
	- Reviewed and updated Work Placement Distance and Interstate Information and added Manual Handling, Infection Control, First Aid, and CPR Training Requirements - Updated RPL step five: weekly rate - Added refund policy for withdrawals within 0-29 days via Direct Debit Arrangement			
028	Updated "Pay via direct debit arrangement" added the locking of the student			

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	learning portal for the first declined payment. - Updated the payment policies and procedures to reflect the 1500 cap for upfront payment and the new DDR minimum installment amount. - Updated FEES AND CHARGES POLICY AND PROCEDURES to add fees for personalised one-on-one session - Updated RETENTION OF TRAINING AND ASSESSMENT RECORDS POLICY AND PROCEDURES to disallow			

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
	students request for assessment copy • Updated program name for Queensland funding to Career Start and Career Boost • Updated LANGUAGE, LITERACY AND NUMERACY ASSESSMENT POLICY AND PROCEDURES to add the implementation of LLND assessment prior to enrolment • Updated the following subsections of WORK PLACEMENT ASSISTANCE POLICIES AND PROCEDURES - Written			



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	Acceptance - added the implementation of Work Placement Acceptance Form - Manual Handling, Infection Control, First Aid, and CPR Training Requirements - Procedures to apply for work placement Updated STUDENT ORIENTATION INFORMATION Face-to-face class schedule			
029	- Updated reduction in cost from RPL or credit transfer - Updated Methods of	<i>Ameluna Balanay</i> Ameluna Balanay		

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
	- payment - Updated Fees & Charges policy and procedures - Updated payment policies and procedures - Student Handbook (Overall) - Comprehensive review undertaken to improve readability, consistency, student experience, compliance with the Standards for RTOs 2025, and overall audit readiness. - Formatting, Structure and Language - Improved handbook structure, simplified language,	<i>Cristina Nesbit</i> Cristina Nesbit <i>Deepti Gupta</i> Deepti Gupta <i>Doris Labay</i> Doris Labay <i>Ivy Francisco</i> Ivy Francisco <i>Kris Berlanas</i> Kris Berlanas <i>Ranjini Kalidass</i> Ranjini Kalidass <i>Simbarashe Chidakwa</i> Simbarashe Chidakwa	<i>Danica Gorre</i> Danica Gorre	24-Jul-2026

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
	consistent formatting, clearer headings, and increased use of bullet points to enhance readability and navigation. • Compliance and Governance - Updated policies and procedures to align with the Standards for RTOs 2025, AQF requirements, Rules of Evidence, consumer protection legislation, and principles of procedural fairness. • Assessment and Academic Integrity (Assessment Guidelines,			

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	Assessment Submission, Academic Integrity, Appeals, Grades, Online Marking) - revised assessment requirements, academic integrity expectations, assessment outcomes, marking timeframes, reassessment , appeals, moderation, and Assessment Quality Assurance (QA) processes. • Student Support and Enrolment (Pre-Training Interview, LLN, LLN Support, Student			

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	Support, Access & Equity, Orientation) - Enhanced enrolment processes, support services, LLN and digital literacy support, orientation information, referral pathways, and access and equity provisions. • Student Conduct and Safety (Code of Conduct, Discrimination, WHS) - Updated student behaviour expectations, respectful conduct, inclusion, workplace health and safety			

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	requirements, emergency procedures, and wellbeing information. Fees, Payments and Financial Policies (Methods of Payment, Payment Policies, Additional Charges, Refunds, Austudy, Graduate Discount) - Revised payment options, fee structures, refunds, withdrawals, debt collection, additional charges, graduate discounts, and student financial responsibilities.			

Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
	- Course Progression (Course Extension, Processing Your Certificate) - Updated course extension eligibility, transition arrangements, certification requirements, USI requirements, and AQF certification timeframes. - Work Placement (All Work Placement sections including QA, Placement Requirements, WPB, Behaviour, First Aid, Distance, Placement Assistance) - Comprehensive			

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	ve review of work placement eligibility, compliance requirements, placement preparation, orientation, workplace behaviour, assessment documentation, submission requirements, verification processes, and student responsibilities. • Short Courses - Updated workshop bookings, attendance requirements, assessment submission, rescheduling, and reassessment procedures. • Student Engagement (Student			



Version Number	Subject of amendments	Reviewed by: (Name & Signature)	Authorised by: (Name & Signature)	Effective Date (Date Signed by Authorising Party)
	Referral Program) - Revised referral program eligibility, verification process, and payment arrangements . List og amendments - https://docs.google.com/document/d/1SHnzNMqG-C64EOGW2aVn4Fn6q08uoZoMTBBtILFIY/edit?usp=sharing Added Work Placement Visit Attendance and Rescheduling			

