

STUDENT HANDBOOK

*Ensuring Training Excellence
and Quality Outcomes for All
Students*

UNIVERSAL EDUCATION AND TRAINING LTD

RTO Number: 30173
CEO: Paul Truasheim



Language Training Institute



Language Training Institute is a Division of Universal Education and Training Ltd

Contents

Introduction	4
Our Code of Practice	5
Student Induction & Pre-Enrolment Information	6
Pre-Enrolment Information	6
Enrolment Process	7
Orientation & Induction.....	7
Enrolment Terms and Conditions	8
Student support and Inclusion	10
Academic and Study Support.....	10
Language, Literacy and Numeracy (LLN) Support.....	11
Support for Students with Additional Needs.....	11
Student Wellbeing and External Support	12
Inclusion and Equity.....	12
Communication.....	13
Technology and Social Media Use	14
Use of Our Online Learning Systems	14
Appropriate Use of Technology	15
Social Media and Public Comments.....	15
Artificial Intelligence (AI) Use	15
Misuse of Technology	16
Health and Safety	16
Computer Facilities	16
Electrical Equipment	17
Fire Safety	17
First Aid and Emergencies.....	17
Safe Lifting.....	17
Work And Study Areas	17
Risk Management	18
Student Conduct and Behavior.....	18
Student Rights and Responsibilities.....	18
Academic Integrity	19

Prohibited Behaviour	20
Breaches of Student Conduct	21
Training and Assessment	21
Delivery Modes	21
Third-Party Training Providers	22
Assessment Approach.....	22
Assessment Outcomes.....	23
Fair and Flexible Assessment	24
Changes to Course Details	24
Recognition of Prior Learning (RPL) and Credit Transfer	25
Recognition of Prior Learning (RPL)	25
Credit Transfer (CT).....	25
How to Apply for RPL or CT.....	26
Transitioning to New Qualifications	26
Personal Details and Privacy	27
Records Retention and Management	28
Issuing of Certificates & Statement of Attainments	29
Withdrawals	30
Refunds	30
Complaints and Appeals Policy.....	31
Informal Complaints or Appeals	31
Formal Complaints or Appeals.....	31
How We Manage Complaints and Appeals	32
External Appeals	33
Continuous Improvement.....	33
RTO Closure or Provider Default.....	34

Introduction

Welcome! We are excited to support you on your educational journey and are committed to providing a high-quality, student-centred learning experience.

This Student Handbook outlines important information about your training, assessment, student rights and responsibilities, and the support services available to you. We encourage you to read through it carefully and keep it handy throughout your course.

Our aim is to ensure that all students:

- Feel welcomed, included and respected
- Receive quality training that is relevant and engaging
- Are treated fairly and ethically
- Know what to expect throughout their learning experience

This Student Handbook does not stand alone. Students should also refer to specific information provided about Courses. This may include:

- Outlines of Course content or competencies
- Specific payment and refund policies relating to individual Courses
- Assessment
- Course outcomes – for example, with respect to possible employment outcomes
- Study Guides which provide orientation information

Students should not hesitate to contact our staff if they are unable to locate this information on the website or in documents provided.

Above all, we hope that your training experience with us is rewarding and fulfilling – everything you were hoping for plus more.

The information provided here is meant to contribute to this outcome. We are looking forward to working together to achieve a great outcome for you and your future!

LTi is committed to maintaining compliance with the Standards for Registered Training Organisations (RTOs) 2015 (and successor legislation) and delivering training that leads to quality outcomes for students and industry. We strive to:

- Deliver nationally recognised qualifications that are current, valid and industry-relevant
- Provide training and assessment that meets the needs of diverse learners
- Offer flexible and accessible support services
- Continuously improve our systems and services based on feedback and best practice

Our Code of Practice

We uphold the following principles across all aspects of our operations:

- **Compliance with legislation and standards:** We meet all requirements of the relevant national, state and territory training frameworks and education regulations, including those related to RTO operations, privacy, equal opportunity, and workplace health and safety.
- **Fair and ethical treatment of students:** We treat all students fairly and consistently, providing accurate and transparent information to support informed decisions about enrolment and participation.
- **Quality training and assessment:** Our Trainers are qualified and experienced professionals who deliver training and assessment that aligns with the principles of assessment and rules of evidence. Our resources are regularly reviewed to reflect current industry standards and best practices.
- **Student support and wellbeing:** We recognise the importance of supporting students both academically and personally. Our team is available to assist you with any challenges that may arise during your course.
- **Continuous improvement:** We regularly review our practices and seek feedback from students and stakeholders to improve our programs, resources and services.

Student Induction & Pre-Enrolment Information

At UNET, we are committed to ensuring students are fully informed before enrolling in any course. We provide clear, accessible information to help you make an informed decision about your study options and understand what to expect throughout your learning journey.

Pre-Enrolment Information

It is important that prior to enrolling all students will read and understand the pre-enrolment information (listed below) so that they can make an informed decision about their expectations when training with UNET and if a particular course is right for them. The pre-enrolment information includes:

- this Student Handbook (in full)
- information about the course / qualification they are enrolling into, including (but not limited to):
 - Course Code and Title
 - Entry Requirements
 - Course Content
 - Assessment
 - Course Outcomes
 - Practical Placement Requirements (if applicable)
- class location or distance / online education information including (as applicable):
 - Course duration (start dates, close of study dates or enrolment timeframe)
 - Session times
 - Location
 - Payment and refund information / policies (including fees paid to the RTO, terms and conditions and the refund policy)
 - Name and contact details of any Third Party providers involved in the training
- Enrolment Terms and Conditions

This information is provided through our website, course brochures, and/or email communications. If you have any questions about the information you receive or you are unsure if the training is suitable for your needs, we encourage you to contact us for clarification before enrolling.

Enrolment Process

Once you decide to proceed, you will be guided through our formal enrolment process. This includes:

- Completing an enrolment application form
- Reviewing and agreeing to the terms and conditions of enrolment, including our policies on refunds, complaints, and student conduct as outlined in this Handbook
- Participating in entry skills testing and providing documentation for entry requirements as required for your course (e.g. prior qualifications or English language evidence)

UNET ensures that the enrolment process is fair, transparent, and inclusive. Students are encouraged to disclose any individual needs, disabilities, or support requirements during enrolment so that appropriate assistance or adjustments can be discussed. If a student identifies that they have a disability, impairment or long term condition the trainer who will be working with the student is notified by phone, email or in person (depending on the level of sensitivity needed). In some cases, UNET may not be able to provide the resources or services required to adequately support a learner with a disability, impairment or long term condition. If UNET deems that it cannot adequately support a learner it may choose to reject the enrolment application and refer the learner to other options which may be available to them.

UNET will ensure through Training and Assessment Strategies that assessment and delivery methods can be reasonably adjusted to meet specific learning requirements and needs.

Orientation & Induction

Once your enrolment is confirmed, you will receive a formal **Confirmation of Enrolment (CoE) email** which will provide:

- An overview of your enrolment timeframe, start date and target end date
- Key contacts and how to get help during your course
- Information on how to access your course resources
- An overview of how to apply for an extension if needed

You will also receive access to the comprehensive **Study Guide** which includes induction information such as:

- Course Outline
- Recommended Sequence and Course Progression
- Assessment and Practical Placement Overview (if applicable for course)
- Research Information and Study Plan Templates
- Student Support Service List
- Recognition of Prior Learning (RPL)

Enrolment Terms and Conditions

Please read the following Enrolment Terms and Conditions and ensure you understand them before enrolling. If you are unsure about any of the terms and conditions, then please contact us to discuss them prior to completing your enrolment application.

1. By enrolling in a UNET / LT*i* course or program a binding agreement shall arise between you and Language Training Institute (LT*i*), legal name Universal Education and Training Ltd (UNET), which shall be governed by the relevant education authorities.
2. You acknowledge that UNET / LT*i* is legally required to report information to the relevant education authorities. This includes full Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) data, as per the National VET Data Policy.
3. By accepting these conditions you agree to the policies, procedures and code of conduct outlined in the [Student Handbook](#).
4. By accepting these conditions you agree to pay the course fees for the course you have selected under this agreement according to the Payment and Refund Policy.
5. By accepting these conditions you agree to the course details (time-frame, start and close of study dates, location, session times, etc.) specified on the relevant class information page (e.g. Online Distance Learning page or one of the Course Locations pages), noting that they may be subject to reasonable change. If you are unsure of any of these details, please contact us.
6. It is your responsibility to be aware of your course end date and to submit all assessment or apply for an extension prior to this date (extension fees apply).
7. If you receive Centrelink support payments which are dependent on your enrolment in this course, then it is your responsibility to inform Centrelink of any changes to your enrolment or personal circumstances.
8. If you are under 18 years of age, UNET / LT*i* will only process your Enrolment Form once consent has been given by a parent or guardian who agrees to be bound by the terms contained herein and shall become legally responsible for all payments to UNET / LT*i* with respect to your course.
9. The UNET / LT*i* course fee does not cover postage to UNET / LT*i* or printed materials.
10. Printed resources are optional and can be purchased for an additional fee.

11. By accepting these conditions, you agree that for record keeping purposes, UNET / LTi will retain a copy of your assessment. If you wish to keep a copy of your assessment, you agree to make a copy prior to submission and take responsibility for any copying cost incurred. UNET / LTi will accept copies of assessment in place of originals providing that the copy is readable.

12. It is your responsibility to notify UNET / LTi in writing of any change to your contact details including; postal address, email address, daytime contact number or mobile phone number. This can be done by completing the Change of Details Form or emailing admin@unet.org.au.

13. The course resources which UNET / LTi provides to you, shall become your property. However, the content of the Course Materials, including copyright and all other such intellectual property rights contained therein, remain the property of the resource owner. You may not reproduce any part of the course or course materials without the prior written consent of the copyright owner.

14. Access to the course and learning materials requires you to have basic technology skills and a suitable device with reliable internet access, word processing software, PDF reader and video conferencing capability with a camera and microphone.

15. While UNET / LTi will assist with suggesting suitable practical placement arrangements (if applicable for your course level), you are ultimately responsible for making practical placement attendance arrangements in consultation with your Trainer. This may involve traveling some distance or taking time off of work to attend placement, with placement usually occurring in a voluntary unpaid capacity.

16. If you wish to withdraw from the course at any time, then you must inform UNET / LTi in writing via email to admin@unet.org.au.

17. Upon acceptance of your enrolment application, meeting the course entry requirements and first upfront payment instalment or payment plan, UNET / LTi agrees to:

- a. Provide a written Confirmation of Enrolment via email;
- b. Supply to you all electronic materials listed for your course;
- c. Provide you with access to the online learning system and an allocated Trainer;
- d. Assess your competence (through assessment work or Recognition of Prior Learning evidence);
- e. Answer academic and non-academic queries you may raise about your course in a timely fashion.

18. If your enrolment is not accepted then you will be informed of the outcome of your enrolment application and any money paid by you will be refunded to you.

Student support and Inclusion

We're committed to creating a learning environment where every student feels supported, respected and empowered to succeed. Whether you're studying online, on campus, or through a training partner, a **range of support options are available** to help you throughout your learning journey.

We have an **open-door policy** for students to access our support services. Support services are not restricted to academic support, they also include wellbeing support and referral to free counselling services.

Academic and Study Support

We understand that every student's learning style, life experience, and personal situation is unique. That's why we offer friendly and flexible support to help you succeed in your course.

Our **Student Support Team** and **Trainers and Assessors** are here to help you:

- Understand your **course content and assessment tasks**
- Plan your **course progress** and manage your workload
- Navigate the **online student system** and access your resources
- Get **recognition for prior learning (RPL)** or **credit transfer (CT)** where eligible
- Explore your **career or further study options**
- Find **additional learning resources** or support if you face challenges

If you're unsure about anything related to your course, please **reach out**. Questions are **always welcome**, no matter how big or small.

Your **Trainer and Assessor** plays a key role in your learning journey. They are responsible for:

- Explaining course content and key concepts
- Providing **learning support** and answering your questions
- Marking your assessments and giving **constructive feedback**
- Ensuring your assessments meet **national competency standards**
- Supporting you to overcome learning challenges, including offering **reasonable adjustments** where needed

They are your **primary contact** for academic questions or course-related support. You can contact your Trainer and Assessor by:

- **Email:** Provided to you in your Confirmation of Enrolment (CoE) email
- **Phone or Video Call:** Additional support sessions can be provided by appointment
- **At Training Sessions:** If included in your course schedule

Language, Literacy and Numeracy (LLN) Support

To successfully complete your course, you must meet the required Language, Literacy and Numeracy (LLN) entry level for the qualification. **Entry requirements** are outlined on the course information page or provided during the enrolment process.

If your initial application or entry skills test indicates that additional LLN support may be required, we will work with you to determine the best course of action. In some cases, we may recommend that you complete a bridging or foundation program prior to starting your course.

If you're already enrolled and experience difficulty with reading, writing, numeracy, or digital skills, please don't hesitate to let us know. We will work with you to identify your support needs and recommend appropriate options.

Where required, we may refer you to a specialised Language, Literacy and Numeracy (LLN) program delivered through:

- TAFE institutes
- Community training organisations
- Private training providers

These programs may be offered in one-to-one settings, group classes, or as distance-based learning. If required, we can help you connect with a suitable organisation in your area.

Support for Students with Additional Needs

If you have a disability, health condition, learning difficulty or personal circumstance that may affect your participation, **please let us know as early as possible**. We can work with you to identify reasonable adjustments, such as:

- Extra time for assessments
- Alternative formats for learning materials
- Flexible communication or submission options
- Additional one-on-one trainer support

Students are given the opportunity at enrolment to disclose any disability, impairment, or long-term condition that may impact their training or participation. **You are not required to disclose any personal information, but early disclosure helps us provide better support.**

With this information, we can actively work to identify and respond to your individual needs, including:

- Trainers being notified of any disclosed support needs via phone, email, or in person (depending on sensitivity).

- Staff can engage with students to better understand their needs and respond promptly with appropriate solutions.
- Information collected at enrolment can be used to inform course delivery and reasonable adjustments to ensure students can fully participate and succeed.
- Delivery or assessment methods can be adjusted to meet individual needs where reasonable.

Where needed, we may refer you to one or more of the following services:

- Disability support services in your state or territory
- Your nearest TAFE college disability liaison
- Salvation Army counselling services
- Disability Services Australia
- Better Hearing Australia (Victoria)
- Australian Federation of Disability Organisations (AFDO)

All disclosures are handled with sensitivity and **confidentiality**. Our goal is to ensure that you can participate fully and fairly in your course.

Student Wellbeing and External Support

We encourage all students to take care of their mental health and wellbeing. While we are not a counselling service, we can refer you to free or low-cost external services, including:

- Mental health support
- Financial counselling
- Family or relationship services
- Emergency or crisis lines

A full list of student support services is available in the Study Guide or on request.

Inclusion and Equity

We are committed to providing inclusive education and ensuring that all students **have fair and equitable access** to training, assessment, and support services—regardless of their background, abilities or personal circumstances. This includes:

- Supporting culturally and linguistically diverse students
- Providing inclusive practices for Aboriginal and Torres Strait Islander students
- Respecting gender, age, faith and individual identity

All assessment methods must be fair and equitable for all students. To uphold this:

- Trainers and assessors are encouraged to use **flexible assessment methods** where appropriate, including oral responses, visual projects, role plays or alternative formats.
- **Adjustments** may be made where a student is likely to be disadvantaged by a standard method of assessment (e.g. a written exam for a student with anxiety or processing difficulty).
- Students who meet English entry requirements but still struggle to express their understanding in written English may be given **reasonable extensions** to allow time for translation or extra preparation.
- **Cultural expression** is valued and respected. Students from diverse cultural backgrounds may be supported to present knowledge using formats that align with their cultural norms (e.g. storytelling, dramatization, or project-based responses).
- Trainers are encouraged to be creative and responsive, ensuring that assessment methods are **valid, equitable, and inclusive**.

Respect for individual differences is essential for all students and staff alike. Teasing, horseplay, or inappropriate jokes based on race, gender, culture, social background or education level are not acceptable and are actively discouraged within the learning environment.

Any form of harassment, discrimination, or bullying should be reported to staff immediately. All concerns will be handled confidentially and in accordance with our Complaints and Appeals process.

We welcome feedback from students and staff about how we can improve our policies and practices to better meet diverse needs. If you believe that a policy or process may be indirectly discriminatory, or if you witness or experience direct discrimination, please raise it with your Trainer or contact the RTO administration team.

If you ever feel excluded, disrespected or disadvantaged, please contact us so we can work with you to resolve the situation.

Communication

We are committed to excellence in student service and communication. Our goal is to make your learning experience as **smooth and supported** as possible. To achieve this, we will:

- Continuously look for ways to make it easier for you to complete your studies
- Offer **flexible communication** and service options that suit your needs
- Clearly **identify ourselves** when answering the phone and assist you promptly, or refer you to someone who can
- Listen carefully to your concerns and aim to provide **timely solutions**
- Give you **accurate, complete, and easy-to-understand** information
- Keep you updated about the **progress** of your enquiries

- Regularly **seek your feedback** to understand how we're doing
- Act on feedback to **continuously improve** the quality of our service

It's important to us that communication between students and our team remains open, responsive, and easy to manage.

Email is one of the best ways to stay in touch. You can send or receive messages to admin@unet.org.au at any time, and many of our team members are often working outside regular business hours. You might be surprised at the times we reply—check the timestamp on your emails to see for yourself!

You'll also find helpful and up-to-date information on our **website** and the **online learning system**, which can assist you throughout your course.

You can also contact us by **phone on +61 7 5451 0909**. If you call and we're unable to answer straight away, please don't be discouraged—leave a voicemail or message with your name, best contact number, and a couple of time options. We'll do our best to return your call promptly.

You can also **schedule a time to talk** by phone or video call to your Trainer or one of our staff members. Just contact us to make an appointment—we'll do our best to find a time that suits.

Whatever your situation, we'll aim to communicate with you through the most reliable and appropriate method—whether that's email, phone, post, or in-person meetings. Your needs are important to us, and **we'll do our best to stay connected** in a way that works for you.

Technology and Social Media Use

We encourage students to use technology and digital communication tools to **enhance their learning experience**, while using them **responsibly and respectfully**.

Use of Our Online Learning Systems

As a student, you'll have access to an online learning platforms. These systems are designed to support your educational journey and must be used responsibly and in accordance with the system's Terms of Use.

- You will be provided with access to an **online student** and other digital resources.
- Your **login details are personal** and must **not be shared** with anyone else.
- You are responsible for **keeping your account secure** and **using the system appropriately**.

- Access to online systems is provided **for the duration of your enrolment** and may be **withdrawn if you breach our usage policies**.

Appropriate Use of Technology

When using technology for your course, including email, forums, and online meetings, you must:

- Communicate **politely and professionally**
- **Respect the privacy** of other students and staff
- **Avoid inappropriate language, jokes, or images**
- **Not share or distribute** any course materials without permission

Social Media and Public Comments

We respect your right to express yourself online, but ask that you:

- **Refrain from posting negative or harmful comments** about other students, staff, or our organisation on social media or public forums
- **Keep discussions about your course or experiences respectful and professional**
- Contact us **directly** if you have a concern, rather than airing it publicly

Artificial Intelligence (AI) Use

We recognise that Generative Artificial Intelligence (GenAI) tools can offer valuable support in learning. However, their use must be ethical, transparent, and aligned with academic integrity principles.

You are **permitted** use AI tools to:

- Brainstorm ideas or explore topics.
- Summarize or rephrase information for better understanding.
- Generate practice questions or quizzes for self-assessment.

You must always ensure that **your work is original** and reflects your understanding **AI-generated content is properly acknowledged**, if used.

You are **not permitted** to use AI tools to:

- Complete assessments or assignments on your behalf.
- Paraphrase or rewrite existing content to avoid plagiarism detection.
- Fabricate references or data.

Such actions are considered **academic misconduct** and may lead to disciplinary measures.

If you use AI tools in your work:

- **Disclose their use** in your submission.
- **Cite the AI tool** appropriately, following the required referencing style - For example: *Content generated with the assistance of ChatGPT, OpenAI, accessed on [date]*.
- Be cautious when using AI tools **do not input personal or sensitive information** into AI platforms.
- Understand the data policies of the AI tools you use.

If you're unsure about using AI tools please consult your Trainer before proceeding and refer to our academic integrity policy for further information.

Misuse of Technology

Misuse of technology or social media may result in **disciplinary action**, including suspension or cancellation of your enrolment. Examples of misuse include:

- Sharing another person's private information without consent
- Posting offensive, threatening, or harmful content
- Accessing or sharing inappropriate or illegal material
- Misusing online learning systems for non-educational purposes

Health and Safety

We are committed to providing a safe and healthy learning environment for all students, staff, and visitors, whether you are learning on-site, online, or in a practical placement setting.

As a Registered Training Organisation (RTO), we are required to meet the **Work Health and Safety (WHS) laws** in the areas where we operate. We work to ensure:

- All learning environments are **safe and free from hazards**.
- Trainers and staff are aware of their **obligations** to maintain a safe environment.
- Students are **informed of safety expectations** and procedures.

As a student, you play an important role in helping us maintain a safe learning environment. You are expected to:

- **Follow safety instructions** from trainers, staff, or placement supervisors
- **Report hazards, incidents, or unsafe behaviour** as soon as possible
- **Act safely** and avoid behaviours that could cause harm to yourself or others

Computer Facilities

If you study or work at a computer for extended periods, you should:

- **Take regular breaks:** Every hour, take a 5–10 minute break to stretch or change position.

- **Maintain good posture:** Adjust your chair height so your feet rest flat on the floor (or on a footrest) and your arms are at about a 90-degree angle.
- **Adjust your screen:** Position your screen to avoid glare from lights or windows and ensure it is at a comfortable viewing distance.

Electrical Equipment

Only **licensed professionals** should perform repairs or maintenance on electrical equipment. **Students should never attempt to repair** or modify electrical equipment such as projectors or computers.

Fire Safety

- We will inform you about **emergency procedures** and **fire safety equipment** at the start of your course.
- You are responsible for familiarising yourself with the **emergency exits and evacuation plans** at your training location.
- Follow all **fire safety instructions** and participate in any fire safety briefings or drills.

First Aid and Emergencies

- **First aid facilities** are available at training locations.
- Report **all accidents or injuries** to a staff member immediately.
- In an **emergency**, call **000** for ambulance, police, or fire services.

Safe Lifting

We **do not recommend** that students lift any heavy equipment, materials, or furniture in connection with their studies. Please ask someone for assistance instead. If you **choose to lift something**, you do so **at your own risk**. UNET does **not accept responsibility** for any injury caused by lifting.

Work And Study Areas

Help keep your learning space safe by:

- **Keeping work areas tidy** and free from clutter
- **Using bins** for all rubbish
- **Cleaning shared kitchen areas** after use
- **Avoiding sitting or climbing on desks or tables**

Risk Management

We are committed to **identifying and managing risks** that could impact students, staff, or the quality of our training services. Our risk management process includes:

1. **Staff identifying and reporting risks** to the CEO
2. **Consulting staff** on possible improvements
3. **Developing action plans** to reduce or eliminate risks
4. **Monitoring and reviewing progress** regularly

We welcome students to **participate in risk identification**. Please let your trainer or support staff know if you notice something that could potentially impact safety, disrupt learning or affect the quality of your training.

Student Conduct and Behavior

We believe that everyone deserves the right to a safe, inclusive, and supportive learning environment—students, staff, and visitors alike. Creating this environment is a **shared responsibility**. Students play an important role in helping to build and maintain a positive and respectful learning space where everyone can feel welcome and supported.

By enrolling with us, you agree to follow our behavioural expectations, which help ensure that all students have an equal opportunity to learn, participate, and succeed. **We expect all students to treat each other, staff, and the learning environment with respect, dignity, and care.**

Student Rights and Responsibilities

You have the right to:

- A safe, inclusive and supportive learning environment
- Be assessed based on merit, free from bias or irrelevant personal characteristics.
- Raise concerns or complaints respectfully without fear of victimisation.
- Request reasonable flexibility in study or assessment to accommodate family responsibilities, disability, religious beliefs, or cultural needs.

You are expected to follow the standards of behaviour in this policy and treat everyone with courtesy, dignity, and respect at all times.

Academic Integrity

Academic integrity means acting **honestly, ethically, and responsibly** in all aspects of your learning, assessment, and academic conduct. We expect all students to avoid academic misconduct, including plagiarism, cheating, collusion, and misuse of artificial intelligence (AI) tool

You can **protect your academic integrity** by:

- Planning your work early to avoid last-minute pressure
- Completing your work independently, unless collaboration is clearly allowed
- Using your own words and ideas
- Acknowledge all sources of information used in your work
- Seeking help from your trainer if you are unsure about referencing or assessment expectations
- Asking for clarification if you are unsure whether certain tools or assistance are allowed

Academic misconduct includes, but is not limited to:

- **Plagiarism:** Presenting someone else's work, ideas, or words as your own without proper acknowledgment.
- **Cheating:** Using unauthorised materials, devices, or assistance in assessments.
- **Collusion:** Working with others on an individual assessment task unless expressly allowed.
- **Misuse of AI Tools:** Using artificial intelligence (AI) to generate content for assessments without disclosure or in place of your own original work.
- **Contract Cheating:** Arranging for someone else to complete work on your behalf, whether paid or unpaid.
- **Fabrication or Falsification:** Making up or altering data, references, or assessment evidence.

While AI tools may be used to **support learning**, they must **not be used to complete assessments** unless your trainer provides explicit permission. Any permitted use must be:

- **Acknowledged** clearly in your submission, including the name of the tool and how it was used
- **Supplemented by your own critical thinking and original expression**

If your course requires research, you are expected to:

- **Reference your sources** consistently and appropriately
- Use a **recognised referencing style**, such as APA or Harvard, as advised in your course materials

Academic misconduct is treated seriously and may result in:

- A requirement to **resubmit your work**
- A **formal warning**
- **Suspension or cancellation** of your enrolment in serious or repeated cases

You have the right to **appeal any academic decision** through our **Complaints and Appeals** process.

If you have questions about academic integrity, please contact your **Trainer** or **Student Support Team** before submitting your work.

Prohibited Behaviour

To protect the learning environment, the **following behaviours are not accepted**:

- **Discrimination**: Treating someone unfairly based on personal characteristics such as gender, race, religion, disability, age, sexual orientation, or cultural background.
- **Bullying**: Intimidating, belittling, or isolating someone through jokes, teasing, threats, exclusion, gossip, spreading rumours, or online cyberbullying.
- **Sexual Harassment**: Unwelcome sexual behaviour that could make someone feel offended, humiliated, or intimidated. This includes comments, physical contact, repeated unwanted advances, inappropriate online activity, accessing or sending explicit materials.
- **Victimisation**: Treating someone unfairly because they have made or supported a complaint, or refused to participate in inappropriate behaviour.
- **Gossip**: The act of sharing or discussing information—whether true, false, or speculative—about individuals who are not present, especially when such communication is unnecessary, potentially harmful, or breaches confidentiality.
- **Plagiarism**: Submitting work that is not your own, such as copying from other sources without acknowledgement, using someone else's work, or arranging for someone else to complete work on your behalf.
- **Disruptive Behaviour**: Repeatedly interrupting classes or training sessions in a way that disrupts learning for others.
- **Substance Abuse**: Attending classes, training or placement while under the influence of drugs or alcohol.
- **Offensive Language or Harassment**: Using inappropriate or offensive language, or harassing others through verbal, written, or online communication.
- **Unsafe Behaviour**: Acting in a way that puts yourself or others at risk of harm.
- **Damage to Property**: Deliberately damaging property belonging to other students, staff, or the organisation.
- **Abuse or Threats**: Any form of verbal or physical abuse toward students, staff, or others involved in the training environment.

Discrimination, bullying, and sexual harassment are unlawful under the following legislation:

- Sex Discrimination Act 1984 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Age Discrimination Act 2004 (Cth)
- Australian Human Rights Commission Act 1986 (Cth)

We have **zero tolerance** for these behaviours. Students and staff (including managers) found to have engaged in such conduct might be counselled, warned or disciplined. Severe or repeated breaches can lead to formal discipline up to and including suspension, cancellation of enrolment or dismissal in staff cases.

Breaches of Student Conduct

If you breach the Student Conduct policy outlined in this Handbook:

- You may be counselled, warned or disciplined, depending on the severity.
- You will receive written notification of any intention to suspend or cancel your enrolment.
- You will have 20 working days to lodge a written appeal using our Complaints and Appeals process.
- If you are unhappy with the outcome of the internal appeals process, you have the right to make an appeal using the external processes.

We are committed to procedural fairness, and you have the right to:

- Be heard.
- Appeal any decision through internal and external processes.

For more information on your rights to appeal, please refer to the Complaints and Appeals section of this Handbook.

The dispute resolution process described in the policy does not prevent a person from exercising their rights to other legal remedies.

Training and Assessment

We are committed to providing flexible, practical and high-quality training that prepares you with the skills and knowledge you need to achieve competency.

Delivery Modes

We aim to offer delivery methods that are **flexible and accessible**, supporting students who balance study with work or personal commitments.

Depending on the course you are enrolled in, your learning experience may include:

- **Online learning** using an online learning platform
- **In-person classes** or live online sessions (if applicable)
- **Self-paced study** supported by your Trainer and learning resources
- **Practical placement** in real or simulated environments (where required)

Some courses will have a primary mode of delivery (e.g. fully online) or may have a blended model (e.g. in-person classes and online learning outside of class times). For delivery information specific to your course, please see our website or [contact us](#) prior to enrolment.

Our courses are structured to accommodate different learning styles, life circumstances, and prior experience. Regardless of delivery more, students are encouraged to take ownership of their learning while accessing trainer guidance when needed.

Third-Party Training Providers

At times, we partner with approved third-party training providers to deliver training and assessment services on our behalf. These arrangements allow us to offer more flexible delivery options in various locations across Australia and internationally, while maintaining full responsibility for the quality of your learning experience.

Even if your course is delivered by a third-party provider, **your enrolment remains with UNET as the Registered Training Organisation (RTO No. 30173)**. This means that we are ultimately responsible for ensuring that your training and assessment meet national standards, and that your records, certificates, and statements of attainment are correctly issued by us.

You will be informed when your training and assessment are being provided by a third-party partner, and **we will clearly identify who is delivering the training**. You will also be notified if there are any changes to these arrangements that may affect you.

If you have any questions, concerns, or feedback about the training or services provided by a third-party partner, you can also contact us directly at admin@unet.org.au to discuss your concerns.

No matter who is delivering your training, you have the right to receive quality education and to access our full range of student support services.

Assessment Approach

Assessment is the process of collecting evidence to confirm that you have the required skills and knowledge to achieve competency in each unit. Our courses are delivered using **competency-based**

training methods. This means you are assessed on your ability to demonstrate specific skills and knowledge that meet nationally recognised standards, rather than receiving a grade or score.

Your Trainer will provide clear instructions and support throughout your assessments. You will have **multiple opportunities** to demonstrate your competency if needed. Each unit may have a combination of **various forms of assessment**, including

- Written tasks (e.g. short answer questions)
- Case studies or role plays
- Research projects
- Practical demonstrations (recorded or observed)
- Spoken presentations
- Portfolio of work
- Third party reports
- Observations during placement (if applicable)
- Reflections or self-assessments

Assessment is conducted in line with the *Principles of Assessment* (valid, reliable, flexible, and fair) and the *Rules of Evidence* (valid, sufficient, authentic, and current). Each assessment task is mapped to the relevant unit requirements and the mapping for the assessment task will be made available to you.

Assessment Outcomes

You must complete all required tasks for a unit to be assessed as Competent (C). If a task does not meet the required standard, you may be given **feedback and an opportunity to revise** and resubmit. Assessment Outcomes.

Each assessment task will be marked as either:

- **Satisfactory (S)** – the task meets all requirements
- **Not Yet Satisfactory (NYS)** – the task needs more work

Once all tasks within a unit are completed to a satisfactory level, the unit will be marked as:

- **Competent (C)** – you have demonstrated the required skills and knowledge
- **Not Yet Competent (NYC)** – you have not yet demonstrated all required outcomes

If you are marked **Not Yet Satisfactory (NYS)** or **Not Yet Competent (NYC)**, your Trainer will provide feedback and discuss next steps, which may include resubmission or additional support.

If you believe that you have been unfairly assessed, then you have the **right to appeal** an assessment decision. Please see the Complaints and Appeals Section for more information.

Fair and Flexible Assessment

We recognise that all students learn differently. You are encouraged to speak with your Trainer early if you:

- Experience barriers to completing assessment tasks
- Need adjustments to support a disability or learning difficulty
- Have language, literacy or numeracy challenges
- Are concerned about demonstrating your skills in the standard assessment format

If you have a condition that may impact your ability to complete assessments in the standard format, **reasonable adjustments** can be made. These are designed to support equitable access without compromising the competency outcomes. Speak to your trainer or a support team member early in your course to arrange any required adjustments.

Changes to Course Details

We are committed to keeping you informed about any changes that may impact your training experience. We reserve the right to make **reasonable changes** to:

- Timetables or class schedules
- Delivery sequence of units or modules
- Training hours
- Training staff (e.g., if a trainer becomes unavailable)

These changes may sometimes be outside of our control, but we will always aim to minimise any disruption to your studies. You will be notified of any changes **in writing** through:

- Email or official correspondence
- Your online student portal
- Student noticeboards (if applicable)
- Updates on our website

While we make every effort to deliver all planned courses and units, sometimes cancellations are unavoidable (e.g., due to low enrolments or trainer availability). If your course or unit is cancelled:

- You will receive **written notification**
- You will be offered a **full refund** of any fees paid, **or**
- You may choose to **transfer your fees** to another available course, unit, or future intake

Our team will work with you to discuss your options and support you in making alternative arrangements.

Recognition of Prior Learning (RPL) and Credit Transfer

We understand that students may have **previously acquired skills and knowledge** through formal training, work experience, or life experience. We offer both Recognition of Prior Learning (RPL) and Credit Transfer (CT) pathways to support students in gaining recognition for what they already know or have achieved.

Recognition of Prior Learning (RPL)

RPL is the process of assessing your existing skills and knowledge—gained through work, volunteering, informal training, or life experience—against the learning outcomes of the course.

You may apply for RPL if you believe you can provide **sufficient evidence** that demonstrates your competency in one or more units. This evidence may include:

- Resume or work history
- Position descriptions
- Performance appraisals or references
- Samples of your work
- Video or photographic evidence
- Certificates of participation in training

To ensure compliance with the *Rules of Evidence*, assessors will evaluate whether your evidence is:

- **Valid:** directly relates to the unit requirements
- **Sufficient:** provides enough breadth and depth to support a judgement
- **Authentic:** your own work and experience
- **Current:** recent enough to still reflect competency

If the evidence is incomplete, you may be asked to provide additional documentation or complete a gap assessment.

Credit Transfer (CT)

Credit Transfer is available if you have **previously completed the same or equivalent unit(s)** of competency at another Registered Training Organisation (RTO). You will need to supply a copy of your official Statement of Attainment or Qualification Transcript.

If the units are deemed equivalent to those in your current course, credit will be granted without the need for reassessment. Credit Transfer should be applied for as soon as possible after enrolment.

How to Apply for RPL or CT

To apply for RPL or Credit Transfer:

1. Indicate your interest during the enrolment process or contact our team at any time.
2. Complete the relevant application form and submit the required evidence.
3. A qualified assessor will review your submission and advise the outcome.

Please note that RPL assessments may take some time depending on the complexity of the evidence provided the time involved in the review process.

In some cases RPL or Credit Transfers can reduce the total cost of the course, depending on the amount of RPL or credit that can be granted. If you'd like to explore these options further, please contact us for support and guidance.

Transitioning to New Qualifications

We are committed to ensuring students have access to the most up-to-date and industry-relevant training. We only deliver and assess approved qualifications that are listed on our official scope of registration. This ensures the courses we offer are nationally recognised and meet current industry standards.

When a new version of a Training Package or accredited course is released, we work to transition to the new qualification as soon as possible, and no later than **12 months from a new Training Package** release or **24 months from a new equivalent accredited course** release. We cannot enrol new students into qualifications that have been removed from the National Register.

To minimising impact to students, we aim to ensure that students:

- Are **not disadvantaged** by continuing in an outdated course.
- Are **not enrolled** in qualifications that limit their **employment or further study** pathways.

We will communicate with students and relevant stakeholders (such as employers or partner organisations) to explain:

- What is changing
- How it may affect your studies
- What your options are moving forward

Depending on your course status and progress, you may **transition** to the new qualification or be offered the opportunity to **complete your current course** within a designated **teach-out period**. All transitions and teach-out arrangements will be managed in line with the Australian Skills Quality Authority (ASQA) General Direction – Transition and Teach-Out requirements.

If you have any questions about how a transition might affect you, please contact us for personalised advice.

Our management system, including management of student records, course extensions, resources and assessment are also reviewed to take into account the changes required to transition to a new training product.

Personal Details and Privacy

It is important your personal details are **kept up to date** for Government **reporting requirements** and so that you receive all important information relating to your studies with us. It is also important that your name appears correctly on your Certificate (testamur) and it is sent to the correct address.

We are fully committed to **protecting** your personal information in accordance with the *Privacy Act 1988 (Cth)*, the *National Vocational Education and Training Regulator Act 2011 (Cth)* (NVETR Act).

As a Registered Training Organisation (RTO), we collect your personal information in accordance with our [Privacy Notice](#) to process and manage your enrolment in a vocational education and training (VET) course with us. This information is essential for us to deliver VET courses and comply with our obligations as an RTO.

We use your personal information to:

- Deliver VET courses to you
- Comply with our obligations as an RTO

We are required by law (under the NVETR Act) to **disclose your personal information** to the National Centre for Vocational Education Research Ltd (NCVER) for the National VET Data Collection. We are also authorised to disclose your information to relevant state or territory training authorities.

NCVER may disclose your personal information to:

- VET regulators (e.g., ASQA, VRQA, TAC WA)
- The Australian Government Department of Education, Skills and Employment (DESE)
- Other Commonwealth and state or territory authorities responsible for VET matters
- Persons engaged by NCVER to conduct research on its behalf

Your information may be **used for purposes such as:**

- Populating authenticated VET transcripts
- Administration of VET
- Facilitating statistics and research relating to education, including surveys and data linkage
- Understanding the VET market

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

You may receive a student survey conducted by a government department, NCVER, or an authorised agency. Participation is voluntary, and you may opt out at the time of being contacted.

You have the **right to request access** to and correct your personal information held by UNET. To do so, please [contact us](#).

For more details on how we handle your personal information, please refer to our full [Privacy Notice](#).

Records Retention and Management

We are committed to keeping your personal and academic records **safe, secure, and accessible** in line with the Privacy Act 1988 (Cth), the Standards for RTOs, and our own Records Management Policy.

We collect and store your information to:

- Manage your **enrolment and study progress**
- Issue your **certificates and statements of attainment**
- Meet our **legal and government reporting** requirements

We retain student records in accordance with government and regulatory requirements:

- **Certificates and Statements of Attainment:** Kept for **at least 30 years**
- **Assessment Outcomes:** Kept for **at least 7 years**
- **Completed Student Assessments:** Kept for **2 years** from the date the assessment decision was made
- **Enrolment and Contact Details:** Kept for **at least 7 years** after you finish your course

Your records are stored securely on **password-protected systems** and in **secured systems**. We regularly back up electronic records and store backup copies safely. No unauthorised third parties can access your records without your **written permission**, unless required by law.

In the unlikely event that UNET closes, all student records (including certificates issued) will be **securely transferred** to the relevant government authority, ensuring your records remain accessible in the future.

If you have any questions about how your records are managed, you can request access to your records or ask for corrections if any information is incomplete or incorrect. To do this, email us at admin@unet.org.au with the subject line **“Student Records”** and tell us what you’d like to know, access or update.

Issuing of Certificates & Statement of Attainments

Once you have successfully completed your course or individual units of competency, we will issue you with official certification in line with national requirements.

All certificates and statements issued by us meet the following national requirements:

- Meets the **Australian Qualifications Framework (AQF)** requirements
- Includes our **RTO name and national provider number (30173)** as registered on the National Training Register
- Includes the **Nationally Recognised Training (NRT)** logo, used in line with current government guidelines

A **Certificate (Testamur) and Transcript** is issued **within 30 days** of a student successfully completing **all requirements** of a **full** nationally recognised qualification.

A **Statement of Attainment** issued when you have completed **one or more units** of competency, but **not the full qualification**. This may apply if you:

- Withdraw partway through a course and have achieved some competencies
- Complete additional units beyond the required electives for your qualification
- Complete only certain units for professional development purposes

Please note that some units may require completion of both theoretical and practical components in order for a unit of competency to be awarded.

We maintain secure records of all qualifications and statements we issue for a period of **30 years**, in line with national requirements. This means you can contact us in the future if you need a copy of your Certificate, Competency Transcript or Statement of Attainment to be reissued due to loss or damage. Please note that a **reissue fee applies**.

We use a secure student records management system that allows us to report your training activity to government agencies using AVETMISS-compliant data, as required under national VET legislation. This includes data relating to your training and assessment, including the completion of any units or courses and the issuing of any qualifications.

Withdrawals

We understand that sometimes circumstances change, and students may need to withdraw from their course. Our Withdrawal and Refund Policy is designed to be fair and transparent, while meeting our obligations under national training and consumer protection laws.

If you decide to withdraw from your course:

- You must notify us **in writing** by email to admin@unet.org.au
- Your official **withdrawal date** will be the date we receive your written notification.

We encourage you to speak with us before withdrawing, as we may be able to offer flexible options such as a study extension or additional support to help you continue.

Refunds

Refund eligibility depends on **when you withdraw** and the specific **Payment and Refund Policy** for your course. Refund conditions may vary between courses, delivery methods, and course locations due to:

- **Different Course Formats:** Refund terms may vary between face-to-face, online, or blended learning depending on the costs involved in delivering and supporting each format.
- **Local Delivery Costs:** Course fees and refund conditions may reflect local costs, such as venue hire or trainer travel.
- **State or Territory Funding and Regulations:** Different regions may have state-specific funding or legal requirements that affect how fees and refunds are managed.
- **Community or Sponsored Programs:** Some regions may offer special rates or community-supported programs with different refund arrangements.
- **Partner Organisations:** Some courses are delivered through approved third-parties who may have their own payment and refund arrangements.

All students are required to read and agree to their course Payment and Refund prior to enrolment.

If you have any questions regarding the specific Payment and Refund Policy for your course and location, we encourage you to [contact us](#) before enrolling so we can explain the policies and provide you with correct information.

For the Payment and Refund Policy specific to your course please see our website or [contact us](#) prior to enrolment.

All students are entitled to a full refund if the RTO closes or stops offering the agreed services before you complete your course (see RTO Closure or Provider Default section for details).

Complaints and Appeals Policy

At UNET, we believe in open communication and continuous improvement. We value all feedback and are committed to handling complaints and appeals **promptly, fairly, and with respect** for all involved. The internal complaints and appeals processes are based on the principles of conciliation and mutual cooperation.

You can raise a complaint or appeal if you:

- Are unhappy with an **assessment outcome**
- Have concerns about **course delivery, services, or communication**
- Experience or witness **discrimination, harassment, bullying, or victimisation**
- Have a complaint about the **behaviour of another student or staff member**
- Disagree with a **decision to suspend or cancel your enrolment**

Informal Complaints or Appeals

In the first instance, we encourage you to try and **resolve concerns informally** by:

- Speaking with your **Trainer/Assessor** or **any staff member** you feel comfortable with
- Discussing the issue to see if an **informal resolution** can be reached

If the issue **cannot be resolved informally**, you can submit a **formal complaint or appeal**.

Formal Complaints or Appeals

You can submit your formal complaint or appeal at **any time**, even if you haven't made an informal complaint first. Formal complaints or appeals must be **submitted in writing**.

If you have been notified of a decision to **suspend or cancel your enrolment**, you have **20 working days** from the date of the notice to lodge a **written appeal**. We will not finalise the suspension or cancellation until the appeals process has been completed.

Ways to Lodge Your Complaint or Appeal:

- **Email** a staff member with the subject line *"Formal Complaint"* or *"Appeal Request"*
- **Email** us at admin@unet.org.au with the subject line *"Formal Complaint"* or *"Appeal Request"*
- **Email** the CEO at <mailto:paul@unet.org.au> with the subject line *"Formal Complaint"* or *"Appeal Request"*
- **Post** to: Universal Education and Training, PO Box 6145, Maroochydore BC QLD 4558

What Happens Next

- We will **acknowledge your complaint or appeal** as soon as possible.
- We aim to **resolve the matter within 14 days**. If it takes longer, you will be **kept informed in writing** of the progress.
- We will ensure the process is **confidential, fair, and impartial**.
- You will have the opportunity to **present your case** and be accompanied by a **support person** if you wish.
- We will **keep a record** of the process and outcome.

How We Manage Complaints and Appeals

Complaints brought by a student against another student will be handled according to UNET's Behaviour Policy, which can be found in the [Student Handbook](#). These complaints will be addressed promptly and fairly, and any relevant disciplinary procedures will be followed.

All other complaints or requests to appeal will be handled as follows:

1. Your Right to Be Heard

You will have the **opportunity to present your case** throughout this process, including being supported by a **support person** if you wish.

2. Initial Review by Staff

The staff member who receives your complaint or appeal will:

- **Acknowledge receipt** of your submission
- Attempt to **resolve the issue with you directly** where appropriate
- **Report the matter to the CEO** within **3 working days** of:
 - The issue being resolved, or
 - **14 days** after receiving your written complaint, whichever happens first

3. Unresolved Matters After 14 Days

If your complaint or appeal is **not resolved within 14 days**, it will be referred to the **CEO**. The CEO may:

- **Personally review and attempt to resolve** the matter, or
- Appoint an **independent person** to assist in reaching a resolution

4. Complaints Sent Directly to the CEO

If you submit your complaint or appeal **directly to the CEO**, the CEO will:

- Request relevant details from involved staff **within 7 working days**
- Ensure all information is considered before making a decision

5. Final Decision and Record Keeping

To keep a record of your complaint, actions and resolutions take, we will:

- Make a **final determination** on the matter
- **Inform you of the outcome** and explain any next steps
- Ensure a **record of the resolution** is kept (usually via email)
- Consider implementing **improvements** based on the issue raised

There is **no charge** to access our **internal complaints and appeals process**.

External Appeals

If you are not satisfied with the outcome of your internal complaint or appeal, you have the right to seek an **external review**. These options include:

- **Appeals:** If the appellant is dissatisfied with the outcome of their assessment appeal, they may request an independent review. The independent review will be conducted by a qualified external party at no or minimal cost to the student
- **Independent Mediation:** Available through the **Dispute Resolution Branch, Department of Justice and Attorney-General**. You can contact them on **1800 017 288** or visit their website for details.
- **Australian Skills Quality Authority (ASQA):** You can lodge a complaint with ASQA if your concern relates to compliance with training and education standards. Visit www.asqa.gov.au/complaints for more information.
- Nothing in the Universal Education and Training's Dispute Resolution policy negates the right of any overseas student to pursue other legal remedies.).

Any **external appeal or mediation costs** will be explained to you before you proceed.

Continuous Improvement

We value your feedback and treat all complaints as a key component of our continuous improvement process. Outcomes and lessons learned from complaints or appeals may lead to **corrective actions** to improve our services and systems.

We use the information gained from both informal and formal complaints to assess and improve our training products, services, and operational processes. We actively review trends in feedback and complaints and incorporate this information into our decision-making to enhance the overall student experience and improve the quality of training and assessment.

No charge or fee of any kind is applied to any appeal of Assessment or any other matter. Internal complaints and appeals processes are available to students at no cost.

RTO Closure or Provider Default

In the **unlikely event** that we are unable to continue delivering your course in full, you have the right to:

- **Receive a refund** for the portion of training not delivered, calculated based on the training you have already completed, or
- **Transfer to an equivalent or alternative course** at **no additional cost**, or
- Accept **placement in another course** offered by us or an alternative provider.

If you choose to transfer to another course, you will be asked to **confirm your acceptance in writing**.

Refunds for discontinued courses will be **processed within 14 days** of the course ceasing.

If our organisation ceases to operate, we will:

- Forward all student records, including qualifications and Statements of Attainment, to the **relevant government authority** within 14 days.
- Ensure these records are complete and accessible for future reference