



Student Handbook

YOUR GUIDE TO SUCCESS

novastar skill
EST. 1980

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RTO Code: 6996

Disclaimer

This handbook contains information that is correct at the time of publication. Changes to legislation and/or Novaskill's policies and procedures may impact on the currency of information included. Novaskill reserves the right to vary and update information at any time as required. Where changes occur, students will be advised as soon as practicable.

This handbook has been prepared as a resource to assist students in their study. It contains important information students need prior to their enrolment and during their enrolment.

Please carefully read through the information contained in this guide before committing to your enrolment. By completing and signing your enrolment form, you are acknowledging that you have read this handbook and understand its contents.

Any queries can be directed to:

Novaskill

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E: enquiries@novaskill.com.au

W: www.novaskill.com.au



Novaskill 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.

Contents

Welcome.....	5
About Us.....	5
Contacting Us.....	5
Novaskill Registration.....	6
Scope of Delivery:.....	6
Our Mission, Vision and Strategy.....	7
Code of Conduct.....	8
Students Rights and Responsibilities.....	8
<i>Student Rights</i>	8
<i>Student Responsibilities</i>	9
Novaskill's Rights and Responsibilities.....	9
Overview of the Breach Management Process.....	10
Student Engagement and Participation.....	11
Engagement.....	11
Assessment Submission.....	11
Communication.....	12
Inactivity Management.....	12
Legislation.....	13
Policies and Compliance.....	14
Harassment, Bullying and Anti-Discrimination.....	14
Discipline.....	14
Access and Equity.....	15
Consumer Protection.....	15
Privacy.....	16
Student Fees, Charges, and Refunds.....	18
<i>Course Fees</i>	18
<i>Funding Eligibility</i>	18
<i>Cooling-Off Period</i>	19
<i>Training Material and Resource Fees</i>	19
<i>Other Fee Information</i>	19
<i>Non-Payment of Fees</i>	20
<i>Refunds</i>	20
Record Keeping.....	20
Safety and Learning Environment.....	21
Workplace Health and Safety (WHS).....	21
Risk, Injury, and Insurance.....	21
Environmental Sustainability.....	22
Smoking, Alcohol, Drugs, and Vaping.....	22
Dress and Personal Presentation.....	22

Mobile Phones.....	22
Tools, Equipment, and Personal Protective Equipment (PPE)	22
Pre-Enrolment Information	23
Entry Requirements.....	23
Learning, Literacy and Numeracy (LLN) and Digital Literacy	23
Recognition of Prior Learning (RPL).....	24
Credit Transfer (CT)	24
Unique Student Identifier (USI).....	25
Criminal Records Check.....	25
Work Placement.....	25
Your Enrolment	26
Getting Started	26
Student Support Services.....	26
Change of Personal Details.....	28
Changes to Enrolment.....	28
Deferral	28
Course Completion Timeframes and Extensions – Fee-for-Service Learners	29
Cancellation	30
Issuing Credentials.....	31
Replacement of Certificates.....	31
Training and Assessment.....	31
Competency-Based Training and Assessment.....	31
Reasonable Adjustment.....	33
Academic Integrity and Use of AI.....	33
Collecting Photo and Video Evidence	33
Third-Party Arrangements	34
Trainers and Assessors	34
Trainees and Apprentices.....	35
Workplace Supervisor	35
Training Plans	35
Complaints and Appeals	36
Student Feedback.....	37
Appendix.....	38

Welcome — and thank you for considering Novaskill as part of your education and career journey.

Whether you are exploring your options, preparing to enrol, or already studying with us, this Student Handbook has been designed to provide you with important information about who we are, how we operate, and what you can expect from your training experience.

Inside, you'll find details about our courses, your rights and responsibilities, the support services available to you, and the standards we uphold as a Registered Training Organisation. This handbook is intended to help you make informed decisions and feel confident about your learning pathway.

We encourage you to read this information carefully and refer to it whenever needed.

About Us

HGT Australia Ltd, trading as Novaskill, was established in 1980 and has a proud history of supporting learners, employers, and communities for over four decades.

We are a not-for-profit organisation delivering nationally recognised training, recruitment and apprenticeship management. Our focus is on building strong workforce pathways and supporting individuals to achieve meaningful employment and personal growth.

Novaskill operates across six branches in New South Wales, including Central Coast, Mid North Coast, Hunter Valley, Newcastle, Northern Rivers and New England.

Through strong partnerships with industry and community organisations, we provide practical, high-quality training that aligns with workforce needs.

Contacting Us

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

Novaskill Central Coast

Unit 1, 1 Pioneer Avenue,
Tuggerah
NSW 2259
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e: centralcoast@novaskill.edu.au

Novaskill Mid North Coast

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Coffs Harbour
NSW 2450
p. 02 6601 7000
e: coffscoast@novaskill.edu.au

Novaskill Hunter Valley

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Singleton
NSW 2330
p. 02 6575 3700
e: huntervalley@novaskill.edu.au

Novaskill Newcastle

148 Lambton Road,
Broadmeadow
NSW 2292
p. 02 4906 6700
e: newcastle@novaskill.edu.au

Novaskill Northern Rivers

Shop 1/37-41 Cherry Street,
Ballina
NSW 2478
p. 02 6600 3000
e: northernrivers@novaskill.edu.au

Novaskill New England

Suite 2B, 137 Marius St,
Tamworth
NSW 2340
p. 02 6755 5160
e: newengland@novaskill.edu.au

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 course.

Our RTO provider number is 6996.

Scope of Delivery:

Novaskill deliver a range of nationally recognised courses. Below is a list of the qualifications we are approved to offer.

Business Services

- BSB20120 Certificate II in Workplace Skills
- BSB30120 Certificate III in Business
- BSB40120 Certificate IV in Business
- BSB40520 Certificate IV in Leadership and Management
- BSB50120 Diploma of Business
- BSB50420 Diploma of Leadership and Management

Community Services

- CHC33021 Certificate III in Individual Support
- CHC43015 Certificate IV in Ageing Support
- CHC43121 Certificate IV in Disability Support

Hospitality

- SIT20322 Certificate II in Hospitality
- SIT30622 Certificate III Hospitality
- SIT40422 Certificate IV Hospitality

Construction

- CPC20220 Certificate II in Construction Pathways
- CPC30220 Certificate III in Carpentry

Novaskill also offers various commercial or fee-for-service training options, including full qualifications, short courses, skill sets drawn from the above nationally recognised qualifications and non-accredited training designed to meet immediate industry and employer needs.

Novaskill is approved to deliver NSW Smart & Skilled funding, providing subsidised training places for eligible NSW students, trainees and apprentices. Please see “Funding Eligibility” section of this handbook for more information.

Our Mission, Vision and Strategy

Our mission is simple but powerful:

To support communities by enriching people's lives through education, employment and opportunity.

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

Creativity

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

Energy

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

High Standards

Setting and achieving high standards

Responsibility

Being a socially responsible organisation

Decisiveness

Being bold and decisive

Accountability

Taking responsibility, acting with integrity and delivering on our commitments.

We look forward to supporting you on your journey.

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.'

Students Rights and Responsibilities

At Novaskill, we are committed to providing a safe, supportive, inclusive and professional learning environment that enables all students to achieve their educational and career goals.

When you enrol with Novaskill, you are entitled to certain rights and are also expected to meet your responsibilities.

Student Rights

As a student with Novaskill, you have the right to:

- Learn in a culturally safe and supportive environment free from harassment, discrimination, vilification or bullying.
- Have your personal information stored, maintained and protected in accordance with the Privacy Act 1988, the National Privacy Principles, and Novaskill's Privacy Policy, with access to your information upon request.
- Receive training and assessment that meets the Standards for RTOs 2025.
- Receive the necessary support to achieve your learning goals, including LLN support, reasonable adjustments and student support services.
- Be provided with clear information regarding the requirements of your training program, including fees, charges, subsidy arrangements and enrolment expectations.
- Be consulted to modify your training plan or training and support plan if your learning needs change.
- Access credit transfer (CT) and recognition of prior learning (RPL) processes at the commencement of training.
- Receive information about deferring or discontinuing enrolment, including course cancellation procedures.
- Receive accurate certificates and/or statements of attainments upon successful completion of accredited training.
- Access Novaskill's Consumer Protection System, including our Complaints and Appeals Procedures and an identified Consumer Protection Officer.
- Receive a refund for services not provided if the program is terminated early, or if agreed services are not delivered by Novaskill or an approved third party.
- Be treated fairly, with respect and courtesy by trainers, assessors, staff, fellow students, and members of the public.

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.

Student Responsibilities

By enrolling with Novaskill, you agree to:

- Treat all staff, students, employers and the public with respect, fairness and courtesy.
- Behave ethically and responsibly at all times while on Novaskill premises, at a workplace, or participating in online training.
- Provide true, accurate and complete information throughout your enrolment, including a valid Unique Student Identifier Number (USI).
- Engage in training and meet expectations outlined in Novaskill's Student Progression and Inactivity Policy.
- Complete and submit assessments within agreed timeframes, in line with Novaskill's Assessment Standards.
- Follow Workplace Health and Safety (WHS) requirements, including wearing appropriate clothing, footwear, and personal protective equipment (PPE).
- Follow Novaskill's policy for correct and appropriate use of digital devices to prevent the introduction of viruses.
- Protect the confidentiality and security of Novaskill information and assessment materials, including not accessing, sharing, copying or distributing secure documents (such as assessment tools, or student records) without authorisation.

Prohibited Student Behaviour

Students must not:

- Plagiarise, collude, cheat, or submit work generated by AI in a way that misrepresents your own knowledge, skills or learning.
- Illegally copy software licensed to Novaskill.
- Use inappropriate, offensive or threatening language.
- Smoke or vape in non-designated areas or use alcohol or drugs while on Novaskill premises.
- Damage, steal, misuse or modify Novaskill property.
- Engage in behaviour (including online) that may offend, intimidate, threaten or harm others.

Consequences of Misconduct

Failure to meet these responsibilities may result in actions including, but not limited to:

- Formal warning or reprimand.
- Suspension or cancellation from the course, with or without refund.
- Requirement to reimburse costs incurred for damage to property.
- Referral to the police or other relevant authorities.

All actions are undertaken in accordance with Novaskill's Discipline, Student Engagement, and Complaints and Appeals Policies and Procedures.

Novaskill's Rights and Responsibilities

As your training provider, Novaskill is committed to providing high-quality, safe, and compliant vocational education.

Our Rights

Novaskill has the right to:

- Provide, modify, or cancel any course, ensuring all students are notified in a timely manner and offered appropriate support.
- Adjust course fees, schedules, locations, or delivery methods for the whole or any part of a program as required to maintain compliance, quality, or operational effectiveness.
- Re-allocate Trainer/Assessors based on operational changes or needs.

Our Responsibilities

Novaskill is responsible for:

- Supporting students in their learning and development, ensuring a safe, inclusive, and healthy educational and social environment.
- Promoting cultural safety, where all students feel valued, respected, and free from discrimination, racism, harassment, vilification or marginalisation.
- Doing our best to enable students to complete their course successfully in ways that are practical and accessible.
- Making changes to course delivery, timetable, or location only when in the best interest of students, or when benefits outweigh any inconvenience.
- Communicating promptly any changes to fees, course delivery, timetable, or location, including alternative options or arrangements available.
- Protecting the welfare of children and other vulnerable people who may come into contact with students during work placements, industry visits, or simulated workplace environments.
- Requesting students (where applicable) to declare any history of violent or abusive behaviour or interactions with vulnerable people, to ensure compliance with workplace and legal obligations.

Organisational Change

If there are any changes to agreed services, including new third-party arrangements, changes to existing third-party arrangements, or changes in ownership, Novaskill will advise students as soon as practicable and provide information about how these changes may affect their enrolment or course delivery.

Overview of the Breach Management Process

Where a potential breach of the Code of Conduct is identified:

1. Initial Report or Identification

A breach may be reported by a staff member, student, workplace supervisor or third party, or identified through routine monitoring processes.

2. Preliminary Review

An initial review will be conducted to determine whether sufficient information exists to proceed with a formal investigation.

3. Notification to Student

The student will be formally notified in writing as soon as practicable. The notification will include:

- The nature of the alleged breach
- The specific section of the Code of Conduct that may have been breached
- A summary of the evidence or concerns raised
- The proposed next steps in the process
- The student's right to respond and provide their version of events
- Any immediate interim actions (if required)

4. Opportunity to Respond

Students will be provided with a reasonable timeframe to respond to the allegation and may:

- Provide written or verbal explanations
- Submit supporting evidence
- Be accompanied by a support person in meetings (where applicable)

5. Investigation and Determination

Novaskill will review all available information before making a decision. Outcomes will be based on evidence and proportional to the seriousness of the breach.

6. Outcome Notification

The student will be formally advised in writing of:

- The decision
- Any disciplinary action (if applicable)
- The reasons for the decision
- Any conditions or corrective actions required
- Their right to access the Complaints and Appeals process

All records relating to breaches will be managed confidentially and stored in accordance with privacy and record-keeping requirements.

Student Engagement and Participation

At Novaskill, your active engagement and participation are key to your success. We are committed to supporting you throughout your learning journey, and we ask that you take responsibility for your own learning by actively engaging in training, submitting assessments on time, and communicating effectively with your trainers and Novaskill staff.

This section outlines our expectations and the support available to help you stay on track.

Engagement

Regular engagement is essential for achieving your learning goals. Attendance requirements may vary depending on the course delivery mode (classroom-based, online, or workplace training), but all students are expected to:

- Attend all scheduled training sessions (including online), workshops, and practical activities.
- Arrive on time and stay for the full duration of sessions or dedicated times for work placement
- Notify your Trainer/Assessor in advance if you are unable to attend a session.
- Make arrangements to catch up on any missed content, including scheduled make-up sessions or online learning resources.
- Respond to contact attempts made by your trainer/assessor or Novaskill representative
- Complete assessment or task, complete forms and provide evidence as instructed by your trainer/assessor by the requested due date
- Regularly submit assessments tasks

Non-participation may affect:

- Your ability to successfully complete the course on time.
- Progression towards competency in units of study.
- Your eligibility for government-funded training programs or subsidies.
- Status of your traineeship/apprenticeship

Assessment Submission

Submitting assessments on time is critical to demonstrate your competency and progress. Students are expected to:

- Complete and submit assessments by the due date specified in your Training Plan or by your Trainer/Assessor.
- Follow Novaskill's Assessment Standard, including submission formats and evidence requirements.
- Ensure that all submitted work is your own, unless collaboration or AI-assisted tools are explicitly permitted by your trainer.
- Retain your own copies of all assessments until course completion.

Late submissions may be addressed according to Novaskill's Student Inactivity Procedures, and may require:

- Extension requests submitted before the due date.
- Participation in assessment resubmission or supplementary tasks.

Academic integrity is mandatory - plagiarism, collusion, or inappropriate use of AI tools is not permitted and may result in disciplinary action.

Communication

Effective communication with your Trainer/Assessor and Novaskill staff is essential for your success. Students are expected to:

- Respond to emails, phone calls, and SMS messages from Novaskill staff in a timely manner (generally within 5 working days).
- Notify your Trainer/Assessor as soon as possible if you are experiencing challenges that may affect attendance, participation, or assessment submission.
- Use respectful and professional language in all communications, whether in person, online, or via social media.
- Engage proactively in discussions, feedback sessions, and collaborative activities.

Open communication allows Novaskill to provide the support you need to overcome barriers to learning and achieve your course outcomes.

Inactivity Management

Novaskill monitors student engagement to ensure compliance with the Standards for RTOs 2025, funding requirements, and your own educational success. Students are considered inactive if they:

- Do not submit assessments or participate in training for three (3) consecutive months without a valid reason.
- Fail to respond to more than five (5) contact attempts from their Trainer/Assessor or Novaskill Representative.

Steps taken for inactivity include:

1. Identification of disengagement – Trainers/Assessors regularly monitor progress and attendance to identify signs of inactivity or disengagement and are expected to implement a range of engagement and support strategies (e.g. contact attempts, additional support, flexible delivery approaches) to re-engage the learner prior to escalation.
2. Escalation – The local Branch Manager is notified and will make contact with the student directly.
3. Re-engagement – Students have the opportunity to discuss barriers, clarify course expectations, and are sent a Progression Agreement outlining actions, target dates, and additional support.
4. Formal Warning – If there is no response, a Warning Letter is issued with required actions, target dates, and potential consequences.
5. Final Action – Continued non-response may result in withdrawal from the course in line with Novaskill's Cancellation and Deferral Policies, with notification of government authorities where applicable (e.g., apprenticeships or traineeships).

Novaskill is committed to providing support at all stages of engagement, including access or referral to learning support, counselling or alternative arrangements, to help students re-engage and complete their training.

Your engagement and participation directly affect your learning outcomes and overall success. By engaging in training, submitting assessments on time, maintaining open communication and responding to engagement initiatives, you give yourself every opportunity to successfully complete your course.

Novaskill will support you every step of the way but also holds the right to enforce these engagement standards to ensure the integrity of our courses and compliance with funding and regulatory requirements.

Please refer to Novaskill's Student Progression and Inactivity Policy and Enrolment Policy for [more information](#).

Legislation

As an RTO, Novaskill operates in accordance with all relevant Commonwealth and State/Territory legislation and regulatory requirements. We are committed to ensuring our policies, procedures and training practices align with current legal and industry standards.

Novaskill complies with the requirements of:

- Standards for Registered Training Organisations (RTOs) 2025
- National Vocational Education and Training Regulator Act 2011
- The broader Vocational Education and Training (VET) Quality Framework

We ensure that staff and learners are informed of any legislation or regulatory requirements that significantly affect their roles, rights or participation in training.

In addition, Novaskill adheres to a range of applicable laws at both State and Commonwealth levels, including (but not limited to):

- Anti-Discrimination and Equal Opportunity legislation
- Australian Human Rights Commission Act 1986
- Sex Discrimination Act 1984
- Age Discrimination Act 2004
- Racial Discrimination Act 1975
- Apprenticeships and Traineeships Act 2001
- Children and Young People legislation
- Copyright Act 1988
- Corporations law
- Disability Discrimination Act 1992
- Employment and Workplace Relations legislation
- Fair Work legislation (including provisions relating to harassment and bullying)
- Privacy Act 1988 and Personal Information Protection legislation
- Student Identify Act 2014
- Taxation requirements
- Workplace Health and Safety (WHS) Act 2011

Novaskill maintains systems and processes to ensure ongoing compliance with these legislative obligations and undertakes regular review of policies and practices to reflect regulatory updates.

Further information about the VET Quality Framework and related legislation can be accessed via:

- The Australian Government Federal Register of Legislation: www.legislation.gov.au
- The Australian Skills Quality Authority (ASQA): www.asqa.gov.au

Policies and Compliance

At Novaskill, we are committed to compliance with all relevant legislation, regulations, and standards, including the Standards for Registered Training Organisations (RTOs) 2025. This ensures that all students are treated fairly, provided with high-quality training, and supported throughout their learning journey.

This section provides an overview of key policies that affect your enrolment and participation at Novaskill.

Harassment, Bullying and Anti-Discrimination

Novaskill is responsible for ensuring a safe and healthy learning environment and 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, culture, spiritual preferences, marital status, disability, LGBTIQA status or age is against the law under the NSW Anti-Discrimination Act (1977). Novaskill will deal with bullying and harassment immediately if a situation arises and may result in disciplinary action against the perpetrator.

Bullying or harassment can take many forms, including:

- Behaviour involving victimisation and harassment, including written or verbal remarks that is racist, sexist, ageist, religionist, sexually explicit, anti-LGBTIQA that is displayed publicly, circulated, or put in someone's workspace or belongings, on a computer (including email) 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, religion, disability, LGBTIQA status, age, marital status, or physical characteristics such as height and weight.
- Jokes based on gender, sex, pregnancy, race, religion, disability, LGBTIQA status, age, marital status, or physical characteristics such as height and weight.
- Intentional misuse of power in a relationship to intimidate, is ongoing and repeated and involves behaviours that can harm.
- Offensive gestures.
- Ignoring, isolating or segregating a person or group.
- Referring to a person who is transgender, intersex, non-binary, 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.

Discipline

Novaskill is committed to maintaining a safe, respectful, inclusive and professional learning environment. Disciplinary action may be initiated in cases of misconduct, unsafe behaviour, academic dishonesty or repeated non-compliance with Novaskill policies.

Disciplinary Procedure

Disciplinary action generally follows two formal stages, with opportunities for discussion and response at each stage:

Stage 1 – Initial Warning

- A formal discussion (disciplinary interview) is held with the student.
- Concerns are explained verbally and documented in writing.
- The student is advised of expectations, required actions and potential consequences if behaviour does not improve.

Stage 2 – Expulsion or Suspension from Training

- If misconduct continues or is severe, a formal decision may be made to suspend or cancel enrolment.
- This action will be communicated both verbally and in writing, with reasons clearly outlined.

Immediate Exclusion

Novaskill retains the right to immediately exclude a student from training in cases of serious misconduct, unsafe behaviour, or behaviour that poses a risk to others. Examples include:

- Violence or threats of violence
- Harassment, bullying or discrimination
- Possession or use of alcohol or drugs during training
- Severe breaches of workplace health and safety
- Academic dishonesty such as plagiarism, collusion, or unauthorised use of AI

Your Rights

If the disciplinary process is initiated, you will be:

- Fully informed of the reasons for the action
- Given the opportunity to respond and provide your side of the story

Access and Equity

Novaskill promotes equity of access to education for all students, regardless of:

- Age, gender, cultural or linguistic background
- Disability, learning difficulties, or health conditions
- Socio-economic status or location

We are committed to providing reasonable adjustments, learning support, and inclusive teaching practices to ensure all students have the opportunity to achieve their learning goals.

Students are encouraged to inform Novaskill of any special requirements or barriers at enrolment so that appropriate support can be arranged.

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 our 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.

NSW Smart & Skilled Students can gain more information from <https://education.nsw.gov.au/skills-nsw/students-and-job-seekers/support-to-help-with-your-studies/smart-and-skilled-consumer-protection> or emailing: SmartandSkilled.Enquiries@det.nsw.edu.au or phoning: 1300 772 104.

Privacy

Under the Data Provision Requirements 2020, 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

Novaskill 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.

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

If you do not provide the information required, we will not be able to enrol you as a student into the course.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted. Surveys issued by Smart & Skilled can occur up to 12 months after course completion.

Contact information

At any time, you may contact Novaskill to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Please refer to Novaskill's Privacy Policy for [more information](#). A copy of our privacy policy can be found on our website, or you can request a hard copy from your local Novaskill branch.

Student Fees, Charges, and Refunds

Course Fees

The cost of your course at Novaskill depends on several factors, including (but not limited to):

- The course or program and its duration
- Eligibility for government subsidies or concessions
- Any prior qualifications, Recognition of Prior Learning (RPL), or Credit Transfer (CT)

A fee quote will be provided and discussed before enrolment. Supporting documentation may be required to confirm eligibility for subsidised programs.

Payment Options

Students can pay their fees using one of the following methods:

1. Full upfront payment (for fees less than \$1,500)
2. Deposit + instalments – A non-refundable deposit of \$400 is required to confirm enrolment, followed by up to ten monthly instalments via direct debit

Fee protection: At any time, the total amount payable in advance for tuition or services not yet delivered will not exceed \$1,500.

Fee Exemptions and Concessions

Certain students may be eligible for partial or full fee exemptions for government-subsidised courses, including:

- Aboriginal or Torres Strait Islander students
- Students with a disability
- Refugees or asylum seekers
- Students receiving specific NSW government scholarships or fee-free programs

Students applying for exemptions or concessions must complete a Pre-Enrolment Interview form and provide supporting documentation to their local Novaskill branch.

Please note, this is dependent on funding availability.

Funding Eligibility

Novaskill can provide eligible students with access to Government subsidised training in NSW. We are an approved Smart and Skilled provider.

What is Smart and Skilled funding?

Smart and Skilled is an NSW Government program providing subsidised vocational education and training to eligible students. 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 and apprentices
- Part qualifications and short courses which are fully subsidised.

Who is eligible for Smart and Skilled funding?

To be eligible for NSW Smart and Skilled funding you must be:

- 15 years old or over
- no longer at school
- living or working in NSW (or an Aboriginal or Torres Strait Islander person living in a specific defined interstate NSW border area)
- an Australian citizen, Australian permanent resident, New Zealand citizen or humanitarian visa holder.
- an NSW apprentice or trainee

You can access the [Smart and Skilled Student Eligibility Policy](#) for more information.

If you are unsure about anything, please contact us—we're here to help.

Understanding Smart and Skilled Fees

There are different fee arrangements under the Smart and Skilled program. The amount you pay will depend on the course you enrol in and your individual circumstances.

Depending on your eligibility, you may:

- access fee-free training
- qualify for a fee-free scholarship
- be eligible for subsidised training as an apprentice or trainee
- pay a reduced concession fee based on your concession eligibility
- pay the standard student fee

We will discuss your eligibility with you during the enrolment process and confirm any applicable fees before you commence training.

Cooling-Off Period

Some enrolments may be eligible for a cooling-off period, allowing you to cancel without penalty shortly after enrolment:

- The cooling-off period generally applies for a specified number of days from enrolment confirmation
- During this period, students can request a full refund of any fees paid, subject to conditions outlined in the Fee and Refund policy
- After this period, standard withdrawal and deferral procedures apply

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.

Training Material and Resource Fees

Additional material/resource fees may apply per unit to cover learning and assessment materials. These fees vary by course and will be discussed during enrolment.

Any additional costs for textbooks, equipment, or field trips will be communicated before enrolment.

Other Fee Information

- Credentials (Certificates, Statements of Attainment) will only be issued once all fees are fully paid.
- Fees may be adjusted for RPL or Credit Transfer applications.
- Re-issue of documents (certificates, statements of attainment, records of results) may incur a processing fee.
- Employers or funding agencies may pay fees on behalf of students; however, credentials will only be issued to the enrolled student.

Non-Payment of Fees

If fees are not paid by the due date, Novaskill may:

- Suspend participation in training and assessments
- Withhold certificates and records of results
- Withdraw enrolment and restrict future enrolments

Outstanding debts not resolved within 90 days may be referred to a registered debt collection agency, and any associated costs will be added to the balance.

Support for financial hardship: Students experiencing financial difficulty should contact their local Novaskill branch as early as possible to discuss payment options.

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.

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 three (3) days prior to course commencement that they are withdrawing from the course (for short courses or fee-for-service full qualifications)
- Participant advises Novaskill in line with the cooling off period
- 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 full refund will be issued once the student has commenced the course.

Please refer to Novaskill's Fee and Refund Policy for [more information](#).

Record Keeping

Novaskill maintains accurate, secure, and confidential records of your enrolment, training, assessment, and progression in line with regulatory requirements.

Records include:

- Personal and contact information
- Funding eligibility evidence
- Training plans and assessment submissions
- Progression agreements and correspondence
- Certificates and Statements of Attainment

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.

Students may request access to their records at any time, in accordance with our Privacy Policy.

At the completion of your studies, once a credential is issued, Novaskill will retain your hard file for a 6-month period. Should you wish to collect this, please contact your local branch. The hard files will be destroyed 6-months after the credential issue date.

We are required to retain records for a period of time in line with regulatory requirements. Novaskill stores these records electronically.

Safety and Learning Environment

At Novaskill, your health, safety and well-being are our top priority. We are committed to providing a safe, supportive, and professional learning environment that promotes effective learning while meeting all legal and regulatory requirements.

This section outlines expectations for workplace health and safety, risk management, environmental sustainability, and student conduct in our training spaces and during work placements.

Workplace Health and Safety (WHS)

All students have a responsibility to maintain a safe learning environment for themselves, fellow students, trainers, and staff.

Students are expected to:

- Follow all WHS instructions provided by Novaskill staff or workplace supervisors
- Report hazards, incidents, or near-misses immediately to a trainer, assessor, or staff member
- Participate in safety inductions, drills, and any WHS training relevant to your course
- Understand and follow safe work procedures when using equipment, machinery, or tools

Non-compliance with WHS requirements may result in disciplinary action, including suspension or withdrawal from the course.

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.

Risk, Injury, and Insurance

While Novaskill makes every effort to minimise risk, training and workplace activities may involve physical or occupational hazards. For example: use of power tools within a construction training program.

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. 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.

Novaskill will not be liable for the costs of medical treatment incurred as a result of an injury whilst participating in training.

Students are covered by Novaskill's insurance arrangements for work placement activities including:

- Public liability insurance (where applicable)
- Voluntary workers insurance (where applicable)

Students should:

- Take reasonable care for their own health and safety and that of others
- Notify trainers immediately of any injury sustained during training or work placement
- Understand that Novaskill holds insurance to cover students participating in unpaid mandatory or approved work placement activities, including:
 - Public liability insurance
 - Voluntary workers insurance (where applicable)

Novaskill maintains a risk management framework to identify and reduce hazards in all training and workplace environments.

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.

Students are encouraged to:

- Reduce waste, recycle where possible, and use resources efficiently
- Switch off equipment, lights, and air conditioning when not in use
- Participate in sustainability initiatives run by Novaskill
- Follow environmental practices in simulated workplace settings and during work placements

Smoking, Alcohol, Drugs, and Vaping

Novaskill promotes a healthy and safe learning environment. Novaskill has a non-smoking policy which does not permit smoking or vaping 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 must not:

- Smoke in any non-designated areas
- Attend training or work placement under the influence of alcohol, drugs or vaping products
- Possess, use, or distribute illegal drugs or substances on Novaskill premises or during training activities

Dress and Personal Presentation

Students are expected to maintain professional appearance and hygiene, suitable for learning environments and work placements. This includes:

- Wearing appropriate clothing (no offensive logos, slogans, or unsafe attire)
- Wearing closed-toe shoes or other footwear suitable for the training activity (e.g., no thongs)
- Wearing personal protective equipment (PPE) when required for practical training or assessments

Trainers may refuse participation in activities where unsafe or inappropriate attire is worn. Where a uniform is provided it must always be worn during the training program.

Mobile Phones

Mobile phones and electronic devices must not disrupt learning. Students are required to:

- Turn phones to silent or vibrate mode during training sessions
- Use phones only during breaks or for learning-related activities, as directed by trainers
- Respect privacy and confidentiality – recording or sharing images/videos of other students or staff without consent is prohibited

Tools, Equipment, and Personal Protective Equipment (PPE)

For safety and effective learning:

- Students must use tools and equipment correctly and follow all trainer instructions
- Students must return any borrowed equipment or clothing in good working condition

- Equipment must not be misused, removed from training areas, or shared outside designated training activities
- PPE must be worn at all times when required (e.g., helmets, gloves, safety glasses)
- Students are responsible for reporting damaged or unsafe equipment immediately

Your commitment to safety and professionalism ensures that Novaskill remains a safe, supportive, and effective learning environment. By following these guidelines, students contribute to:

- Protecting themselves and others from harm
- Maintaining a respectful and productive learning environment
- Meeting industry-standard safety and professional expectations

Non-compliance with any of the above may result in disciplinary action, including suspension or withdrawal from the course.

Pre-Enrolment Information

Before enrolling in a course at Novaskill, it is important that you understand the requirements, eligibility and obligations to ensure that you are prepared for training and assessment. The following information will help you make an informed decision about your enrolment.

Entry Requirements

Each course may have specific entry requirements based on:

- Language, literacy, and numeracy skills
- Digital literacy and skills
- Prior work experience or industry-specific knowledge
- Any licensing, accreditation, or regulatory requirements
- Minimum age requirements
- Physical health
- Access to technology and reliable internet

Novaskill will provide clear information about course prerequisites during the enrolment process. Meeting entry requirements ensures you have the best chance of successfully completing your training. Specific entry requirements are provided in the Course Guide for each qualification/course.

Learning, Literacy and Numeracy (LLN) and Digital Literacy

Students are required to complete a LLN assessment and digital literacy survey prior to enrolling in a training program. This assessment helps to:

- Identify any areas where additional support may be needed
- Determine if you are suited to the level of study chosen
- Ensure that you can successfully understand and complete course materials and assessments
- Tailor learning and support strategies to your individual needs

Novaskill recognises that some students may require adjustments to learning techniques, resources, and assessment strategies to suit their individual needs. If you experience any difficulties with the level of literacy or numeracy skills or digital skills required for your course, you should raise this issue with your trainer or local Novaskill branch as soon as possible. This allows for specific adjustments to your Training Plan to be implemented.

All trainers and assessors at Novaskill are required to be flexible and innovative in their delivery of training and assessment, in line with company policies, to ensure individual learning requirements and needs are addressed.

Support is available for students who need assistance with:

- Reading and comprehension
- Writing skills
- Numeracy and calculations
- Understanding course materials and workplace instructions
- Digital literacy including using digital devices to complete assessments

Novaskill is committed to providing a supportive and inclusive learning environment to help all students achieve their training outcomes. However, if your support needs are identified as being beyond the level we can reasonably provide, we will discuss this with you and may refer you to appropriate external support services (such as the Reading Writing Hotline) to help you build the required skills.

In some cases, this may mean that your enrolment is delayed until you are better supported to successfully participate in the course. Any costs associated with accessing external support services are the responsibility of the student.

Recognition of Prior Learning (RPL)

Novaskill recognises that students may have existing skills, knowledge, or qualifications relevant to their course. Recognition of Prior Learning (RPL) allows students to have their existing skills, knowledge, and experience formally recognised towards a unit of competency or qualification. Skills may have been gained through:

- Previous training or study
- Work or volunteer experience
- Life, school, or sporting experience

Students may apply for RPL for one or more units in their program by completing a Recognition Application Form. Successful RPL can reduce the time needed to complete a qualification by recognising skills already obtained.

Novaskill supports students through a six-stage RPL process:

1. Information – Guidance is provided at induction about achieving competency through prior experience.
2. Initial Support and Counselling – Access to facilitators and unit details helps students determine suitability for RPL.
3. Portfolio Completion – Assistance is provided in gathering and organising evidence to support your application.
4. Assessment – A qualified assessor evaluates your evidence and communicates the outcome.
5. Gap Training/Assessment – If required, targeted training or assessment is provided to meet competency requirements.
6. Appeal – Students have the right to appeal the assessor's final decision.

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

Credit Transfer (CT)

Novaskill recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs or Novaskill. 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.

Students may be eligible to apply for CT on one or more Units of Competency in their program and must complete the Credit Transfer form, along with providing evidence of their past studied and access to their USI transcript. Contact your local branch for more information.

Unique Student Identifier (USI)

The Unique Student Identifier (USI) is a national student number that allows students to access all their individual accredited training results from all providers since 2015.

As an RTO, Novaskill is required to collect and verify students' USI number prior to enrolling students or issuing Certificates or Statements of Attainment. Students are encouraged to visit www.usi.gov.au for more information and to create or manage their USI.

Students are responsible for notifying Novaskill of any name changes that may affect their USI. Novaskill may need to reverify the USI to ensure student details remain current and accurate.

Criminal Records Check

In order to participate in work placement (and to secure employment once qualified) it may be required to obtain a Federal Police or National Criminal History Check and a Working with Children's Check (WWCC), depending on the course enrolled in and placement or employer requirements. This applies to courses including, but not limited to:

- CHC33021 Certificate III in Individual Support
- CHC43015 Certificate IV in Ageing Support
- CHC43121 Certificate IV in Disability Support

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 and disclose any information that may impact this. Novaskill will advise you of any requirements specific to your course before enrolment.

Work Placement

Certain qualifications on Novaskill's scope requires a minimum set hours of compulsory work placement. Work placement is an important component of the assessment process that contributes to achievement of competency and allows you to apply skills in a real-world setting under the supervision of industry professionals.

During work placement, you will be required to undertake assessment activities which may include:

- Portfolios and Projects - – this may include but limited to completing set tasks or activities, obtaining and providing workplace samples, completing case studies and templates
- Participation in meetings or other activities that require discussion and interaction with others
- Accurately recording your log of hours in designated work placement logbook
- Assessor observations – your assessor may visit you in the workplace to observe you completed a range of practical tasks in the workplace

Novaskill ensures that all work placements are safe, appropriately supervised, and relevant to your training program. Prior to commencement of Work placement, you must complete with your trainer/assessor a Novaskill workplace agreement, this is a mandatory document to ensure you are covered by Novaskill's insurance premium whilst completing your placement.

You may be required to undertake several clearances checks dependent upon the industry. You will be required to check with your work placement host to determine their screening requirements.

These may include:

- National Police Check
- Work with Children Check (NSW)
- NDIS Worker Screening check
- Drug and alcohol assessment
- Fitness / physical assessment
- Vaccination check (Flu and COVID 19)

Novaskill staff are available to provide advice and support to ensure you meet all pre-enrolment requirements and have a smooth start to your training.

Before enrolment, it is your responsibility to:

- Review and meet the entry requirements for your course – you can contact your local Novaskill branch and request a copy of the relevant Course Guide
- Complete any LLN assessments and provide accurate information
- Submit RPL or Credit Transfer evidence if applicable
- Have a valid USI
- Complete and provide any required criminal records checks
- Be prepared for work placement, including any associated requirements

Your Enrolment

This section outlines the processes, responsibilities, and support available to you as a student at Novaskill. It ensures you understand how to start your training, manage your enrolment, and access support services.

Getting Started

Upon completion of enrolment, within five (5) working days you will receive contact from your Trainer/Assessor guidance to schedule your commencement into training (face-to-face or via Microsoft Teams)

The following will be covered and/or provided by your Trainer/Assessor in your commencement into training:

- Confirmation of your enrolment and course start date
- Access to your Training Plan or Training and Support Plan
- Learning resources
- Copy of Novaskill Assessment Standard
- Orientation to familiarise you with Novaskill's learning environment, policies, and assessment processes

You are encouraged to review all course information carefully and ask questions to clarify your responsibilities and support options.

Student Support Services

Novaskill is committed to providing a supportive learning environment. Support services include:

- Academic assistance with learning and assessments
- Language, Literacy, Numeracy and Digital skills (LLND) support
- Guidance on Recognition of Prior Learning (RPL) and Credit Transfer
- Advice on managing study workload, course materials and time management
- Access to counselling services for personal or wellbeing issues
- Assistance with workplace placements or industry requirements

Students are encouraged to contact their trainer/assessor or local branch early if they require support, so adjustments can be implemented promptly.

Additional external support services can be found below:

- Language/Literacy/Numeracy
 - Australian Dyslexia Association - www.dyslexiaassociation.org.au
(Provides information, resources and support for individuals with dyslexia and learning difficulties.)
- Reading Writing Hotline - www.readingwritinghotline.edu.au
(National referral service for adult literacy and numeracy support programs.)

Interpreter Services

- Translating and Interpreting Services (TIS) - www.tisnational.gov.au
(Provides interpreting services for people who do not speak English and for organisations supporting them.)

- Counselling Services and Crisis Support
 - Lifeline Australia - www.lifeline.org.au
(24/7 crisis support and suicide prevention services.)
 - Beyond Blue - www.beyondblue.org.au
(Mental health support for anxiety, depression and wellbeing.)
 - 1800RESPECT - www.1800respect.org.au
(National counselling service for domestic, family and sexual violence.)
 - Suicide Call Back Service - www.suicidecallbackservice.org.au
(Free professional counselling for people affected by suicide.)
 - Kids Helpline — www.kidshelpline.com.au
(Free 24/7 counselling service for young people aged 5–25.)
- Mental Health Support Services
 - Headspace - www.headspace.org.au
(Mental health and wellbeing support for young people aged 12–25.)
 - Embrace Multicultural Mental Health - www.embracementalhealth.org.au
(Mental health resources and support for multicultural communities.)
 - Health to Health (Medicare Mental Health) - www.medicarementalhealth.gov.au
(Access to government-funded mental health services and referral support.)
- Aboriginal and Torres Strait Islander Support Services
 - UNGOOROO – Barranggirra Aboriginal Corporation –
<https://ungooroo.com.au/services/corporate-services/barranggirra/>
(Aboriginal community-led mentoring, wellbeing and support services for Aboriginal and Torres Strait Islander learners).
 - 13YARN - <https://www.13yarn.org.au/>
(Crisis support and culturally safe counselling for Aboriginal and Torres Strait Islander peoples.)
- Financial Support
 - St Vincent de Paul Society - www.vinnies.org.au
(Emergency financial assistance, food and community support.)
 - The Salvation Army - www.thesalvationarmy.org.au
(Financial assistance, crisis support and community services.)
- Housing and Accommodation Support
 - Link2Home Homelessness — 1800 152 152
(24/7 referral service for housing and crisis accommodation support.)
 - Mission Australia — www.missionaustralia.com.au
(Housing, employment and community support services.)
- Disability Support Services
 - National Disability Insurance Scheme (NDIS) — www.ndis.gov.au
(Funding and support services for people with disability.)
 - JobAccess — www.jobaccess.gov.au
(Advice and support for people with disability in education and employment.)
- Legal Support
 - Legal Aid NSW — www.legalaid.nsw.gov.au
(Free legal advice and assistance.)
 - Community Legal Centres NSW — www.clcnsw.org.au
(Free community-based legal services.)
- General Support Service Finder
 - Ask Izzy — www.askizzy.org.au
(Online directory to find local support services including housing, food, money help, counselling and health services.)

Novaskill provides information about external support services to help students access additional assistance where needed. While Novaskill aims to provide helpful and appropriate referrals, external services operate independently and students choose whether to engage with them.

Change of Personal Details

It is essential that your personal information is current and accurate to ensure you receive timely communication, certificates, and notifications regarding your training. You must notify Novaskill immediately of any changes to:

- Name
- Address, phone number, or email (including emergency contact details)
- Employment or placement details (if applicable)

For change of name requests, we will need a verified copy of the change of name document or updated government issued identity document and your USI details updated before we can change your records.

Changes to Enrolment

Students may request changes to their enrolment. This includes:

- Modifying units of competency
- Adjusting study load or delivery mode (e.g., online, face-to-face, blended)
- Transferring to another course or program

All change requests are subject to Novaskill approval and may impact course duration, fees, and eligibility for funding or subsidies. Please contact your local branch to discuss your options.

Novaskill will make every reasonable effort to deliver and assess all units of competency associated with your enrolled qualification. If a training package or qualification is superseded during your enrolment, Novaskill will follow the required transition arrangements and support you to either:

- Complete your existing qualification within the permitted timeframe; or
- Transition into the updated qualification, where appropriate.

If any changes to agreed services occur that may affect your training, we will inform you as soon as practicable and provide clear information about your options.

Deferral

Students may request a deferral of up to 12 months under extenuating or compassionate circumstances, such as:

- Serious injury or illness (of yourself or someone you care for, e.g., child, partner, parent/grandparent) – supported by medical evidence
- Natural disasters affecting your studies
- Traumatic events impacting mental well-being (e.g., serious accidents, crime, domestic violence, homelessness)
- Bereavement of a close family member – evidence required (death certificate)
- Pregnancy
- Other exceptional circumstances, assessed individually by the Operations Manager

Students funded through NSW Smart and Skilled programs must start training within 12 months of enrolment, even with a deferral. Fee implications may apply according to Novaskill's Fee Administration Policy.

Students must be aware:

- If you do not recommence within 12 months, you will be reported as discontinued and issued a Statement of Attainment for any completed units. Re-enrolment will be treated as a new enrolment.
- Deferral requests must be submitted before your enrolment end date using the Deferral Form, with supporting evidence. Late applications will not be accepted.
- Work-based apprentices/trainees must also submit a State Training Suspension Request to Training Services and a Variation form may be required to adjust the course end date.
- Deferral requests are subject to approval. Novaskill will assess each request on a case-by-case basis.

- After the deferral period ends, a Novaskill representative will contact you to review and update your Training Plan/Support Plan and discuss re-engagement options.
- You can recommence training earlier than your deferral period end date, you must contact your Novaskill Trainer/Assessor or a Novaskill Representative to request this.

Course Completion Timeframes and Extensions – Fee-for-Service Learners

Learners enrolled in a qualification under a commercial (fee-for-service) arrangement are expected to complete their course within the agreed timeframe outlined in their enrolment and Training and Support Plan.

If all required units of competency are not completed by the nominated completion date, the enrolment may be finalised and a Statement of Attainment will be issued for any units that have been successfully completed.

Course Extensions – Fee-for-Service Arrangements

Learners are enrolled under a fee-for-service arrangement who require additional time to complete their course may apply in writing for an extension of up to three (3) months. Extension requests are considered on a case-by-case basis and may take into account:

- Course progression to date
- Level of engagement and communication during the enrolment period
- Assessment submission history
- Outstanding units or assessment requirements
- Extenuating or compassionate circumstances

Extensions are generally considered where the learner has demonstrated ongoing effort and progression throughout their enrolment. Learners who have been considered inactive or unresponsive for an extended period of time may be required to re-enrol in the qualification if they wish to continue their studies.

Extension Fees

Where an extension is approved, the following fees apply:

- Full qualifications: \$400 for a three (3) month extension
- Part qualifications: \$100 for a two (2) month extension

Please note that one day courses including RSA, RCG and Barista are not eligible for extensions. Please ask a Novaskill representative for more information.

The extension period will begin once the extension request has been approved and the applicable extension fee has been paid in full.

Learners are expected to complete all remaining training and assessment requirements within the approved extension period. If outstanding work is not completed within this timeframe, the enrolment may be finalised without further extension. Learners are encouraged to contact a Novaskill representative to discuss course progression concerns as early as possible.

Cancellation

Students may discontinue or cancel their enrolment for personal, professional, or academic reasons. Novaskill aims to manage cancellations fairly while ensuring compliance with funding, regulatory and operational requirements. Key points include:

- Withdrawal may affect your eligibility for certificates, refunds, or government funding
- Novaskill will provide guidance on the impact on funding or future enrolment opportunities
- Any outstanding fees must be settled before withdrawal is processed

Student-Initiated Cancellation

If you choose to discontinue your enrolment, you must:

- Notify your local Novaskill branch in writing
- Complete the Cancellation Request Form (FR-STM-005)
- Provide a reason for cancellation

Novaskill will:

- Advise you of any fee or refund implications in accordance with the Fee and Refund Policy
- Issue a Statement of Attainment for any units successfully completed
- Provide guidance on options for re-enrolment or alternative pathways

Novaskill-Initiated Cancellation due to Inactivity

Novaskill reserves the right to cancel enrolments in cases of extended student inactivity or non-engagement. The process ensures students are given multiple opportunities to re-engage before cancellation occurs:

Step 1 – Monitoring and Contact Attempts

- Your trainer/assessor regularly monitors engagement, including attendance, assessment submissions, and communication.
- If a student shows signs of inactivity, Novaskill staff will initiate contact attempts using phone, email, and SMS.
- A minimum of five (5) documented contact attempts will be made within a reasonable timeframe (typically 5–10 working days per attempt).

Step 2 – Escalation to Branch Manager

- If there is no response after 5 contact attempts, the matter is escalated to the Branch Manager, who will attempt further contact and may issue a Progression Agreement.
- The agreement outlines required actions, target completion dates, and available support to assist the student in re-engaging with the course.

Step 3 – Formal Warning

- If the student does not respond to the Progression Agreement within the specified timeframe, a formal Warning Letter will be issued, highlighting:
 - Concerns about non-engagement
 - Required actions with target dates
 - Potential consequences, including cancellation

Step 4 – Cancellation

- If the student fails to respond to the Warning Letter, Novaskill may proceed with enrolment cancellation in accordance with the Cancellation and Deferral Policy.
- Students will be issued a Statement of Attainment for any competencies successfully achieved to date.
- Work-based trainees and apprentices will have Training Services NSW notified via a Notification of Issues form, and relevant forms for end-date variation may be submitted.

Issuing Credentials

Upon successful completion of your course or individual units of competency:

- You will receive a Certificate, Statement of Attainment, or Record of Results as appropriate
- Credentials are issued only once all course requirements and fees are satisfied
- Novaskill ensures all credentials comply with the Standards for RTOs 2015
- Replacement credentials can be requested if lost, subject to a document re-issue fee

Replacement of Certificates

If your original Certificate or Statement of Attainment is lost, damaged, or requires replacement, Novaskill can issue a replacement upon request for the fee of \$80.00 per certificate. Contact your local branch to initiate this.

Training and Assessment

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
- Completing practical tasks
- Compiling a portfolio of work samples
- Submission of video or photo evidence
- A combination of the above

Students will be marked and provided with feedback by their assessor for each assessment task with either a "Satisfactory" or "Not satisfactory" result.

To be deemed competent in a unit a student must achieve a "Satisfactory" result for each assessment task for the unit of competency.

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 - Demonstrations
- Simulations
- Case Studies
- Portfolios of evidence
- 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, textbooks, online resources
- Additional reading and research
- Supplementary materials provided by their trainer and/or assessor
- Practical experience
- Sourcing. reading and interpreting information from their workplace

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.

Students are to submit their assessments as directed by their nominated Trainer/Assessor. It is the student's responsibility to retain a copy of the assessment.

Students must follow specific instructions and advise on submitted assessments provided in the Novaskill Assessment Standard and throughout each assessment information. A copy of the assessment standards can be found on our [website](#), or you can request a hard copy from your local Novaskill branch.

Resubmissions

If an assessment item / Unit of Competency was returned with a 'Not satisfactory' / '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.

Reasonable Adjustment

Novaskill recognises that students demonstrate competency in different ways. Where required, we may make reasonable adjustments to training and assessment to support individual learning needs.

In line with the Disability Discrimination Act 1992 and the Disability Standards for Education, we take reasonable steps to ensure students with disability can participate in training on the same basis as other students.

Reasonable adjustment may involve:

- Modifying assessment methods (e.g. verbal instead of written responses)
- Allowing additional time to complete assessments
- Providing learning materials in alternative formats (e.g. enlarged print, assistive technology)
- Adjusting teaching strategies
- Providing additional tutorial or in-class support
- Ensuring accessible facilities and equipment

Adjustments are available to students who may experience barriers due to:

- Physical disability
- Language, literacy or numeracy challenges
- Communication difficulties
- Learning support needs

Students are encouraged to discuss any support requirements before or at enrolment, so adjustments can be included in their Training Plan. All adjustments must be reasonable, practical, and within Novaskill's capacity to provide, while still meeting the required competency standards required for each Unit of Competency.

Academic Integrity and Use of AI

Novaskill is committed to maintaining academic integrity and ensuring all assessment work reflects a student's own knowledge and skills. Students must submit original work and must not engage in plagiarism, cheating, collusion, cheating or inappropriate use of AI.

AI tools (such as ChatGPT) may only be used for assistive purposes (e.g. research, brainstorming, grammar support) unless otherwise approved by the Trainer/Assessor. Students must not submit AI-generated content as their own work and must acknowledge any permitted AI use.

Students are responsible for verifying the accuracy of any AI-generated information and must not enter confidential or sensitive information into AI platforms.

Breaches of academic integrity, including misuse of AI, may result in resubmission, a Not Yet Competent result, formal warning, suspension, or cancellation of enrolment.

AI is intended to support learning — not replace the demonstration of competency.

Collecting Photo and Video Evidence

Some assessments may require you to demonstrate practical skills. Novaskill may collect photo or video evidence to:

- Verify competency
- Maintain records for audit purposes
- Support assessment moderation and quality assurance

All recordings are managed in line with privacy and consent requirements. You will be issued a guide on when and how to collect this information upon enrolment into specific courses.

Third-Party Arrangements

Novaskill is committed to supporting students with employment pathways, career progression and industry connections. Through established industry partnerships, we may coordinate work placements and create opportunities that enhance employability.

Where training or assessment is delivered by a Third-Party Provider, students will be informed prior to enrolment. Details of these arrangements will be outlined on our website and in your Training Plan, and you will be notified as soon as practicable of any changes.

Regardless of third-party involvement, Novaskill remains fully responsible for the quality of training and assessment delivered and for issuing qualifications or Statements of Attainment upon successful completion.

Students may provide feedback or lodge complaints regarding third-party arrangements through the Student Feedback or Complaints and Appeals processes outlined in this handbook.

Trainers and Assessors

All trainers and assessors employed by Novaskill are:

- Qualified and experienced in the relevant vocational area
- Complete ongoing professional development in industry and Vocational Education and Training
- Trained to meet the Standards for RTOs 2025
- Responsible for providing:
 - Clear learning instructions
 - Implementing training plans and training support plans
 - Timely assessment feedback
 - Guidance for re-assessment or gap training
 - Monitoring student progression
 - Providing additional support to students
 - Organising workplace visits and student support sessions
 - Communicating regularly with students and employers
- Committed to supporting individual student needs and promoting a safe, inclusive learning environment

Trainees and Apprentices

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 training through workplace tasks
- monitor and keep records of progress
- provide feedback and encouragement
- liaise with Novaskill and other relevant parties.
- assist with assessment evidence collection e.g. workplace policies and procedures, supporting with videos and photo evidence, complete third-party verification on work performance

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.

Training Plans

All trainees and apprentices are provided with a Training Plan, which outlines:

- Units of competency to be completed
- Scheduled delivery and assessment dates
- Responsibilities of the student, workplace, and Novaskill
- Any support or reasonable adjustments agreed upon

The Training Plan is a living document, reviewed regularly with your trainer, assessor, and workplace supervisor to ensure:

- Progress is being made
- Any barriers to completion are addressed
- Adjustments are implemented where required

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, the students must put the complaint in writing using the Complaints/Appeal Form located at the end of this Handbook or available from our website, or upon request from your local Branch staff. This form needs to be submitted through one of the following channels:

1. If you feel comfortable with this approach, ask your trainer to submit the form to the appropriate Operations Manager
2. If the complaint is about your trainer, please email the complaint directly to the Customer Protection Officer

Customer Protection Officer:

Name: Ashleigh Whyte

Phone: 1300 885 680 Email: customerprotection@novaskill.edu.au

3. If you are unable to email the complaint, hand the completed complaint form to reception at your nearest Novaskill Branch

If you need help filling out the form, please ask your trainer, a support person or contact your local branch for assistance.

Please refer to Novaskill's Complaints & Appeals Policy and Procedure for [more information](#).

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.

In the first instant if you are not satisfied with the outcome of an assessment decision address this with your trainer/assessor. If you are still not satisfied, please complete the Complaints/Appeal Form located at the end of this Handbook or available from our website, or upon request from your local Branch staff. This form needs to be submitted through one of the following channels:

1. Please email the assessment appeal directly to our compliance team at RTOC@novaskill.com.au
2. If you are unable to email the assessment appeal, hand the completed assessment appeal form to reception at your nearest Novaskill Branch (a list of Novaskill Branches are available on page 6)

If you need help filling out the form, please ask your trainer, a support person or contact your local branch for assistance.

Please refer to Novaskill's Complaints & Appeals Policy and Procedure for [more information](#).

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@det.nsw.edu.au

Website: <https://education.nsw.gov.au/skills-nsw/students-and-job-seekers/support-to-help-with-your-studies/smart-and-skilled-consumer-protection>

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

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.

If at any point throughout your learning you wish to provide feedback, you can email our support team via enquiries@novaskill.edu.au.

Please ensure you note your full name and the course you are undertaking.

Appendix

The following forms can be found in this Appendix

FR-STM-005 Learner Cancellation Form	Page 39
FR-STM-006 Learner Deferral (Suspension) Form	Page 40
FR-RIM-004 Complaint/Appeal Form	Page 41

Learner Cancellation Form

Once a student & trainer agree on a cancellation, this form is to be used to cancel the student's enrolment from any study. Students are advised to refer to the Student Handbook for consequences of cancellation from their program and to retain a copy of this form for their records. The cancellation is not finalised until approved by the Business Services Manager.

STUDENT AND COURSE DETAILS

Student Full Name: _____ Date of Birth: _____

Qualification / Course Title: _____

Funding Type eg. EAT, EFQ: _____

Course Start Date: _____ Course End Date: _____

Employer (if relevant): _____

Trainer/Assessor Name: _____ Branch: _____

Commitment ID: _____ TCID No. (if required)*: _____ **Please complete and attach NSW EAT Cancellation Form*

CANCELLATION DETAILS AND STUDENT DECLARATION

Cancellation instigated by:

Student Trainer/Assessor Employer Other (Please Specify): _____

Cancellation effective from date: ____ / ____ / ____

(for trainee/apprentice, state last date employed in the role)

Enrolment is being cancelled for the following reasons (please tick one):

Poor Health Transferring to another provider Transferring to another course Found Work
 Work / Family / Social Commitments Relocation Unemployment Other

Please detail cancellation reason below:

In signing below, I confirm my cancellation from this enrolment. I understand that in applying for a cancellation, I will forfeit the return of the non-refundable administration fee of up to \$400

Signature of Applicant: _____ Date: _____

NOVASKILL LOCAL MANAGER

Instructions: Discuss with the student and employer reasons for the cancellation and, in the first instance, provide additional support services and mentoring to enable continuation of training. Ensure re-engagement and/or contact attempts have all been recorded in in the logbook.

Does Novaskill's Local Manager approve the cancellation?

No – Action support services and engage student Yes* – Attach the STS Cancellation form if applicable

**If there is a payment plan or other fee attached to this enrolment, please notify the Accounts department so that payments can be actioned where applicable. You must ensure the Trainer/Assessor and Vocational Support Officer are aware of the cancellation prior to submitting documents to the Business Services team.*

Branch Manager Name: _____ Branch: _____

Branch Manager Signature: _____ Date: _____

FINAL APPROVAL

Final approval will be granted upon successful assessment of cancellation evidence by Novaskill's Business Services Manager, or an Executive staff member. If evidence is insufficient, the file will be assigned to the local Branch Manager for evidence collection or additional re-engagement attempts. Final approval will be recorded and then actioned by Novaskill's Business Services team.

Learner Deferral (Suspension) Form

This form is to be used to defer a Learner's enrolment and active study. Learners are advised to refer to the Student Handbook for consequences of deferral from their program and to retain a copy of this form for their records. Please complete and return this form to Novaskill.

STUDENT AND LEARNING DETAILS

Student Name: _____ Date of Birth: _____

Qualification / Course Title: _____

Course Start Date: _____ Course End Date: _____

Employer (if relevant): _____

Assessor Name: _____ Branch: _____

TCID No. (if required)*: _____ Commitment ID: _____

**Please complete State Training Traineeship/Apprenticeship suspension and extension/variation forms
[NSW EAT Variation Form](#) [NSW EAT Suspension Form](#)*

DEFERRAL DETAILS

Deferral Effective from: _____ (Date) Proposed Deferral End Date*: _____ (Date)

**Note: Student may defer their studies for up to 6 months at a time.
Longer requires approval from a Novaskill Executive staff member.*

Reasons for deferral: _____

STUDENT DECLARATION

Prior to submitting my deferral, I have read, understood, and consented to Novaskill's terms and conditions of Enrolment and the fees and refund policy.

In signing below, I understand that I cannot defer my studies for longer than 12 months and I agree to the extended training end date as outlined above and in the attached training plan.

Signature of Applicant: _____ Date: _____

BRANCH COMMENTS

Instructions: Discuss with the student and employer reasons for the deferral and, in the first instance, provide additional support services and mentoring to enable continuation of training. Record discussion details below.

Discussion details: Novaskill Staff Member: _____ Date: _____

Is the deferral approved by Novaskill's local Branch Manager?

No – Action support services and engage student

Yes* – Attach updated Training Plan, and the STS Suspension/Extension Request as applicable

**If there is a payment plan attached to this enrolment, please notify the Accounts department so that payments can be suspended for the period of the deferral.*

Branch Manager Name: _____ Branch: _____

Branch Manager Signature: _____ Date: _____

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