

1. PURPOSE

This document explains what is expected of you as a student in relation to progression, participation and communication during your course. It also outlines what may happen if you stop engaging in your training for an extended period. These expectations help:

- Support your successful course completion
- Ensure training quality and fairness
- Maintain the quality and integrity of training delivery
- Meet NSW Smart & Skilled contractual obligations and regulatory requirements under the Standards of RTOs

Novaskill is committed to working collaboratively with you to provide appropriate support where challenges arise.

2. SCOPE

This policy applies to all Novaskill students, including:

- Students enrolled under the NSW Smart and Skilled program
- Fee-for-service students (self-funded or employer-funded)

While funding arrangements, fees and reporting obligations may differ, expectations regarding progression, engagement and communication apply equally to all students.

3. RESPONSIBILITIES

To remain an active and enrolled student, you are expected to actively participate in your training and maintain regular communication with your Novaskill Trainer/Assessor. Expectations are specified below:

Academic Progression

- Submit a minimum of 1 unit of competency every month, unless otherwise agreed in your Training Plan or Training and Support Plan. In some instances, a Trainer/Assessor may request additional submission per month in accordance with timeframes and volume of learning requirements.
- Complete assessments to the required standard and within agreed timeframes (as per your training plan/training and support plan)
- Actively work toward course completion by the agreed end date
- Participate in assessment review, feedback and resubmission processes where required

Communication and Engagement

- Maintain regular contact with your Trainer/Assessor
- Respond to phone calls, emails, text messages or learning platform communications within a reasonable timeframe
- Attend scheduled training, workplace visits or support sessions where applicable
- Notify your Trainer/Assessor as early as possible if you are experiencing:
 - Personal difficulties
 - Workplace or employment changes or issues
 - Health or wellbeing issues
 - Changes to contact details

Failure to meet both progression and communication expectations may place your enrolment at risk.

4. DEFINITION OF INACTIVITY

You will be considered inactive if, for a period of three (3) consecutive months, you:

- Do not submit a completed unit of competency for assessment, and
- Do not make contact or respond to contact attempts from your Trainer/Assessor

During this period, your Trainer/Assessor will make a minimum of five documented attempts to contact you, using a combination of the following methods:

- Phone call
- Email
- Text message
- Workplace visit
- Contact via the learner management system

Inactivity may result in cancellation of your enrolment.

5. INACTIVITY MANAGEMENT AND ENROLMENT CANCELLATIONS

Step 1 – Identification of Inactivity

If you have not engaged for three months and have not responded to contact attempts, your enrolment will be reviewed.

Step 2 – Notice of Intention to Cancel Enrolment

A “Notice of intention to cancel” will be sent, providing 14 days to:

- Contact your Trainer/Assessor or local Novaskill branch, and
- Resume training activity or discuss support and re-engagement options

For apprentices/trainees, notification may also be sent to:

- Your employer
- NSW Training Services (via a Notification of Issues form)

Step 3 – Cancellation of Enrolment

If no response has been received within the 14-day notice period:

- Your enrolment will be cancelled
- Your training record will be finalised, and a Statement of Attainment will be issued for any units of competencies achieved

You will no longer be an active student

6. RE-ENGAGEMENT BEFORE CANCELLATION

If you respond before your enrolment is cancelled and wish to continue, you may be required to enter into a “Progression Agreement”. The Progression Agreement will include:

- Clear assessment submission milestones
- Communication and participation expectations
- Defined timeframes to demonstrated renewed commitment

Conditions of re-engagement:

- You must meet all conditions of the Progression Agreement
- Failure to meet these conditions will result in cancellation of enrolment
- No further extensions will be granted

7. RE-ENGAGEMENT AFTER CANCELLATION

If your enrolment has already been cancelled and you wish to continue:

- You must re-enrol as a new student
- Your previous enrolment will not be reinstated
- You may be eligible for credit transfers for previously completed units

Funding and Fees

- Smart and Skilled students must reapply and meet eligibility requirements, subject to funding availability
- Fee-for-service students may be required to:
 - Pay new enrolment fees and
 - Complete any updated training or assessment requirements

8. STUDENT WELLBEING AND SUPPORT SERVICES

Your success and wellbeing is important to us. A range of support services is available to help you throughout your training, including academic support, wellbeing support and reasonable adjustments to support your learning needs. Support options may include:

- Adjusted assessment timelines (where appropriate and approved)
- Referral to internal support staff
- Referral to external wellbeing, counselling or community support services
- Deferral of studies (where appropriate and approved)

If you experience any challenges during your course, whether related to your studies, work, health, wellbeing or personal circumstances, we encourage you to speak with your Trainer/Assessor as early as possible. Your trainer is your first point of contact and can work with you to provide support, make reasonable adjustments where appropriate, or refer you to additional internal or external services.

Novaskill is committed to providing a safe, inclusive, and supportive learning environment. Asking for support early can make a positive difference to your training experience and help you stay on track to successfully complete your course.

9. COURSE TIMEFRAMES AND EXTENSIONS

All students are expected to complete their training within the maximum allowable course duration as outlined in your Training and Support Plan and relevant funding or regulatory requirements. End date extensions will only be considered in exceptional circumstances and are subject to approval.

Remaining inactive for extended periods may result in:

- Loss of Smart & Skilled funding
- Additional fees for fee-for-service students
- Cancellation of enrolment

10. YOUR COMMITMENT

By enrolling with Novaskill, you agree to:

- Actively participate in your training
- Maintain regular communication regularly with your Trainer/Assessor
- Meet academic progression, assessment and engagement requirements

11. EXTERNAL SUPPORT SERVICES

Additional 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.thesavlatonarmy.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.