



Student Handbook



Contact us now! Visit novaskill.com.au/contact to find your local branch
or call 1300 885 680 or email enquiries@novaskill.com.au RTO 6996

novaskill.com.au



Terms and Conditions

Disclaimer

This guide contains information that is correct at the time of printing. Changes to legislation and/or HGT Australia Ltd policy may impact on the currency of information included. HGT Australia Ltd reserves the right to vary and update information without notice.

This guide has been prepared as a resource to assist students to understand the requirements of their learning program. Please carefully read through the information contained in this guide before committing to your learning program.

Any queries can be directed to:

HGT Australia Ltd
RTO: 6996

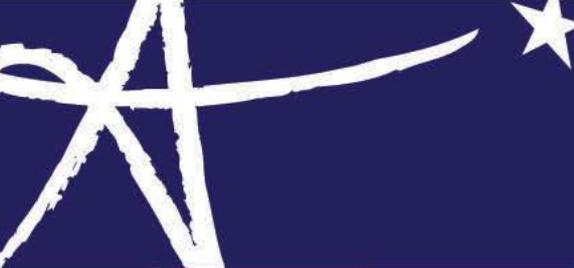
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E: enquiries@novaskill.com.au
W: www.novaskill.com.au



HGT Australia Ltd would like to acknowledge and pay respect to the traditional custodians of the lands on which we work. We are honoured to be on the ancestral lands of those whose cultures are among the oldest living cultures in human history. We pay respect to the elders, past, present and to the younger generation of the community who will be the future leaders in years to come.

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Your Details

USI:	
Course of study:	
Trainer Name:	
Trainer Phone:	
Trainer Email:	

Welcome!

Welcome to Novaskill and congratulations on your decision to develop your education.

This handbook contains information which will enhance your training and ensure you gain the full benefits of the training that is being provided to you by Novaskill.

This handbook will assist you to understand your obligations and responsibilities while you are a student with us. The information will direct you to where you can access further information on some topic areas.

About Us

HGT Australia Ltd, trading as Novaskill, was established in 1980 and has a vibrant history of strong performance throughout Australia. Our large team of professionals offers extensive experience in training and employment pathways in a variety of backgrounds.

We're a not-for-profit organisation that delivers training, recruitment, mentoring services and apprenticeship management throughout our 7 Australian branches, as well as specialised training to international students in Newcastle and abroad.

Our commitment and leadership to the provision of foundational workforce solutions has transformed clients, partners, students and employers, but most importantly has allowed us to achieve our mission to support communities by enriching people's lives.



Novaskill is a leading workforce education provider, passionate about connecting people to a world of learning, jobs and personal development.

Our Vision and Strategy

Novaskill's mission is to *support our communities by enriching people's lives*. This mission statement is fundamental to how we conduct our business and how we are perceived within the community.

Our clients, customers and stakeholders can be assured that we apply the highest values of honesty, integrity, professionalism and respect in all our dealings.

We also value and will strive to be known for:



Delivering Superior Service
Always, every day, no ifs or buts



Flexibility
Being flexible and embracing change



Responsibility
Being a socially responsible organisation



High Standards
Setting and achieving high standards



Decisiveness
Being bold and decisive



Energy
High energy in the way we do our day to day work



Creativity
Being creative and innovative in solving our customers problems and meeting their needs

Novaskill Registration

As a Registered Training Organisation (RTO), Novaskill operates under the Australian Skills Quality Authority (ASQA). This means that we provide quality assured and nationally recognised qualifications. Our RTO provider number is 6996.

Our courses have been independently evaluated by government and industry representatives to guarantee that they meet the highest standards of excellence.

Contacting Us

Feel free to contact your local branch with any query you may have regarding your learning experience.

Novaskill Central Coast
Suite 15, 1 Reliance Dr
Tuggerah
NSW 2259
p. 4357 8600

Novaskill Newcastle
148 Lambton Road
Broadmeadow
NSW 2292
p. 4906 6700

Novaskill Mid North Coast
2/40 Gordon Street
Port Macquarie
NSW 2444
p. 6500 1100

Novaskill Nambucca Valley
3/38 Ridge Street
Nambucca Heads
NSW 2448
p. 6598 5400

Novaskill Coffs Coast
Suites 1-2
26 Park Avenue
Coffs Harbour NSW 2450
p. 6601 7000

Novaskill Northern Rivers
58 Tamar Street
Ballina
NSW 2478
p. 6600 3000

Novaskill Hunter Valley
127-129 John Street,
Singleton
NSW 2330
p. 6575 3700

Novaskill South East QLD
Suite 3C, Level 3
7 Short Street
Southport QLD 4215
p. 07 5665 0800

Legislation

As an RTO, Novaskill ensures that its training policies and procedures comply with relevant Commonwealth, Federal, State or Territory legislation and regulatory requirements and that staff and learners are informed of legislation which significantly affects their duties or participation in training. This includes:

- Standards for Registered Training Organisations (RTOs) 2015
- National Vocational Education and Training Regulator Act 2011

Additionally, we abide by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- Anti-discrimination
- Apprenticeships and Traineeships
- Children and Young People
- Copyright
- Corporations
- Employment and Workplace Relations
- Equal Opportunity
- Fair Work (including harassment and bullying)
- Privacy and Personal Information Protection
- Student Identifiers
- Taxation
- Workplace Health and Safety

We are dedicated to following the provisions in the Vocational Education and Training (VET) Quality Framework. More information about these regulations and legal frameworks can be found at: www.comlaw.gov.au (Australian Government website for Commonwealth Law) or www.asqa.gov.au (website for the regulator of Australia's VET sector)

Criminal Records Check

In order to participate in work placement (and to secure employment once qualified) it may be necessary to obtain a Federal Police or National Criminal History Check if you enrol in some courses.

Certain aspects of a person's Criminal History may prevent them from entering some workplaces or being able to undertake work placement.

It is your responsibility to satisfy eligibility requirements of the workplace where you may undertake any work placement or experience.

Courses that require a National Criminal History Check are mostly those that engage with vulnerable or 'at risk' members of the public such as youth, people with disability or the elderly or infirm.

General Information

Code of Conduct

As a responsible member of the VET community, Novaskill implements a Customer Service Charter which outlines how students can expect us to behave. Similarly, we have Code of Conduct outlining expectations for student behaviour. Novaskill's Code of Conduct states that:

'Novaskill promotes a culture that values high ethical standards and behaviours. We will not condone any behaviour or actions that may reasonably offend, insult, humiliate, discriminate against, or result in the risk of violence to another person or group of people or which puts our reputation at risk.'

Student Rights and Responsibilities:

As a student, it is your right to:

- Be provided with a safe training environment free from harassment and discrimination
- Have your personal information stored, maintained and protected in accordance with the National Privacy Principles and have access to that information on request
- Receive the training and support necessary to achieve educational goals
- Be provided with enough information regarding the requirements of the training program to enable you to make an informed decision regarding enrolment
- Be provided with information regarding the implications of government training entitlements and subsidy arrangements in relation to your enrolment
- Be fully informed of fees and charges to complete your training, including charges for equipment and other resources as required
- Be consulted to modify your Training Plan if required
- Receive quality training and assessment that meets the Standards for Registered Training Organisations (RTOs) 2015
- Have opportunity to present recognition of prior learning (RPL) and credit transfer (CT) at the commencement of training
- Receive information relating to deferring or cancelling studies
- Receive an accurate Certificate and/or Statement of Attainment on successful completion of an accredited training program
- Have access to Novaskill's consumer protection system, including an identified Consumer Protection Officer and our Complaints and Appeals Processes
- Receive a refund for services not provided in the event of the training program being terminated early or if the agreed services are not provided either by ourselves or by a third party delivering on our behalf.

Students are entitled to:

- Be treated fairly and with respect by trainers, other staff and students
- Learn in an environment free of discrimination and harassment
- Pursue educational goals in a supportive and stimulating learning environment
- Have Novaskill records and personal information stored and maintained in a confidential, secure and professional manner
- Receive information about assessment procedures and your progress in the training program in a timely and professional manner

When students enrol into a program with Novaskill they must agree to the terms and conditions, roles and responsibilities outlined in this handbook.

Students must:

- Treat all staff, students and general public with respect, fairness and courtesy
- Behave in an ethical and responsible manner when on campus
- Provide true and accurate information throughout the course of your enrolment
- Provide a valid USI on enrolment.
- Be punctual and regular in your attendance
- Ensure assessments meet Novaskill's assessment guidelines and are completed and submitted as scheduled
- Meet Workplace Health and Safety (WHS) duty of care responsibilities and follow any WHS related instructions
- Wear appropriate clothing and footwear. (Thongs must not be worn whilst attending a Novaskill training session)
- Use personal protective equipment (PPE) where required
- Follow Novaskill's policy for correct and appropriate use of computers to prevent the introduction of viruses.

Students must NOT:

- Plagiarise, collude or cheat in any assessment or examination
- Illegally copy software licensed to Novaskill
- Install software on Novaskill computers
- Use inappropriate language (swear)
- Smoke in any designated non-smoking areas
- Litter
- Damage, steal, modify or misuse Novaskill property
- Attend a training program under the influence of Drugs or Alcohol
- Engage in behaviour which may offend, embarrass, intimidate, threaten or harm other students, staff or the general public, including via an electronic means

If a student does not meet these responsibilities, consequences may include, but are not limited to:

- Formal reprimand (warning)
- Suspension or cancellation from the course without refund and/or credit
- Student to reimburse the costs incurred by any damage caused
- Matter referred to the police

Novaskill's Rights and Responsibilities:

As the training provider, Novaskill has the right to:

- Provide and/or cancel any course, ensuring all students are notified and supported
- Adjust course fees, times or dates for the whole or any part of a program as required

We have the responsibility to:

- Support students in learning, studying, and developing skills in a safe and healthy educational and social environment
- Do our best to make sure that students can complete their course in ways that are convenient to each individual
- Make changes to course delivery, timetable and location only if it is in the best interests of all our students or if the advantages of the changes will outweigh any inconveniences
- Advise students of changes to fees, course delivery, timetable and location and of any alternative arrangements available
- Protect the welfare of children and other vulnerable people who may come into contact with our students during the work placement or work experience components of a course, visits to industry and simulated workplace settings.
- Request students (where applicable) to sign a declaration in relation to their history of violent or abusive behaviour or dealing with vulnerable people.

Organisational Change

Where there are any changes to agreed services, we will advise students as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.

Discipline

Novaskill's Discipline Policy sets out the basic procedures to be followed if disciplinary action is deemed necessary. The procedure normally consists of two formal stages by way of disciplinary interviews. These stages are provided verbally and in writing.

Stage 1	Initial warning
Stage 2	Expulsion from training

Novaskill retains the right to exclude students immediately from training in instances of serious misconduct. This procedure may be followed as a result of problems with the behaviour of a person taking part in a Training Program. If it is decided to initiate the discipline procedure, then the process will be discussed with you and your rights in this process will be explained in full.

Dress and Personal Presentation

Your trainer will advise you of the required dress and personal presentation standard.

Where a uniform is provided it must always be worn during the training program. It is important to understand that these standards exist for a reason, be it for health and safety or the professional presentation of the organisation and yourself. Suitable footwear must always be worn.

**Thongs are not acceptable for safety reasons.

Environmental Sustainability

Novaskill is committed to improving our environment by reducing energy use, increasing our recycling, using renewable energy, reducing water consumption and reducing waste to landfill. We encourage all students, staff and visitors to participate.

Harassment, Bullying and Anti-Discrimination

Novaskill considers harassment to be any behaviour that offends, humiliates or intimidates any other person on any grounds, where the behaviour is not welcome. Harassment may be sexual or non-sexual. Harassment due to race, sex, pregnancy, religion, marital status, sexual preference, disability, transgender status or age is against the law under the NSW Anti-Discrimination Act (1977).

Harassment can take many forms, including:

- Material that is racist, sexist, ageist, sexually explicit, anti-gay, anti-transgender that is displayed publicly, circulated or put in someone's workspace or belongings, on a computer (including e-mail) or on the internet including social media platforms.
- Verbal abuse or comments that put down or stereotype people generally, or an individual particularly, because of their sex, pregnancy, race, homosexuality, disability, transgender (transsexual), age or marital status, or physical characteristics such as height and weight.
- Jokes based on gender, race, marital status, homosexuality, disability, age or transgender (transsexual).
- Offensive gestures.
- Ignoring, isolating or segregating a person or group.
- Referring to a person who is transgender by their previous name or gender or calling them "it".
- Staring or leering in a sexual manner.
- Sexual or physical contact, such as grabbing, kissing or touching.
- Intrusive questions about sexual activity.
- Unwelcome wolf whistling.
- Repeated sexual invitations when the person has refused a similar invitation before.

Harassment does not have to be an ongoing pattern of behaviour or number of incidents. Just one act can be enough to be harassment. Someone does not have to say "no" before any behaviour or action can be considered harassment.

It is also against the law for anyone to:

- Victimise anyone because they complained about harassment, or
- Victimise anyone because they supported someone who complained about harassment.

Learner App Portal

Upon successful enrolment, students will be given access to Novaskill's Learner App portal where you can find a range of information, resources and forms to support your learning and update your information. It is strongly recommended that students log in and set up their account, so they can access these resources at any time.

Log in to Novaskill's Learner App at <https://learner.wisenet.co/NVS/Account/LogOn?ReturnUrl=/NVS>.

Mobile Phones

Out of courtesy and consideration for other students and staff, mobile phones must be switched off during classes.

Risk, Injury and Insurance

Students should be aware that some training may involve risk. For example: use of power tools within a construction Training Program. Novaskill advises students that they will receive training in the safe use of such equipment and they will then be responsible to apply safe work methods and accept that there is some risk involved in the use of such tools and equipment.

Should injury occur whilst attending a class within a Novaskill training facility, Novaskill will apply immediate first aid, assess the need for further medical treatment, and or advise the next of kin. Novaskill will not be liable for the costs of medical treatment incurred as a result of an injury whilst participating in training.

For any injury treated by a medical facility, it is important to stress that the injury is NOT a Workers Compensation injury, and that the individual should be treated as a public patient or use their own Private Insurance.

Smoking, Alcohol and Drugs

Novaskill has a non-smoking policy which does not permit smoking within our buildings or anywhere on its grounds or within its boundaries. Please consult with your trainer to identify designated smoking areas.

No alcohol or drugs should be consumed prior to commencing and/or participating in training and/or assessment with Novaskill. Novaskill has a strict 'Zero Tolerance' to Alcohol and Drugs and all students must adhere to these rules.

If a student is found to be under the influence of drugs or alcohol whilst attending classes at a Novaskill Branch, disciplinary action will be deemed necessary.

Students taking prescription drugs that are not recommended to be taken while driving a car or operating machinery should notify their trainer.

Student Feedback

Novaskill is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from you regarding your experiences whilst enrolled in your course. We welcome feedback at any time but will also specifically ask for it at key points during your course of study.

Feedback is also a vital part of the assessment process and provides you and your assessor with a guide as to how you are progressing through your training. Students are encouraged to seek feedback at any stage in their training program but can expect informative feedback upon completion of each assessment tool.

As mentioned in the assessment process, verbal and written feedback will be provided during each assessment on areas of improvement for further units as well as areas which were completed to a high level with encouragement to continue to these standards.

Student Support Services

As part of the overall engagement process, Novaskill will work with students to ensure any special learning and training needs are met. This includes the opportunity for you to complete a Language, Literacy and Numeracy (LLN) indicator which will identify any areas in which additional support may be required.

Novaskill is concerned for the welfare of our students. If you are experiencing difficulties and/or require counselling or personal support, contact your trainer who can refer you to your local mentor. This mentor can support you and provide advice or access to one of many professional organisations well equipped to offer services to help.

Whether you're an apprentice, trainee or student at Novaskill, you're not alone. Our student and apprentice/trainee mentoring service are here to assist and guide you to achieve your educational and career goals.

Our local mentors are available anytime for life and career guidance as well as ongoing support and assistance and advice. <https://novaskill.com.au/meet-our-mentors/>



Alternatively, the following Services may help.

Lifeline: 13 11 14 or www.lifeline.org.au

Beyond Blue: 1300 22 4636 or www.beyondblue.org.au

Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

Reading Writing Hotline: 1300 655 506 or www.readingwritinghotline.edu.au

Tools, Equipment and Personal Protective Equipment (PPE)

Any tools or equipment provided by Novaskill for training purposes must be returned in good working condition. Protective clothing or equipment that may be issued must be worn as instructed by your trainer.

Trainees and Apprentices

A trainee or apprentice is a person employed under a training contract. Traineeships and Apprenticeships provide a combination of employment and structured training where each party involved has responsibilities which they must fulfil, and these are regulated by legislation in each state.

At the outset of your traineeship or apprenticeship your Trainer/Assessor will visit you and explain all aspects of your training. The assessor will help you negotiate a training plan which outlines the training to be completed by you during your training contract. A training plan focuses on engaging you in training and clearly defines the roles of the employer and Novaskill. Induction for most work-based training occurs Student Engagement personnel.

Australian apprentices or trainees may be eligible for financial assistance from the QLD and NSW State Governments for expenses such as travel and accommodation and vehicle registration. For more information, phone Training Services NSW on 13 28 11, or visit their website https://www.training.nsw.gov.au/apprenticeships_traineeships/index.html. Alternatively, the QLD Department of Employment, Small Business and Training may be able to provide suitable information on or from their website <https://training.qld.gov.au/home>.

The Australian Government also supports Australian apprentices through a range of services and various assistance that students may be eligible to receive. Information can be obtained through the Australian Apprenticeship Support Network (AASN) by phoning AASN General Enquiries on 13 38 73, or visiting the website at <https://www.australianapprenticeships.gov.au/australian-apprenticeship-support-network>.

Trainers and Assessors

Our nationally recognised training and assessment is conducted by qualified trainers and assessors who have the following:

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

In addition, training and assessment may only be delivered by persons who have:

- Certificate IV in Training and Assessment (TAE40110 or TAE40116), or its successor*, or
- a diploma or higher-level qualification in adult education.

Novaskill also ensure that all trainers and assessors undertake professional development in the fields of:

- knowledge and practice of vocational training, and
- learning and assessment, including competency-based training and assessment.

Workplace Health & Safety (WHS)

Novaskill believes that all accidents are preventable and seeks to ensure a safe environment for all students and staff. Consequently, your Trainer will explain the WHS requirements of your training location during your orientation.

If you are involved in any accidents, you have a responsibility to report the details to your Workplace Supervisor or Trainer as soon as possible. Also, you have a responsibility to report any hazards or safety risks that you identify during your training. Your WHS safety training will involve the identification and reporting process for potential hazards.

In the event of an emergency it may be necessary for you to evacuate your training venue or workplace. If an evacuation is required, follow your workplace supervisors or trainer's instructions and re-locate to the nominated assembly area.

Workplace Supervisor

A capable supervisor can make workplace training meaningful and enjoyable for both the supervisor and the student. Your workplace supervisor is in a key position to maximise the success of your training.

They are responsible for supporting you in the workplace and can:

- act as mentor and coach and provide a role model
- Implement the Full Training Plan and facilitate the relate training through workplace tasks
- monitor and keep records of progress
- provide feedback and encouragement
- liaise with Novaskill and other relevant parties.

Workplace training, which includes an adequate range of workplace tasks, will ensure you have the best opportunity to develop the necessary skills to achieve competency, attain a nationally recognised qualification and complete your training.

Novaskill Policies and Procedures

The following policies underpin Novaskill's operations. To access the full range of policies please contact your local branch for more information.

Access and Equity

Novaskill will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. We prohibit discrimination based on factors including:

- Gender
- Parental Status
- Religious background
- Race
- Marital Status
- Sexual Orientation
- Age
- Ethnicity
- Language

Novaskill will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary and LLN support.

Novaskill is also committed to making reasonable adjustments for students with special needs. Specifically,

- providing adequate resources to ensure that appropriate equipment and support services are available to all students
- fostering an environment in which interactions between staff and students are grounded on rights to dignity, privacy, confidentiality and equitable treatment
- engaging a suitably qualified translator or interpreter for persons who cannot understand or have limited facility in English

Wherever possible, Novaskill will make appropriate adjustments to meet individual needs and requirements. Under extenuating circumstances access to training programs may be denied to students where the adjustments to be made cannot be justified as reasonable to either the company or other students.

Cancelling or Deferring Enrolment

Cancelling from Training

If a student decides to withdraw from training prior to course commencement, they must:

- Discuss the reasons with their trainer or other Branch staff
- advise their local branch in writing at least five (5) working days prior to course commencement using the Cancellation Form from the Learner App Portal or by requesting a copy from Branch staff; and
- Submit the form to their local Branch representative.

If a student cancels their enrolment prior to the commencement of the course, students may be entitled to receive a refund of monies paid, however, Novaskill will retain the non-refundable administration fee. This fee covers the costs that has already been incurred in processing the course application, enrolment, resources and payments.

If a student withdraws from the course after the scheduled start date, no refund is applicable, and student may be required to pay any outstanding balance. Contact your local branch for more information.

Deferring Studies

Students can request to defer their studies at any time. If a student decides to defer, the deferral can only be applicable for a maximum of 12 months. After this time, the student will not be entitled to continue with the course and no financial credits will be applicable.

Students who wish to request deferral must advise Novaskill in writing by completing the Deferral Form and submitting it to their local Branch representative. Students will not incur additional fees and remain responsible for all debts and other charges related with the course.

Cancelled Courses

If a course is cancelled by Novaskill for any reason, students enrolled at the time of the cancellation announcement will have their fees fully refunded.

Students who may have already been assessed as competent for some units in the course will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total.

Competency Based Training and Assessment

Competency-based training and assessment (CBTA) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in Vocational Education, CBTA is used to develop tangible skills and is typically based on a standard of performance expected in the workplace and industry.

CBTA programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

How Does Assessment Work in CBT?

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether a student has the required skills and knowledge to perform effectively in the workplace.

If a student's performance in the assessment does not demonstrate the requirements, rather than a fail, competency-based assessment means the student is marked as 'Not Yet Competent', and more training is required to get to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The following ways can demonstrate competency:

- Being observed during work/performing the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above

Novaskill implements a Training and Assessment Strategy for each of the qualifications we deliver which outline our approaches for delivering training and conducting assessment.

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with students to provide options that are responsive to their individual needs, and that maximise learning outcomes and access to learning activities.

The types of assessments that you may be asked to complete may include:

- Written and/or Oral Questions
- Observation of Tasks
- Case Studies
- Projects, and
- Third Party Reports

When preparing for an assessment, Students may refer to several different sources in preparing their answers, including:

- Their learner guides
- Additional reading and research
- Supplementary materials provided by their trainer and/or assessor
- Practical experience

Submitting Assessments

Students are expected to complete assessments for all units they are enrolled into. Students must submit assessments by the due date for a result to be recorded. Full and detailed instructions on the requirements for each assessment will be provided, including its context and purpose.

Students will receive feedback regarding the outcome of each of assessment item submitted and an assessment judgement recorded based on the evidence submitted.

Resubmissions

If an assessment item was returned with a 'Not Yet Competent' judgement, students will be given an opportunity to re-submit to claim for competency. This may mean submitting additional evidence or demonstrating a task again. If, after two resubmissions the assessor has confirmed a 'Not Yet Competent' outcome, students will be required to re-enrol in, and re-do the work for that unit.

Dimensions of Competency

Effective workplace performance requires not only isolated technical skills, but the knowledge and attitudes to apply those skills in routine and non-routine situations. People are considered to be competent when they can apply their knowledge and skills to successfully complete work activities in a range of situations and environments.

The dimensions of competency highlight one key factor of competency-based training and assessment: the transferability of what has been learned to a range of settings and workplaces. This ability to 'Transfer Skills' is considered the fifth dimension of competency.

The four dimensions of competency are:

- **Task skills** Undertaking the specific task/s required to complete a work activity to the required standard. This means being able to perform the individual actions as well as the whole task.
- **Task management skills** Managing several different tasks to complete a whole work activity. This means working efficiently to meet deadlines, handle a sequence of interrelated tasks, and progress smoothly between tasks.

- **Contingency management skills** Responding to problems and irregularities when undertaking a work activity, such as breakdowns, changes in routine, unexpected or atypical results or outcomes, difficult or dissatisfied clients.
- **Job/role environment skills** Dealing with the responsibilities and expectations of the work environment when undertaking a work activity, such as working with others, interacting with clients and suppliers, complying with standard operating procedures, observing enterprise policy and procedures.

Consumer Protection

Novaskill provides consumer protection as part of its provision and delivery of quality training and assessment products and services. The Consumer Protection Policy advises prospective and current students and customers on their rights and obligations as consumers of Novaskill products and services.

Novaskill has obligations to provide:

- Training and support necessary to allow students to achieve competency
- Quality training and assessment experiences for all consumers
- Clear and accessible feedback and a consumer protection system including an identified Consumer Protection Officer
- Procedures for protecting a consumer's personal information

Customers therefore can expect that the service they receive before, during and after training/assessment will be of a quality consistent with these requirements

Novaskill is responsible for providing:

- Accurate information to customers about their services and fees
- Information to students about their rights and responsibilities
- A complaints and appeals procedure and information to customers about how to access this
- A dedicated Consumer Protection Officer with readily available contact details.
- Information to students about the collection and use of their personal information and how to update it.

Students can gain more information from <https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students> or emailing: enquiries@smartandskilled.nsw.gov.au or phoning: 1300 772 104.

Complaints and Appeals

Student Complaints

Throughout their training, students may have a concern about their course, their trainers, other staff, students or Novaskill policies and procedures. If students do have a complaint, we recommend they speak with someone as soon as the situation arises.

In the first instance we recommend students discuss the situation with the people who are directly involved and give them the opportunity to respond. If students then feel that the situation or complaint has not been dealt with, they can contact the Consumer Protection Officer or by lodging an online enquiry at <https://novaskill.com.au/contact/>.

Customer Protection Officer:

Name: Melissa Chapman

Position Title: Student Engagement Officer

Phone: 1300 885 680 Email: enquiries@novaskill.com.au

Assessment Appeals

All students have the right to appeal an assessment decision where they feel the assessment process was unfair or that the decision made by the assessor does not accurately reflect their competence or grade of achievement.

Appeals against an assessment process must be lodged within three (3) weeks of being formally notified of the result of the assessment.

Grounds for appeal may include Novaskill's failure to:

- Provide appropriate advice to the student before and during the assessment.
- Provide reasonable adjustment where necessary.
- Take literacy, numeracy and language requirements of the student into consideration.
- Consider all available evidence and make an assessment decision consistent with the evidence provided.

Additional Options

If in the instance of an appeal or complaint not being resolved by the above processes, there are other avenues of complaint. These include:

Issues to do with quality of training - Australian Skills Quality Authority (ASQA) -
Website: www.asqa.gov.au

Smart and Skilled enquiries/complaints
Phone: 1300 772 104
Email: smartandskilled.enquiries@industry.nsw.gov.au
Online: [enquiry/complaints form](#)

Consumers specifically asking for a refund or similar contact NSW Fair Trading:
Phone: 13 32 20 or Website: www.fairtrading.nsw.gov.au

If it is a work health and safety issue, contact Safework NSW Phone: 13 10 50 or
Website: www.safework.nsw.gov.au

Cooling Off Period

Novaskill protects the rights of the learner including but limited to the statutory requirements for cooling-off periods.

Students are eligible to cancel their enrolment by placing a formal notice of cancellation in writing to their local branch within 10 business days of enrolment, unless the student has already commenced the training. Please refer to the Refund Policy for process on acquiring a refund. Students may withdraw their enrolment up to five days before course commencement and receive a refund less the required administration fee.

Issuing Credentials

Upon successful completion of all coursework, providing all necessary fees are paid, a Certificate or Statement of Attainment will be issued directly to students via the post or email address held on file. This will be done within 30 calendar days of being assessed as meeting all requirements for the course. This meets the compliance requirements as set for Novaskill and other RTOs in the Standards for Registered Training Organisations (RTOs) 2015.

Referring agencies or Third Parties will under no circumstance be issued copies of student credentials, regardless of who pays the necessary course fees. Students can give Novaskill permission to issue referring agencies or third parties with a *copy* of the student's competency report only.

Replacement Certificates

If a student misplaces their original certificate, a replacement certificate can be generated at an additional cost. Novaskill staff will attempt to re-issue a lost, damaged or stolen certificate within two to four weeks of receipt of payment.

Enrolment

Novaskill's enrolment process may vary depending on the type of program available and the subsidy (if any) that may be applicable.

An enrolment form must be completed, together with any required observations and/or self-assessment regarding special circumstances and/or training needs. Information regarding the fees and charges relating to any proposed course of study will be provided, and payment terms and methods will be agreed upon.

Once all enrolment documentation has been received, and the relevant fees paid, students will be enrolled into the program and a trainer and assessor will be assigned to support students through the course. Note that enrolment is not confirmed until fees have been paid as agreed.

Entry Requirements

Entry requirements are the minimum qualifications, knowledge, skills, experience and/or attributes that students must hold to be considered for entry into a Novaskill program. When students enrol into a course with Novaskill, the entry requirements are clearly displayed in the course information on our website.

Entry requirements may relate to things such as:

- Previous work experience
- Previous completion of another qualification
- Specific levels of language, literacy and numeracy (LLN) skills
- Access to a relevant workplace where required competencies can be learned and practiced
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Access to an internet connection with enough capacity to download course materials (e.g. broadband connection)
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade

Funding Eligibility

Novaskill can provide State government subsidised training in both NSW and in QLD. We are an approved provider of Smart and Skilled subsidised training and we are a Pre-Qualified Supplier of QLD's VET Investment Program.

NSW Smart and Skilled

Smart and Skilled is a reform of the NSW vocational education and training system. It's helping people get the skills they need to find a job and advance their careers.

Smart and Skilled provides eligible students with:

- entitlement to government-subsidised training up to and including Certificate III
- government funding for higher-level courses (Certificate IV and above) in targeted priority areas
- Subsidised training for work-based trainees
- Part qualifications and short courses which are fully subsidised.

Queensland VET Investment Plan

The Certificate 3 Guarantee provides a government subsidy to allow eligible Queenslanders to obtain their first post-school Certificate III level qualification.

The Higher-Level Skills program provides a government subsidy in selected Certificate IV (or above) qualifications and priority skill sets to help individuals gain the higher-level skills required to secure employment or career advancement in a priority industry.

The User Choice program provides public funding for the delivery of accredited, entry level training to apprentices and trainees.

Learning, Literacy and Numeracy (LLN)

Students are required to complete an LLN assessment prior to enrolling into a training program. This assessment will outline any additional support requirements and determine if you are suited to the level of study chosen.

Novaskill's flexible approach recognises that some students will require learning techniques, resources and assessment strategies to be adjusted to suit their individual needs. If you experience any difficulties with the level of literacy and/or numeracy skills required by your course, you should raise this issue with your trainer as soon as possible to allow for specific adjustments to your training plan to be implemented.

All trainers/assessors are required to be flexible and innovative in line with our company policies when delivering training and assessment practices to ensure individual learning requirements and needs are addressed.

Novaskill Guarantee

Novaskill will endeavour to deliver and assess all units of competency associated with your course. Should your qualification be updated, due process will be followed to allow you to complete your qualification or upgrade to the latest qualification. Where there are any changes to the agreed services that will affect any student, including in the event of Novaskill closing, we will advise you as soon as practicable.

Novaskill guarantees that the services provided by will be:

- provided with due care and skill
- fit for any specified purpose (express or implied)
- provided within a reasonable time (when no timeframe is set for the training)
- delivered only by approved personnel

Privacy

Under the Data Provision Requirements 2012, Novaskill is required to collect personal information about students and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Personal information (including the personal information collected during enrolment and training activity data) may be used or disclosed by us for statistical, regulatory and research purposes.

We may disclose personal information for these purposes to third parties, including:

- School – secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – students enrolled in training paid by an employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and Researchers

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating authenticated VET Transcripts;
- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

Students may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. Students may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose student personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols including those published on NCVER's website at www.ncver.edu.au.

HGT Australia Limited is bound by the Australian Privacy Principles (APP) contained within the Privacy amendment (Enhancing Privacy Protection) Act 2012 and the Privacy Act 1988.

The 13 Australian Privacy Principles to which Novaskill is bound are:

- Only collect information that is necessary for its function and activities.
- Collect personal information by lawful, fair and non-intrusive means.
- Not use or disclose personal information about an individual for a purpose other than the primary purpose of collection.
- Take reasonable steps to ensure that the personal information collected, used or disclosed is accurate, complete and up to date.
- Take reasonable steps to protect the personal information held from unauthorised disclosure, misuse or loss.
- On a reasonable request provide an individual with access to and correction of the information that is held about that individual.
- In the case of a suspected breach of the APP, maintain an effective privacy inquiry and complaints handling system.
- Collect personal or sensitive information about an individual by consent or if the collection of that information is by law.
- Make available information regarding cross border disclosure should personal information of an individual be disclosed to an overseas recipient.

Reasonable Adjustment

Novaskill understands that not all students are able to demonstrate competency in the same way, therefore, it may be necessary to adjust the assessment tasks for individual students. This is called Reasonable Adjustment and it is the process of adjusting or changing the assessment to meet the needs of the student being assessed.

The Disability Discrimination Act (1992) (DDA) through the Disability Standards for Education requires providers to take reasonable steps to enable the student with disability to participate in education on the same basis as a student without disability.

Specifically, to ensure that:

- Learning materials are appropriate to the individual needs of each student
- Learning activities are sufficiently flexible for each student to be able to participate
- Study materials are available in an appropriate format for all students' individual needs.
- Teaching strategies are adjusted to meet the learning needs of each student
- Assessment procedures are adapted to enable individual students to demonstrate the knowledge, skills or competencies being assessed.

Students with any of the following could expect reasonable adjustment to occur and should speak to their trainers and assessors regarding any changes they feel they need:

- Physical disabilities
- Limited language
- Limited literacy and numeracy skills
- Limited communication skills
- Limited learning strategies.

Any disadvantaged students will be interviewed at enrolment to ensure any required adjustments are included in their training and assessment plan. If students feel that they might need some additional support to overcome learning barriers, please speak with us before enrolling.

The types of adjustments that are made must be within our capacity to provide them and include:

- Verbal response to questions rather than written
- Allowing extra time for assessment
- In-class and tutorial support
- Enlarging reading material
- Braille translations, use of technology such as voice activated software screen reading, voice synthesisers
- Use of ramps, height adjustment desks

Recognition and Credit Transfer

Novaskill offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred.

Recognition of Prior Learning (RPL)

RPL is the process by which someone's existing skills, knowledge and experience are recognised towards the achievement of a unit of competency or qualification. These skills may have been obtained through; training programs, work experience, voluntary work, school work, life or sporting experience.

Students may be eligible to apply for RPL on one or more Units of Competency in their program and must complete the Recognition Application form which can download from the Learner App Portal or our website.

If a student applies for recognition and is successful, it can save time in achieving a qualification as it avoids repeating learning for skills and knowledge already obtained.

Novaskill encourages and provides assistance in a five-stage process for individuals who believe they have met the competency requirements of any full or part training program. The stages of the RPL Process and assistance provided are:

Stage 1 Information

Information is provided at Induction in relation to how candidates may have achieved competency through – work experience, life experience, formal/informal training.

Stage 2 Initial Support and Counselling

Access is provided to facilitators and unit details, including learning outcomes and assessment criteria for the purpose of determining suitability for RPL

Stage 3 Portfolio Completion

Assistance is provided for individuals to identify the types of evidence that can be provided to have their previous skills recognised. Candidates are guided in relation to gathering supporting evidence and assembling a portfolio.

Stage 4 Assessment

A qualified Assessor will assess the evidence provided and inform the candidate of their decision.

Stage 5 Appeal

Candidates have the right to appeal the final decision.

A formal RPL kit is available on request. Contact your local branch for more information.

Credit Transfer (CT)

Novaskill recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past.

Credit transfer can only be awarded for whole units of competence that meet the packaging rules of the Qualification you are enrolled in. Where only a partial credit is awarded, this will not be considered for credit transfer and students will be advised to seek recognition.

Record Keeping

Novaskill has a clearly documented quality administrative and records management system in place to secure the accuracy, integrity and currency of records, to keep documentation up-to-date and to secure any confidential information obtained by us and those acting on our behalf.

Data is collected and stored in accordance with the processes outlined in this handbook and Novaskill's records management procedures ensure timely and accurate records inform our continuous improvement processes.

Refunds

Should a student need to withdraw from a course for any reason, they must discuss this with their local Novaskill Branch. A full or partial refund may be applicable.

Information below outlines some of the circumstances under which a refund may be granted. Please contact Student Services on 02 4348 4300 to discuss individual circumstances.

Refunds may be made in the following circumstances:

- Participants have overpaid the administration charge or similar fee
- Participants enrolled in training that has been terminated by Novaskill
- Participant advises Novaskill at least five days prior to course commencement that they are withdrawing from the course
- If the participant withdraws from a course or program, prior to course commencement, due to illness or extreme hardship as determined by Novaskill
- If Novaskill fails to provide the agreed services

Refunds may be payable to the student, organisation or third party who originally paid any fees. For Credit card payments. Any payments made by Credit Card may be refunded to the original credit card number only.

No refunds will be issued once the student has commenced the course.

Student Fees and Charges

The applicable fee for each course offered by Novaskill is determined by student eligibility into the subsidised programs. Supporting evidence must be provided at the time of enrolment to support an application for subsidy and to ensure correct fees are applied.

A quote will be issued to students and discussed prior to enrolment. Several factors will determine how much students will pay for their program. This includes things like:

- The course or program and its duration
- Study load and mode (full time, part time, face-to-face, online etc.)
- Any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency
- Any previous qualifications held
- Student eligibility for subsidies or concessions

Payment Options

- ★ *Option 1 – full upfront payment (providing the fee is less than \$1,500)*
- ★ *Option 2 – Deposit of \$400 then ten monthly instalments via direct debit*

A deposit of no less than \$240 and no more than \$1,500 is required prior to course commencement; this deposit is to confirm your application for a place in the course. If your application for enrolment is declined a full refund may be applicable.

Exemptions from Enrolment Fees

Students enrolled in a Government subsidised program may be eligible for an exemption from paying the full Student Fee. The following students are exempt from paying the Student Fee for government subsidised courses.

- Aboriginal or Torres Strait Islander students
- Students with a disability
- NSW Students in receipt of a Disability Support Pension (or who are the dependent child, spouse or partner of a recipient) are entitled to one full fee exemption for one funded course per year.

The student is responsible for notifying Novaskill if they have a medical condition or disability or require assistance in their training.

If you are applying for a fee exemption or concession fee, you need to complete Student Eligibility Form and return it with appropriate documentation to your local Novaskill Branch.

Training Material/Resource Fees

In addition to the Student Contribution Fee a Material/Resource Fee per competency may apply. These fees will be charged during the enrolment period where applicable. These fees are for payment of all required learning and assessment materials provided to you.

The material and resource fee charged will vary depending on the course of enrolment and the units to be undertaken, the nominated Novaskill representative will discuss indicative charges.

Fee Protection

Novaskill is committed to our obligations as Registered Training Organisation to protect student fees paid in advance. To this effect, we have the following fee protection policy in place:

Novaskill is required to protect fees paid in advance for nationally recognised training. To meet this regulation, Novaskill may accept payment of no more than \$1,500 from individuals prior to the commencement of their course.

Following course commencement, Novaskill may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

Additional Fee Information:

- Additional costs for equipment, text books or field trips will be communicated to students prior to enrolment. This will also be included in our Course Information and on our website.
- Students must have paid the relevant fees in full to receive any credentials. If fees are not paid in full, Novaskill will not issue Certificates or Statements of Attainment and, in certain circumstances, will refer student debt to a debt collection agency.
- In some circumstances (i.e. under certain Awards) an employer or support agency will pay the fee on behalf of the student, however, no credentials will be issued to this payer.
- No additional fees will be incurred by the student if a third party is delivering training and assessment on our behalf (known as a Third-Party Arrangement).
- If students apply for Skills Recognition or Credit Transfer during the enrolment process, the student fee will be adjusted to reflect this.
- A processing fee applies if past students request a re-issue of a document that we have already provided. Document re-issue fees apply to:
 - Statement(s) of Attainment
 - Certificates and Diplomas
 - Record of Results

Failure to Make Payment

Fees must be paid by the due date as advised at enrolment. If payments are not made according to the agreed terms, Novaskill will:

- Suspend students from participating in the course and exclude them from assessment activities; and
- Withhold qualification and record of results; and
- Withdraw student enrolment and exclude them from any future enrolments at Novaskill.

These actions may remain in place until payment is received. Failure of the student and/or their representative to meet payment obligations after 90 days may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

If students are experiencing financial difficulty, please contact your local branch as early as possible to discuss potential payment options.

Third Party Arrangements

Novaskill is committed to providing pathways to employment, career advancement and career changes. We have developed industry networks and partnerships, so we can offer students coordinated work placements and valuable links to future employment possibilities.

If a Novaskill program involves delivery or assessment to be conducted by a Third-Party Provider, students will be advised of these arrangements prior to enrolment. This information will be available on our website and on the student Training Plan issued to students at commencement of their program. We will inform you as soon as practicable of any changes to Third-Party arrangements.

Regardless of the role that a Third-Party Provider plays in the delivery or assessment of our programs, Novaskill remain responsible for the quality of training and assessment provided to students. We also remain responsible for issuing students with a credential upon successful completion of the program.

If wish to provide feedback of any Third-Party arrangements, or to make a complaint, please refer to the Student Feedback or the Complaints and Appeals section of this handbook.

Training Plans

For nationally recognised training and assessment, each student will have an Individual Training Plan developed upon enrolment. Individual Training Plans detail the units of competency being undertaken, timeframes, resources, indicative assessment dates and other information including any support services provided. Plans are reviewed during progression of the training program.

Unique Student Identifier

The Unique Student Identifier (USI) is a national student number that allows students to access all their individual training results from all providers.

The USI will be a lifelong number which will enable student records and results obtained after Jan 1, 2015 to be collected in an online system. By having a USI students will be able to access their training records and results (or transcript) whenever they are required.

As an RTO, Novaskill is required to collect and verify students' USI numbers prior to enrolling students or issuing Certificates or Statements of Attainment. Therefore, it is mandatory that all students supply their USI upon enrolment. Students are advised to visit www.usi.gov.au for more information and to obtain a USI.

Students will be required to set access controls to allow the Department of Industry and Novaskill the appropriate levels of access to USI records.



novaskill.com.au

Branch

Central Coast
Coffs Coast
Hunter Valley
Mid North Coast
Nambucca Valley
Newcastle
Northern Rivers
South East QLD

Address

Suite 15, 1 Reliance Drive, Tuggerah, NSW 2259
Suite 1-2, 26 Park Avenue, Coffs Harbour, NSW, 2450
Suite 1, Level 1, 127-129 John Street, Singleton NSW 2330
Suite 2, 40 Gordon Street, Port Macquarie, NSW 2444
Suite 3-4, 38 Ridge Street, Nambucca Heads, NSW 2448
148 Lambton Road, Broadmeadow, NSW 2292
58 Tamar Street, Ballina, NSW, 2478
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