



# STUDENT HANDBOOK

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## Introduction

Thank you for choosing Ascent Training Solutions as your preferred supplier. Ascent Training Solutions is a registered training organisation (RTO) approved by the Australian Skills Quality Authority (ASQA) to provide a range of nationally recognised qualifications and units of competency (refer to the rear of this handbook).

Ascent Training Solutions is committed to compliance and responsible for providing the highest quality training and assessment in accordance with the VET Quality Framework including the Standards for RTOs 2025. To ensure that we meet this ongoing commitment, we engage with industry on a regular basis to ensure that our training is relevant to the needs of industry and addressing current industry practices.

This Student Information Booklet has been developed to provide information on our policies, procedures and obligations under the VET Quality Framework. The handbook is underpinned by our internal operational processes and associated forms. Should you have any questions on the content of this handbook, please do not hesitate to ask your trainer or contact our Office Administrator.

## About Ascent Training Solutions

### About Us

**Ascent Training Solutions (RTO 32108)** is a proudly Queensland-based, industry-associated Registered Training Organisation delivering Nationally Recognised training and assessment for **High-Risk Work Licences, Earthmoving Tickets, and Mining Units**.

Founded in 2009, Ascent began as a provider of high-risk work licences and civil machinery training and expanded into civil construction qualifications in 2010, and diploma-level business qualifications in 2012. We were proudly accepted by the Queensland Government as a pre-qualified supplier for Apprenticeships and Traineeships and held this contract for over 13 years before choosing to refocus our efforts on delivering **quality training in our areas of true expertise**.

Ascent Training Solutions is committed to supporting the workforce of today and tomorrow. Our purpose-built training facility has been designed to meet the needs of real industry outcomes, and we continue to add to our scope of delivery with carefully selected courses aligned with industry demand.

What sets us apart?

- **Airport pick-up/drop-off** for Brisbane-based arrivals
- **Onsite accommodation** for regional clients
- **Flexible group bookings and tailored training plans**

- **Access to Construction Skills Queensland (CSQ) funding**
- **Proudly a MATES in Construction Accredited Site**

Our clients are at the heart of everything we do. From first contact to course completion, our experienced trainers and dedicated admin team go the extra mile to make the experience seamless, supportive, and enjoyable.

Ascent Training Solutions: [www.ascenttrainingsolutions.com.au](http://www.ascenttrainingsolutions.com.au)

National Training Register: [www.training.gov.au/organisation/details/32108/summary](http://www.training.gov.au/organisation/details/32108/summary)

## Ascent Training Solutions Company Mission

To **empower students and employers** through practical, flexible, and affordable training solutions that deliver real industry outcomes.

## Contacting Ascent Training Solutions

If you should need further support or assistance, please do not hesitate to contact us.

At any time, you may contact Ascent Training Solutions 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

General Phone and Booking Enquires:

07 3865 4926 or 0404 765 828

Email:

[bookings@ascent.edu.au](mailto:bookings@ascent.edu.au)

Complaints:

[Compliance@ascent.edu.au](mailto:Compliance@ascent.edu.au)

## Delivery Locations

We are located at:

Training Yard: 32 Bandara Street, Richlands QLD 4077

Head Office: 16 Holland Street, Northgate QLD 4013

## Parking

Whilst you are attending our site by vehicle, you may park in designated parking on site or in the side streets that are adjacent to our premises.

## Public Transport

There are limited public transport options available within walking distance to the training yard.

## Food Options

Our training yard is visited by a food truck at lunch time most weekdays. There are food storage facilities available on site or takeaway food is available within a 5-10 minute drive.

## Privacy

### 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. Failure to provide this information will prevent you from enrolling in a course with Ascent Training Solutions.

### 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 Education, Skills and Employment (DESE), 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](http://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.

DESE 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 DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.desegov.au/national-vet-data/vet-privacy-notice>.

## National VET Data Policy

As part of your enrolment, you will be asked to declare your acceptance of the terms of the service contract and the refund conditions and confirm that you have been fully advised of the fees, refund conditions and conditions of enrolment and agree to be a student at Ascent Training Solutions.

You agree that it is your responsibility to retain a copy of this written agreement as supplied by Ascent Training Solutions and receipts of any payments of tuition fees or non-tuition fees.

You agree that under the Data Provision Requirements 2020, Ascent Training Solutions is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the enrolment form and your training activity data) may be used or disclosed by Ascent Training Solutions for statistical, regulatory and research purposes. Ascent Training Solutions may disclose your personal information for these purposes to third parties, including:

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

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

- issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

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

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

## 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.

## Compliance with applicable laws and regulations

Ascent Training Solutions will observe all laws, rules and regulations of government and authorities. This specifically includes the requirements under the following acts. If federal, state or local law exists that is either contradictory or stricter than this policy, then the employee/contractor must apply the law.

- The Copyright Act 1968
- Anti-Discrimination Act 1991
- Sex Discrimination Act 1984
- Privacy Act 1988
- Equal Opportunity Act 2010
- Standards for Registered Training Organisations 2025
- Child Protection Legislation Amendment Act 2003
- Child and Young Persons (Care and Protection) Act 1998
- Education Legislation Amendment (Staff) Act 2006
- Government and Related Appeals Tribunal Act 1980
- Occupational Health and Safety Act 2000
- Protected Disclosures Act 1994
- Public Sector Employment and Management Act 2002
- Education (Accreditation of Non – State Schools) Regulation 2001
- Education (General Provisions) Act 2006
- Drug Misuse Act 1986
- Fair Trading Act 1989
- Fair Work (Commonwealth Powers) and Other Provisions Act 2009
- Industrial Relations Act 1999
- Integrity Act 2009
- Further Education and Training Act 2014

- Further Education and Training Regulation 2014
- Work Health and Safety Act 2000

## Safety whilst training

Ascent Training Solutions is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the Work Health and Safety Act 2011 of our responsibilities to maintain a safe environment.

The following guidelines are provided as a basis for safe practice in the training and assessment environment. The guidelines are particularly relevant to students, trainers and assessors.

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- Follow equipment operating procedures and trainer instructions for the safe operation of equipment;
- Smoking is only permitted in designated areas at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to the RTO staff;
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Observe hygiene standards particularly in eating and bathroom areas.

### Electrical equipment:

- Electrical equipment that is not working should be reported to the Training Manager.

- Ensure electrical equipment is tested and tagged every 12 months by a suitably qualified and competent person.
- Electrical work should only be performed by appropriately licensed Electrician. students, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting, power outlets or electrical training aids.

#### Fire safety:

- Ascent Training Solutions will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event; and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users are to consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any practice sessions on fire safety evacuation procedures and the use of fire safety devices.

#### First aid:

- Provision for first aid facilities are available where training is delivered.
- All accidents must be reported to Ascent Training Solutions staff.
- The accident and any first aid administered must be recorded by staff involved.
- Safety incident report is to be completed on any incident requiring first aid or near miss.

#### Computer facilities:

- Extended periods of work with computers can result in general fatigue and eye strain. Repetitive tasks and incorrect posture will result in consistent aches and pains.
- Current work health and safety guidelines indicate that people working for long periods at computers should organise their work to allow a five-to-ten-minute rest every hour. This rest should include a change of position and stretching exercises as appropriate.
- Posture can be improved by adjusting chair height so that the operator's feet are comfortably placed on the floor (or footrest) and your arms are at an approximately 90-degree angle.
- The screen should be positioned to avoid reflection from lights and windows and at a suitable distance so that it can be easily read.

#### Lifting:

- students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by Ascent Training Solutions unless directed to do so by the Trainer.
- If you have experienced back problems in the past do not attempt to lift anything at all and advise the Trainer of any limitation.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- Never twist your torso while lifting.
- Never lift a heavy item above shoulder level.
- Never carry a load that obstructs your vision.
- Never hold your breath while lifting, moving, and setting the load down.
- Before lifting a load, make sure the load is secure.

- Use a safe lifting speed and avoid using momentum.
- Be aware of your surroundings before and during lifting.
- When in doubt, ask for help.

#### Work and study areas:

- Always ensure that all work areas are clean and clear to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that kitchen bench spaces are left clean and tidy and that all dishes are washed.
- Do not leave tea towels or any cleaning cloths in a bundle on the bench tops or draped near any bin.
- Do not sit or climb on any desks or tables.
- Do not leave bags or garments on the floor obstructing passageways.

#### Work integrated training

- All students must complete workplace health and safety induction before any work integrated training commences.
- Students must have access to appropriate clothing and personal protective equipment required by the workplace.
- Appropriate supervision arrangements in the workplace must be established to ensure that the student's safe participation is monitored.

- Hazard risk assessment on planned work integrated training must be completed to identify the likelihood and consequence of injury or harm occurring and appropriate risk reduction measures.
- Students must be briefed and provided contact details to contact Ascent Training Solutions representative anytime they feel that the situation in the workplace is not safe.

### Training facilities

- Training Manager or delegate to conduct a walk around each morning to confirm the training environment is safe and ready for use.
- A building assessment should be conducted every six months to assess a facility general suitability for safe access.
- Training venue suitability checklist should be completed on any new training venues use on an as required basis.
- Hazard risk assessment must be completed and approved by the Training Manager on any training activity that is conducted outside of a classroom or a controlled environment.

## Responding to Hazards

All personnel who encounter a workplace safety hazard are to respond using the following steps designed to ensure the safety of everyone and to address the hazard effectively:

1. **Identify the Hazard:** Recognise any potential safety hazard in the workplace. This could be anything from a spill on the floor to malfunctioning equipment.
2. **Assess the Risk:** Evaluate the potential risk associated with the hazard. Consider the likelihood of an accident occurring and the possible severity of its consequences.

3. **Control the Area:** If possible, isolate the hazard to prevent further risk. This could involve cordoning off the area, shutting down equipment, or evacuating the area if necessary.
4. **Notify the Relevant Personnel:** Report the hazard immediately to the nearest Procurement Institute staff member or senior manager. Provide them with detailed information about the hazard and its location.
5. **Take Immediate Action if Necessary:** If the situation requires immediate intervention to prevent harm (like turning off power to prevent electrocution or using a fire extinguisher on a small fire), do so if you are trained and it is safe.
6. **Record the Incident:** Document the hazard and the actions taken in response. This record can be important for future safety planning and may be required for compliance with workplace safety regulations.
7. **Review and Follow Up:** After the immediate hazard has been addressed, conduct a review of the incident. This should include an analysis of how the hazard occurred, what was done to respond to it, and what can be done to prevent it in the future. This review should be led by management.
8. **Implement Corrective Actions:** Based on the review, take steps to prevent the hazard from recurring. This could involve changes to procedures, additional training for staff, students, or modifications to equipment or the environment.
9. **Monitor the Situation:** Keep an eye on the area or situation to ensure that the hazard has been effectively mitigated and that no new risks have emerged.
10. **Continual Improvement:** Use the experience as a learning opportunity for continual improvement in workplace safety practices. Record any identified opportunities for improvement in a continuous improvement report and refer this through to the management meeting.

Remember, safety in the workplace is not just a policy or a set of procedures; it's a mindset that belongs to each one of us. When we step into our work or training environment, we become guardians of each other's well-being. Every caution we take, every hazard we report, and every safety guideline we follow is a testament to our commitment to each other's safety and health. It's through our collective vigilance and shared responsibility that we create an environment where everyone can work, grow, and return home safely each day.

## Evacuations

It is important that during an emergency evacuation that you remain calm and follow the instructions of your trainer. Each trainer has been equipped with the resources and skills to manage any emergency situation.

Things that you can do to assist your trainer during an emergency, is to stay with the group and meet at the emergency evacuation point. If in building with lifts, please do not use them, only exit via the emergency exit doors.

Each training venue will come with their own emergency evacuation plan, which will be introduced, to you at the commencement of your training. Please familiarise yourself with the evacuation route, exit doors and the evacuation meeting point.

## First Aid Treatments

If you are in a situation where someone or yourself requires First Aid Treatment, please notify your trainer of the situation providing as much detail as possible and they shall take the appropriate action to ensure a Qualified First Aid Officer gives the appropriate treatment. Once First Aid has been administered, please ensure that you speak to the trainer about completing the Incident report that will document the First Aid treatment.

## Smoking

Smoking is not permitted during training class times and should be restricted to taking place during training breaks. All smokers must abide the law keeping a minimum distance of three metres from any building, smoking is only permitted in the designated area at the front of the building. Cigarette butts must be disposed of in rubbish bins provided.

## Mobile Phones

All mobile phones must be turned off during training times unless the trainer has granted approval. This approval will be given on case-by-case situations that are responsibility or emergency related.

## Standard of Dress

It is expected that students be dressed appropriately and according to the training activities. For example, if training is classroom training only, then smart dress is required which includes enclosed shoes. If the training is field related where the student is required to complete practical tasks for example operate a forklift truck, then long sleeve, high visual shirts and long pants with steel cap boots would be expected.

## Alcohol and Drugs

Under no circumstance can a student be under the influence of Alcohol and Drugs during training times. Should you be taking prescription medical drugs and you are required to operate plant or machinery, it is strongly advised that you inform your trainer as these drugs may affect your judgements.

## Valuables and Security

When attending training, it is your responsibility to manage your valuables and their security so it is strongly suggested that you do not leave any valuables out where they can be easily accessed.

## Student Conduct

As a student enrolled in nationally recognised training, you play an active and important role in your own learning journey. While your trainer is here to guide, support, and assess you, it's your responsibility to participate fully, show commitment, and take ownership of your progress.

Vocational training is designed to help you build the skills and knowledge you need to succeed in the workplace. To get the most out of your training, you're expected to come prepared, stay engaged, and be respectful of others around you. Training works best when everyone works together—this means asking questions, trying your best, listening to feedback, and taking pride in your learning.

Your actions also help create a safe, inclusive, and professional training environment for everyone. How you behave, interact with others, and approach challenges all contribute to your success and to the positive experience of the group.

As a student at Ascent Training Solutions, you are expected to:

- Attend training sessions on time and be ready to take part

- Follow your trainer’s instructions and get involved in all learning and assessment activities
- Take responsibility for your progress and ask for help if you are unsure about something
- Participate safely and let someone know if you see any risks or hazards
- Treat others with respect, including your trainer, classmates, and staff
- Keep going when things get hard, effort and persistence are key to learning
- Stay curious, ask questions, try new things, and be open to feedback
- Look after the training resources, tools, and equipment you use
- Submit your work on time and make sure it’s your own
- Respond positively to feedback and be open to improving your skills
- Reflect on what you have learned and how you can keep growing
- Behave in a way that reflects the standards expected in your future workplace

By doing these things, you are not just completing a course, you are building habits and attitudes that will help you succeed in your career.

## Change of Personal Details

Ascent Training Solutions is required by law to maintain and report certain personal information. Further to this, in order for us to be able to provide you with your qualification or Statement of Attainment when you complete your course, you will need to ensure that you keep your personal and contact details up to date with us at all times. Should you change your address or contact details, please call Ascent Training Services administration to have them updated.

## Respond to contact from Ascent Training Solutions

Where a student is not contactable or fails to respond to requests by the Ascent Training Solutions, the student’s enrolment may be terminated. This action may only be taken where Ascent Training Solutions has made every reasonable attempt to engage with the student or contact the student to seek their instructions about their intentions to

continue with or complete the applicable course. Advice received from a student via email or phone conversation communicating their request is to be accepted where the student is not willing to complete an Application for Withdrawal. Email records and written records of phone conversations are to be retained on the student's file as evidence of these expressed instructions from the student.

Before a student's enrolment can be closed without their written or expressed consent a minimum of three attempts (one week apart) must be made using the last known contact details (email, phone and mail) to contact the student and issue the student with a warning letter notifying them of the intent to terminate the enrolment. Where the student fails to respond, the student's enrolment is to be closed. Any final AQF certificate to which the student is entitled is to be sent registered mail to the student's last known mailing address.

## Plagiarism

Students must submit only original work for assessments, assignments, and projects. Examples of plagiarism include:

- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence;
- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence with an end reference but without quotation marks around the copied text;
- Copying ideas, concepts, research results, computer codes, statistical tables, designs, images, sounds or text or any combination of these;
- Paraphrasing, summarising or simply rearranging another person's words, ideas, etc., without reference or explanation;
- Offering an idea or interpretation that is not one's own without identifying whose idea or interpretation it is;
- A 'cut and paste' of statements from multiple sources;
- Presenting as independent, work done in collaboration with others;

- Copying or adapting another student's original work into a submitted assessment item;
- Copying or adapting a student's own work submitted in a previous essay or assessment; or
- Unintentionally failing to cite sources or to do so adequately.

Where plagiarism is detected in students works submitted for assessment the following action will be taken:

- **Plagiarism resulting from poor academic practice** - If it has been determined that the plagiarism has arisen from poor academic practice, the student is to be requested to revise the work and submit it for reassessment. The student will be offered support and additional training in the use of referencing systems.
- **Intentional plagiarism** – If it is determined that the plagiarism was intentional, the student's work is not to be accepted, and the student is to be issued with an alternative assessment to complete. The student is to be given a formal warning in writing (Warning Letter for Academic Misconduct) by the Chief Executive Officer explaining the seriousness of the incident and the consequences if the student is found to plagiarise again (i.e. withdrawal from the course). Students who are found to continue to plagiarise work in support of their assessment will have their enrolment closed. Where a student has been found plagiarising to a level which is considered to be deliberate and egregious, the student's enrolment will be closed following being notified of the decision. The student will have the right to appeal any decision that they are notified of in accordance with the appeals policy.

To prevent cheating or plagiarism, students are responsible for:

- Submitting only work that is their own or that properly acknowledges the ideas, interpretations, words or creative works of others;
- Avoiding lending original work to others for any reason;
- Being clear about assessment conditions and seeking clarification if in doubt;

- Being clear about what is appropriate referencing and the consequences of inappropriate referencing;
- Only use AI tool according to the acceptable use guidelines.
- Discouraging others from plagiarising by observing the practices above.

## Use of Artificial Intelligence (AI)

Ascent Training Solutions employ a range of strategies and software solutions to monitor the use of artificial intelligence content in assessment submissions made by students. This is a normal part of our assessment quality control. The following are guidelines on the **unacceptable use of artificial intelligence** content:

- **Direct Generation of Assessment Responses.** Using AI to generate complete or partial answers for assessments, such as:
  - Having AI write workplace documentation like risk assessments or incident reports
  - Using AI to complete practical task descriptions or work procedures
  - Submitting AI-generated responses for knowledge questions
  - Using AI to create workplace portfolios or evidence collections
- **Bypassing Skill Development.** Using AI in ways that prevent learning essential vocational skills such as:
  - Having AI solve workplace calculations instead of developing mathematical competency
  - Using AI to create technical drawings or designs without learning the underlying principles
  - Relying on AI for measurements or specifications instead of developing measurement skills

- Having AI interpret technical manuals or workplace documents without developing comprehension skills
- **Professional Communication Tasks.** Using AI to complete communication tasks that demonstrate professional competency, such as:
  - Having AI write client communications or workplace emails
  - Using AI to generate workplace reports
  - Submitting AI-generated meeting minutes or briefing notes
  - Using AI to create workplace presentations or training materials
- **Evidence Collection.** Using AI to fabricate or manipulate evidence of competency, such as:
  - Creating artificial workplace scenarios or examples
  - Generating fictional workplace experiences or observations
  - Producing simulated workplace documentation
  - Creating artificial supervisor feedback or third-party reports
- **Practical Skills Documentation.** Using AI to document practical skills without performing them, such as:
  - Writing up practical task procedures without completing them
  - Generating safety check documentation without performing checks
  - Creating maintenance logs without conducting maintenance
  - Documenting customer service interactions that did not occur
- **Group Work and Collaboration.** Using AI to bypass genuine workplace collaboration:

- Having AI generate team contributions
- Using AI to complete assigned portions of group tasks
- Creating artificial peer feedback or evaluations
- Generating team meeting outcomes without participation

The unacceptable use of artificial intelligence content is considered a form of plagiarism and students found to be breaching this policy will have action taken against them in accordance with the plagiarism policy outlined above. Where there may be acceptable uses of artificial intelligence content, this will be specifically identified to each student within the assessment instructions of the task.

## Behavioural misconduct

Ascent Training Solutions seeks to provide an environment that is free from unacceptable behaviour and promotes a positive learning environment for all students. Behaviour misconduct is defined as unacceptable behaviour and includes, but is not limited to:

- Behaviour that impairs the reasonable freedom of other persons to pursue their studies and participate in the activities of the RTO
- Any act or failure to act that endangers the safety or health of any other person
- Actions that impair any person's participation in a legitimate RTO activity or, by act or omission disrupts the peace or good order of the RTO
- Acting in a way that causes students or staff or other persons within the RTO to fear for their personal safety
- Wilfully obstructing or disrupting any official RTO meeting, ceremony, activity, class or examination/assessment
- Any form of harassment, whether based on gender, race, age, sexual preference or religious belief

- Wilfully damaging or wrongfully dealing with any RTO property, or the property within the RTO of any person, including theft
- Being under the influence of prohibited drugs and/or substances including alcohol
- Trespassing or knowingly entering any place within the premises of the RTO that is out of bounds to students
- Making a false representation as to a matter affecting student status
- Possession of dangerous articles or banned substances
- Abusive behaviour to others

Students are responsible to:

- Be informed of and comply with Commonwealth or State law;
- Behave in a way that supports the freedom of other persons (students) to pursue their studies and participate in the activities of the RTO;
- Identify themselves truthfully;
- Behave in a way that supports the safety or health of any other person;
- Maintain the peace or good order of the training environment;
- Treat Ascent Training Solutions property with respect and prevent damage or destruction of property;
- Behave in a way that supports the conduct of official Ascent Training Solutions meetings, activity, class or examination/assessment;
- Treat others with respect and not discriminate based on gender, race, age, sexual preference or religious belief;
- Be free from (not under the influence of) prohibited drugs and/or substances including alcohol during attendance at Ascent Training Solutions;

- Not trespass or knowingly entering any place within the premises of Ascent Training Solutions that is out of bounds to students;
- Give truthful information relating to student status; and
- Communicate in a way that demonstrates respect for others and is free from verbal abuse.

## Attendance and Punctuality

For Ascent Training Solutions to give our students the best possible training, it is strongly suggested that no training time is missed. Upon the commencement of your training, you will be informed of the start and finish times of the day's events including break times. Please try to keep to these times and respect that the trainer has to work within a mandated timeframe.

Should you have an emergency situation and know that you will be running late, please contact Ascent Training Solutions on 0404765828 or (07) 38654926.

## Disciplinary measures

All participants are expected to behave in a responsible manner.

Where it is identified that a student has not abided by the code of conduct and depending on the magnitude of the misconduct, staff may suspend the student from attendance until the misconduct is dealt with by management. Trainers/assessors will provide a written statement to the management of Ascent Training Solutions which details the circumstances of the misconduct.

Upon receipt of the advice the Training Manager will advise you of the receipt of the statement from the member of staff and invite you to discuss the details of the statement. Management reserves the right to:

- Dismiss the statement; or
- Reprimand and provide warning that inappropriate and irresponsible behaviour will not be tolerated

In circumstances where a student continues to misbehave, the same process will apply. However, at the conclusion of the discussions with management, you will be provided with a written warning. If it is further identified that the behaviour continues, management reserves the right to expel you from the course.

Where a student's behaviour is so egregious it leads to the damage to property or harm to another person, the student's enrolment can be closed immediately, and the incident will be reported to the Police. This does not remove the students right to appeal a decision made by Ascent Training Solutions. Only after any appeal process has been completed that the student's enrolment can be closed and the student will be issued a statement of attainment only for units of competency they have achieved. Whilst any appeal is being processed, the student enrolment is to be temporarily suspended, and the student is not to attend the Ascent Training Solutions premises.

All documentation in relation to the discussions with management will be filed in a confidential manner on the student's file.

Where a participant has been expelled from a course, no refund of student fees will be applicable.

## Student Support Services

Ascent Training Solutions supports students to achieve their learning goals, achieving satisfactory progress towards their learning goals and achieving satisfactory progress towards meeting the learning outcomes of the course.

Ascent Training Solutions provides the following to all students:

- Facilities and resources
- Complaints and appeals processes
- LLN referrals
- Additional trainer support

Ascent Training Solutions provides the opportunity for students to participate in services or provides services designed to assist students in meeting course requirements such as additional time with trainers.

Ascent Training Solutions provides the opportunity for students to access welfare related support services to assist with issues that may arise during their study, including course progress requirements and accommodation issues. These services are provided at no additional cost to the student. If Ascent Training Solutions refers a student to external support services, Ascent Training Solutions will not charge for a referral.

Ascent Training Solutions has sufficient staff personnel to meet the needs of the students enrolled in the organisation.

- Compliance Manager
- LLN specialist

- Financial Management
- RTO Administrator
- CEO/Director
- Administration Assistant
- Trainer/Assessors

Where Ascent Training Solutions is unable to assist you internally and where there may exist personal circumstances or issues that affect your participation, we offer the following contact numbers. Should you feel that you are unable to contact these agencies yourself, the staff of Ascent Training Solutions will be happy to assist with any enquiries on your behalf where possible.

- **Centrelink** 131 021
- **Mission Australia Helpline** 1300 886 999
- **Salvation Army Care Line** 07 3831 9016
- **LifeLine** 131 114
- **Kids Helpline** 1800 55 1800
- **Alcohol and Drug Information Service** 07 3236 2414
- **Drug-Arm** 1300 656 800
- **Interpreting Service** 131 450
- **Statewide Sexual Assault Helpline** 1800 010 120
- **Youth Emergency Service** (Accommodation) 07 3357 7655

## Your wellbeing

We are committed to fostering a supportive and safe environment that promotes the mental, physical, social, and emotional wellbeing of all students. If you need assistance or support at any time during your studies, you can seek help from your trainer or the Student Support Officer. Requests for help will be kept confidential.

Depending on the nature of the issue/s, adjustments may be made to your training plan, assessment due dates, additional training support may be provided to you, or you may be referred to external support services (e.g. counselling services that provide vocational, emotional and psychological support, or services to assist in accessing financial support).

## Diversity and equity

Ascent Training Solutions is committed to providing a supportive learning environment for all our students. This includes ensuring that our training and assessment environment is inclusive, respectful and free from discrimination and harassment. Ascent Training Solutions staff members are there to ensure every student, regardless of their background or identity, has equitable access to learning opportunities, feels valued, and

can contribute to the classroom community. If at any time you feel that the training environment is not safe, you should contact the Student Support Officer as soon as possible.

## Disability Inclusion

If you think you'll need changes made in the classroom or extra learning support, you should contact the Student Support Officer as soon as possible. You can do this when you apply to enrol and before you start studying. You can also ask for help at any time during your studies.

Disclosure of disability or ongoing ill health, including mental ill health, is your choice and is not a requirement for participation in our courses. However, we encourage you to share information about the impact of your disability with us when you enrol so we can put reasonable adjustments in place in a timely way to support you in your learning and assessment.

## Children and Young Students

Ascent Training Solutions is committed to providing a positive, inclusive, and supportive environment that caters to the unique needs of students under the age of 18. Ascent Training Solutions can provide additional resources, guidance, and adjustments to ensure that young students have equal opportunities and feel safe, respected, and encouraged. The Student Support Officer will work with young students and their family or carer (if desired) during the enrolment process to develop a learning support plan, if required.

## Harassment and Discrimination

Ascent Training Solutions is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Ascent Training Solutions staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. If discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from Ascent Training Solutions staff members, and we apply complaint handling procedures advocated by the Australian Human Rights Commission.

Equally, students are also responsible for their own behaviour and are not to demonstrate or carry out any behaviour which can be perceived as harassment or discrimination on behalf of the other person. Students witnessing such behaviour should contact the Student Support Officer as soon as possible.

Students who feel that they have been discriminated against or harassed should report this information to a staff member of Ascent Training Solutions that they feel they can trust. This will initiate the complaint handling procedure which will be fair and transparent and will protect your rights as a complainant.

To find out more about how to manage a complaint, including contact details refer to the Australian Human Rights Commission:

- [Making a complaint](#)
- [Disability rights in Australia](#)

## Student Enrolment into Training

Depending on the qualification or short course you would like to complete, an Ascent Training Solutions representative will discuss with you the details of the training to ensure it is the right course for you.

**Short courses:** Students looking to enrol into a short course will complete a pre-enrolment with our Bookings Team, recording and identifying your details and any required or requested support needed to complete the course. Email confirmation of the student's details, and payment will secure your spot on the requested course or next available course. Only on receipt of payment and confirmation of pre-enrolment details, will a booking confirmation be sent through, along with pre-course training material for review prior to the course. Induction and full enrolment will be completed with the trainer at the commencement of the course.

**Qualifications:** Students enrolling into a qualification will be allocated one of our industry trainers to discuss the details of the course, to ensure the correct qualification is chosen. Once the qualification is chosen, the trainer will conduct an induction and enrolment into the course and commence the unit of competency selection process. A booking confirmation will be sent through once the minimum deposit payment is received to secure your enrolment into the qualification and commencement of the course.

*Note: Those individuals wishing to participate in a traineeship or apprenticeship – your enrolment will be organised through your employer.*

- Higher Qualifications – funded by Construction Skills Queensland this program provides a contribution towards the cost of training in specific programs

- Skills Assessment and Gap Training - funded by Construction Skills Queensland this program provides a contribution towards the cost of training in specific programs. Students undertake a rigorous RPL process to identify existing competencies for which they are granted recognition. This is then followed by gap training and assessment to enable the completion of a full qualification
- Short Courses - funded by Construction Skills Queensland this program provides a contribution towards the cost of training in specific programs. Short courses are generally individual units of competency and include various units that are necessary for the student to apply for a high risk work licence

**\*Note an Enrolment is not complete until confirmation of enrolment has been sent from Ascent Training Solutions.**

## Induction

Upon enrolment an Ascent Training Solutions representative will conduct a formal induction which may include a short language, literacy and numeracy screen to ensure that you have the appropriate levels of knowledge and skill to complete your chosen qualification.

This induction program will consist of:

- Information on your roles, rights, obligations and responsibilities
- The roles, obligations and responsibilities of Ascent Training Solutions
- The content of the training program
- Learning and assessment needs, resources and requirements.
- Your learning needs and how you learn best
- Legislative provisions applicable to Ascent Training Solutions and your training
- The information contained in this student handbook
- Contact information

## Unique Student Identifier

### Do I need a Unique Student Identifier (USI)

*From 1 January 2015, all students enrolling into nationally recognised training must have a USI. Students should be aware that qualifications and Statements of Attainment cannot be issued when the student does not hold a current USI. You can either arrange to get your own USI or we can apply on your behalf with your permission.*

To create a USI for yourself you will need to go to the USI website at <http://www.usi.gov.au/help-centre/student-help/Pages/create-a-USI.aspx> or contact the USI office **1300 857 536**

The website provides self-explanatory steps to apply for your USI including a list of the suitable identification documents you will need to provide to complete your USI application.

## Your Unique Student Identifier – Privacy

Your Unique Student Identifier (USI) account contains personal information, contact details and access to your training records and results (transcript). The USI Registry System has been designed to keep this information safe and secure and is only accessed by those organisations listed in the terms and conditions.

The USI Registry System also allows you to choose which training organisations can see this information and when. The personal information that you provide to the Student Identifiers Registrar is collected, used, and may be disclosed, in accordance with the provisions of the Student Identifiers Act 2014 and the Privacy Act 1988. The Student Identifiers Registrar's Privacy Policy provides information about the protection of your information, including how you can access and seek correction of your personal information held by the Student Identifiers Registrar and how to make a complaint about a breach of your privacy and how such complaints are handled. The Student Identifiers Registrar's Privacy Policy can be found at [usi.gov.au/Pages/privacy-policy.aspx](http://usi.gov.au/Pages/privacy-policy.aspx).

### Privacy Notice

*You are advised that and agree that you understand and consent that the personal information you provide in connection with an application for a USI:*

- *Is collected by the Student Identifiers Registrar for the purposes of:*
  - *Applying for, verifying and giving a USI;*
  - *Resolving problems with a USI; and*
  - *Creating authenticated vocational education and training (VET) transcripts;*
- *May be disclosed to:*
  - *Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:*
- *The purpose of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;*
- *Education related policy and research purposes; and*
- *To assist in determining eligibility for training subsidies;*
  - *VET Regulators to enable them to perform their VET regulatory functions;*
  - *VET Admission Bodies for the purposes of administering VET and VET programs;*
  - *Current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;*

- *Schools for the purposes of delivering VET courses to the individual and reporting on these courses;*
- *The National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;*
- *Researchers for education and training related research purposes;*
- *Any other person or agency that may be authorised or required by law to access the information;*
- *Any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and*
- *Will not otherwise be disclosed without your consent unless authorised or required by or under law.*

[illegible]

## Language Literacy and Numeracy Considerations

In order for Ascent Training Solutions to provide you with the best possible training and assessment, it is important that we understand your learning style so that learning and assessment activities can be adjusted to suit your needs and relevant support offered if necessary.

You will be asked to complete some simple reading and maths exercises to gauge your level literacy and numeracy and determine, what, if any, support needs to be provided. Given that this industry has some important mathematical calculations and reading requirements, it is important that we know your level of literacy and numeracy before we commence the training. This will enable us to give you the best opportunity of success in your course.

Where Ascent Training Solutions is unable to assist because of a higher-level language, literacy or numeracy issue, we will provide a referral with another organisation to ensure that all of your needs are met.

## Flexible Learning

Flexibility is a key concept underpinning the national training system. It is a philosophy and an approach which expands choice on what, when, where, and how people learn.

Employers benefit from the ability to integrate training into their workplace in a way that suits their operations, while learners can access training that best suits their learning style and helps them balance their work, life and education commitments.

Flexible learning includes a range of delivery modes such as:

- distance education
- mixed-mode delivery
- online/e-learning
- self-paced and self-directed learning.

As a student/client of Ascent Training Solutions, you are in control of your learning and we will work with you to develop your learning to further enhance your experience in the VET sector. So, if at any time you believe that we are not meeting your expectations, we would appreciate your feedback to ensure that we will in future meet all of your expectations.

# Learning and Assessment Methodologies and Strategies

Ascent Training Solutions is committed to providing the best possible learning environment for all staff and participants to achieve the outcomes sought by industry. Therefore, the trainers of Ascent Training Solutions will work with participants to ensure that the needs of each individual student are met in accordance with their own learning style.

The way a student learns will depend greatly on his/her ability to be able to interpret and comprehend the information being provided by the trainer and their ability to be able to apply this knowledge and skill in an assessment.

Ascent Training Solutions has developed generic learning and assessment methodologies that can be contextualised/customised to suit:

- Your learning style
- Working environment
- Needs of your industry and employer

Whilst the learning and assessment have been developed generically, your trainer and assessor will negotiate with both yourself and your employer to ensure that you have the best possible opportunities for completion. Furthermore, your trainers and assessors will be available to assist wherever necessary.

Learning options available may consist of the following:

- Resource manuals
- Textbooks
- Practical on site activities

Assessment methodologies may consist of the following:

- Written and/or oral questions
- Direct observation of skills on site
- Project work
- Examinations
- Assignments

Further information on the learning and assessment methodologies and strategies may be obtained by contacting the office administrator directly who will arrange to send detailed information on the generic learning and assessment for each unit of competency.

All assessments include clear information on the requirements for completing each activity whether they be questions (written or oral) or direct observation of your skills on site. Changes to assessment can be made at any time providing the assessor has sufficient opportunity to make amendments prior to conducting the activity and all evidence to substantiate the achievement of competency can be collected.

Upon completion of the assessment activity you will be provided with feedback on the result of the assessment whether you have been determined competent or not yet competent. In accordance with the principles of competency based training and assessment, if you have been determined not yet competent, you will be given two further opportunities to be reassessed. Where you have been unable to achieve competence after three assessments you will need to re-enrol in the unit/s or cluster/s at the fee rate of 50% of the unit/cluster cost.

## Recognition

Ascent Training Solutions will recognise the qualifications and statements of attainment issued by other RTOs.

### Direct Credit

Where you have obtained a qualification or statement/s of attainment for previous qualifications or units of competency completed and wish to have these recognised, you must provide certified copies of the qualifications and/or statements of attainment to Ascent Training Solutions.

There is no application fee applicable to direct credit. This must be done as soon as is practicable after the acceptance of the enrolment form to make certain that you do not repeat any units of competency.

### Credit Transfer

If you have completed qualifications or units of competency from a previous training package or qualification with similar outcomes, you may have these recognised. In order to apply for Credit Transfer you must first contact Ascent Training Solutions to see if the units of competency are from a recent training package and the degree of changes made between training packages. If there is little change this will be considered direct credit on the provision of certified copies of your qualifications/statements of attainment and there will be no charge.

If you have completed an older qualification or unit of competency and an alignment exercise must be completed to determine the extent to which the units of competency from the origin qualification align to the units from the destination qualification. You

will be requested to provide a range of documentation to support the alignment that may include:

- Certified copies of qualifications/statements of attainment/certificates
- Where possible, academic transcripts
- Learning or assessment materials from the origin qualification/course

Applications for Credit Transfer must be made using the National Recognition application form accompanied by the applicable application fee which is 75% of the nominal unit fee. Where direct credit is identified the fee for that unit will be refunded in full.

## Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) allows you to demonstrate that you hold certain skills that would normally be attained through participation in this or other forms of training that leads to nationally recognised qualifications and/or statements of attainment.

If you wish to apply for assessment for RPL you should contact Ascent Training Solutions for a RPL Kit and Application Form. The guide will explain the process for preparing a portfolio of evidence, which details your previous work experience, education and training details and other interests or skills. This portfolio should accompany an Application for National Recognition/ Recognition of Prior Learning form. Other supporting documentation, such as references, previous learning, reports and work samples may be included with the application. In the case of formal learning, applicant's portfolios may contain the following documents.

- certified copies of any qualifications/statements of attainment;
- details of any formal assessment of learning undertaken;

In the case of demonstrable experience whether through work or life experiences, applications should include a detailed curriculum vitae/resume and letters of support from appropriate persons/organisations who can verify these details.

Applications and the applicable fees (refer to the fees and charges schedule at the rear of your course Information Manual), should be submitted to the office administrator as soon as is practicable to avoid repeating units of competency where these skills have already been obtained. RPL rates are charged at 100% of the normal unit fee.

Whilst the policy of Ascent Training Solutions requires you to submit this documentation to support your application for RPL, we also incorporate various other

techniques to assist in the assessment of your application including formal discussions and interviews with you and challenge tests where applicable.

Within 7 days of receiving an application for RPL, the office administrator will contact you to make suitable arrangements for a formal interview with trainer/assessor of Ascent Training Solutions. This meeting will enable you to provide further information in support of your application and allow the trainer/assessor to negotiate further avenues for assessment where necessary. It is envisaged that at the conclusion of this meeting, you will be fully informed of whether or not further assessment is required.

You will be advised of the outcome of your RPL application at the completion of the assessment process and provided with the formal opportunity to appeal against the result (where necessary). See the RPL Process at Appendix A at the rear of this Information Booklet for more information.

## Transition to new training packages

A **training package** is a set of nationally endorsed standards and qualifications for recognising and assessing people's skills in a specific industry, industry sector or enterprise. They are developed by national Industry Skills Councils (ISCs). Training packages are endorsed by a statutory body of the Commonwealth Government and utilised by RTOs across the country to delivery nationally recognised training.

From time to time, training packages are updated to reflect current industry practice and standards. When a qualification forms a training package or an entire training package is updated and endorsed, RTOs have a period of twelve months to teach out existing students and transition them into the new qualification.

If the qualification you are enrolled in is superseded, Ascent Training Solutions will work with you and your employer to ensure a seamless transition to the new qualification. Credit transfer will be applied where units of competency are deemed equivalent.

Where a qualification is deleted or no longer available, Ascent Training Solutions has a period of two years to teach out students. If this is the case, Ascent Training Solutions will advise you as early as possible to enable the development of strategies to ensure you can complete your qualification within that timeframe.

## Cancellation

If you wish to cancel your booking/enrolment, you will need to provide confirmation of your cancellation in writing, no less than 5 business days, to Head Office or to the Bookings Team [bookings@ascent.edu.au](mailto:bookings@ascent.edu.au). Your booking/enrolment will be cancelled as soon as practicable after receipt of your email and confirmation correspondence will be sent in response to your email. To check if you are entitled to a refund, see the Fees and Refund Policy below.

If you are an apprentice and you wish to cancel your training contract, you will need to complete the Department of Education and Training cancellation form (ATF-034) available for download from [www.apprenticeshipsinfo.qld.gov.au](http://www.apprenticeshipsinfo.qld.gov.au). This needs to be signed by yourself and your employer and submitted to your Australian Apprenticeship Support Network Provider with 14 days of agreeing to cancel.

If your enrolment is part of a CSQ Program and you wish to cancel/withdraw prior to course commencement, you will be removed from the program. If your cancellation/withdrawal is after course commencement you will be required to pay the full fee cost of the course.

## Issuance of Qualifications and Statements of Attainment

Ascent Training Solutions will ensure that all qualifications and statements of attainment are awarded within 30 days of successful completion of:

- Selected units of competency from accredited courses or qualifications
- Qualifications
- Exit points from qualifications

Prior to the issuance of a qualification for an apprentice or trainee, Ascent Training Solutions, the employer and the apprentice/trainee must agree that all on the job and off the job training and assessment has been completed. A Completion Agreement must be signed by the parties and will be submitted to the Department of Education and Training by Ascent Training Solutions within ten (10) days of the agreement being signed.

Qualifications and/or statements of attainment will not be issued to **Fee for Service** students where assessment is incomplete, or fees remain outstanding.

**General Construction Induction Course (GCIT) Card** replacements, also known as a White Card. Will be re-issued on the basis that the RTO is satisfied that the original card has been lost, stolen or destroyed.

For a GCIT card to be reissued Ascent must; (1) Verify the students identity in accordance with the EOI, (2) obtain a copy of their Statement of Attainment or USI transcript, showing successful completion in the accepted Unit of competency;

- CPCWHS1001 Prepare to work safely in the construction industry; or
- CPCCWHS1001 'Prepare to work safely in the construction industry', or
- CPCCOHS1001A 'Work safely in the construction industry' (previous QLD Course); and

(3) obtain a signed declaration from the student declaring, that they completed the GCIT in QLD with an approved RTO, the circumstances in which the card was lost, stolen or destroyed and that they have been working in the construction industry within the last 2 years.

The declaration can be made by way of completion of the White Card Replacement Form supplied by ATS.

## High Risk Work Licences – Application

You will need:

- Candidate Assessment Summary (CAS) form/s issued by a Queensland Accredited Assessor.
- Details of your QGov/Google/Microsoft account. If you do not have one of these accounts you can register for a QGov account during the application process.
- A valid email address.
- The customer reference number (CRN) from one of the following Queensland Department of Transport and Main Roads (DTMR) issued licence cards:
  - driver's licence,
  - proof of age card,
  - marine licence indicator card, or
  - industry authority card.

If you do not hold one of these cards you can still lodge your application. Workplace Health and Safety Queensland (WHSQ) will contact you after you have lodged the online application to provide information about how to obtain a TMR CRN.

A credit or debit visa card to pay the application fee. For further assistance contact Workplace Health and Safety on 1300 632 128

## Access to your Records

You may access your records where necessary at any time. If you wish to access your records you must first contact the office administrator to obtain permission. You will be required to provide sufficient evidence of identification (preferably a driver's licence or passport) before the office administrator will grant you access to your records. You will be able to view all records privately and take copies where necessary and permitted for a nominal charge. No other parties will have access to your records without your prior written permission.

Should you wish to permit a third party access to your records, this will need to be clearly indicated. You will need to provide the details of the third party seeking to access your records and the third party will have to provide suitable identification prior to any records being released. Please contact our RTO Administrator to obtain the consent form.

## Contribution Fee Exemptions

Requests for exemption from contribution fees must be made by completing the Exemption Form available from Ascent Administration. The Exemption Form must be accompanied by evidence to support the claim. Exemptions will not be considered where evidence to support is not provided and will be returned to the applicant.

Exemptions from CSQ mandated compulsory contribution fees can only be considered in the following limited circumstances:

The student is:

- currently an unemployed eligible worker; or
- an eligible worker who has worked less than an average of 15 hours per week over the previous 4 week period; or
- working less than 15 hours per week and unable to gain employer support for payment of the co-contribution fee; or
- an eligible worker working less than 15 hours per week under a labor hire agreement.

Exemption requests for courses that do not have compulsory contribution fees will be assessed on a case by case basis on financial grounds.

The Finance Manager will assess all requests for exemptions to contribution fees based on the information contained in the form. Once a decision is made, you will be advised in writing. Should you wish to appeal the decision, please follow the Complaints and Appeals process, explained in this handbook.

If you are concerned about the privacy of your information, please refer to the information on Privacy and Confidentiality in this handbook.

## Eligibility for subsidised training

Eligibility criteria is available on our website at:

**Construction Skills Queensland programs:**

<http://ascenttrainingsolutions.com.au/construction-skills-queensland-csq-courses/>

If you are enrolling in a qualification, short course or unit of competency subsidised under one of the **Construction Skills Queensland's** subsidised programs, you will be required to provide documentary evidence in support of your eligibility.

Documentary evidence may include:

- Birth certificate, copy of your green Medicare card or passport – to demonstrate Australian or New Zealand citizenship status/Right to work in Australia
- Letter from your employer or statutory declaration confirming that you are substantially engaged in the Queensland Building and Construction Industry, and meet the Eligible Worker definition as specified in the *Building and Construction Industry (Portable Long Services Leave) Act 1991 (Qld)*.
- Drivers Licence – Photo ID if required, supporting evidence.
- Other forms of ID that will be accepted will be provided to you at the enquiry stage.

Under the Construction Skills Queensland Programs, Ascent Training Solutions charges a contribution/gap fee. This is charged separately from the contribution paid by Construction Skills Queensland for delivery of the training program.

During the booking/enrolment process, the Ascent Training Solutions representative will determine your eligibility for subsidised training prior to moving forward with your enrolment. Once your enrolment is complete and confirmed, you will be issued with an invoice for the contribution/gap fee amount.

Your contribution to the CSQ Program is a part payment of the full course cost. Upon successful completion, CSQ will provide the remaining cost/CSQ Subsidy as a contribution to your course. If you were to cancel/withdraw after course commencement, full course cost is required as you will no longer be enrolled in the program.

Information on gap fees and subsidy contributions is outlined on the Price List located on the Ascent website

## Training funding and subsidy rights and obligations

As a student receiving a subsidy to participate in training, you have certain rights and obligations. First and foremost, you have the right to expect that your training meets

high-quality standards. This means that your education must align with the standards, regulations, and requirements set down by the Australian Skills Quality Authority (ASQA) and Smart and Skilled program. This ensures that your qualification meets nationally recognised benchmarks for educational excellence.

In terms of personal information management, you have the right to be fully informed about how your personal information is collected and used by Ascent Training Solutions. You can review this information at any time and request corrections if you find any inaccuracies. Your privacy is protected under applicable laws and regulations, giving you control over your personal data throughout your educational journey. Additionally, you have the right to access Ascent Training Solutions' complaints process. This ensures that you have a clear pathway to address any concerns that may arise during your studies, and that you will receive fair treatment in all aspects of your educational experience.

Along with these rights come certain obligations that you must fulfill as a student. Your primary obligation is to provide accurate and truthful information to Ascent Training Solutions. This includes all personal details, previous educational experience, and any other information requested during your enrolment. If any of your details change during your studies, you are responsible for updating this information promptly.

Equally important is your obligation to maintain responsible and ethical behaviour throughout your training. This encompasses showing respect for fellow students and staff, following Ascent Training Solutions policies and procedures, and conducting yourself in a manner that contributes to a positive learning environment. Your ethical conduct helps ensure a quality educational experience for everyone involved in the course.

## Flexible Payment Options

At Ascent Training Solutions, we understand that upskilling is an investment in your future, and we're committed to making it as accessible as possible.

We offer a range of flexible, interest-free payment options through:

- **HUMM**

These services allow you to split the cost of your training into manageable instalments, helping you start your course sooner without the upfront financial pressure.

If you would like to arrange a payment plan or discuss the best option for your circumstances, please contact our team prior to enrolment. We're here to support you in achieving your goals with flexible, student-friendly solutions.

## Full fee paying students

Students who are ineligible for funding under Construction Skills Queensland subsidised training programs are still able to participate as a full fee paying student. Information on fees and charges for full qualifications is available at [www.ascenttrainingsolutions.com.au/qualification-overviews/](http://www.ascenttrainingsolutions.com.au/qualification-overviews/).

## Fees and Refund Policy

We make sure you receive clear, accurate fee information; your consumer rights are protected; you're informed about any changes; fair refunds are available; and no more than \$1,500 is ever required from individuals before services are delivered.

Fees will be accepted by cash or by EFT in accordance with the this policy.

Other fees and charges can be found on our price list located on the Ascent [website](#).

### Fees & payments

- **Courses under \$1,500:** Full fee is due at registration (website or reception).
- **Courses over \$1,500:** An initial payment of \$1500 is due within 5 business days of invoice or before course start (whichever is first). Remaining fees are due upon commencement of course.
- Current fees are provided in the Price List on our website.
- Training may cease if fees aren't paid as scheduled (unless CEO approves otherwise).
- Employer-paid group training (business-to-business) is invoiced by agreement and not subject to the \$1,500 prepaid cap.
- Changes to tuition fees won't apply to students who have paid and/or already commenced.

**Payment methods:** Cash, Credit Card (phone or e-invoice), EFT, BPAY.

### Fees paid in advance (prepaid fees)

- We will **not** require you to prepay more than **\$1,500** before services are delivered.
- Further payments are spread across the course, aligned to training/assessment **yet to be delivered**.
- If a course costs **less than \$1,500**, the full amount is generally due before commencement.
- Business-to-business arrangements are excluded from the \$1,500 cap.

The Price List, Booking Conditions and the Fees and Refund Policy, together with marketing information and this Handbook forms part of our Terms of Service.

## Refunds

- **5+ business days before start:** Refund of fees paid **minus \$80** admin fee.
- **5 or fewer business days before start:** No refund unless Ascent Training Solutions fails to fulfil its service agreement (see Consumer Protection & Guarantee).
- CEO may exercise discretion for documented extenuating circumstances (e.g. offer a fee credit or authorise a refund).
- Approved refunds are paid within 14 days to the original payment account.
- Request refunds in writing by email [bookings@ascent.edu.au](mailto:bookings@ascent.edu.au).

## Other refund conditions

- **Non-transferable:** Refunds can't be transferred to another person.
- **Missed classes:** No refund for clashes (exams/excursions/other obligations).
- **Provider cancellation (low enrolments):** Full refund no administration fee
- **Behavioural misconduct (after formal warning):** Enrolment cancelled, no refund (see Behaviour Misconduct policy).

## Consumer protection & guarantee

If we cancel or cease planned training, you receive a full refund for services not yet provided (calculated against units completed/issuable on a Statement of Attainment). You're protected by Australian Consumer Law and relevant State/Territory laws (e.g. unfair terms, consumer guarantees).

## Changes to terms & conditions

If we change services, training product, delivery, ownership/third-party arrangements, transition requirements, or relevant policies/procedures, we'll notify current students at least 28 days prior. You may appeal any decision that affects your enrolment/services (see Appeals Policy).

## Ceasing operations or ceasing to deliver a course

In the unlikely event that Ascent Training Solutions decides to cease operations or cease providing a training product, students and employers will be advised in writing at least fourteen (14) days before the final date.

Ascent Training Solutions will work with students and employers to secure re-enrolment into the course with another provider to minimise disruption to the student's learning. However, students and employers will be encouraged to seek the RTO of their choice and are not bound to select the RTO chosen by Ascent Training Solutions. Ascent Training Solutions will transfer results to the new RTO and issue Statements of Attainment as required to the students prior to the transfer.

In the case where Ascent Training Solutions makes a strategic decision to cease operations, students and employers will be advised in writing at least 30 days in advance of the date that Ascent intends to cease operating. As outlined above, Ascent will support students and employers to transition to a new RTO to minimise disruption to learning.

Ascent Training Solutions will transfer all records to ASQA in accordance with its directions to enable future re-issuance of qualifications or Statements of Attainment.

## Changes to terms and conditions

Ascent Training Solutions reserves the right to amend the terms and conditions of the student's enrolment at any time. Changes may include changes to course delivery arrangements, changes to ownership or third party arrangements, changes caused by training product transition<sup>1</sup>, or changes to our policies and procedures. If changes are made that affect the student's enrolment the student will be informed 28 days prior to changes taking effect. Students are provided this advance notice of 28 days to enable them to submit an appeal from the date they were informed of the decision. Further information about appealing a decision is contained in the section relating to complaints and appeals handling.

## Complaints and Appeals Policy

Ascent Training Solutions recognises the need for students, staff and other clients to have confidence that the Registered Training Organisation (RTO) will deal with grievances in a fair and equitable manner based on procedures that are appropriate, accessible and easily understood.

Ascent Training Solutions has a duty of care in ensuring students study in a happy environment, free of coercion, unfair treatment or harassment.

Nothing in these procedures limits the rights of individuals to take action under Australia's Consumer Protection laws.

Ascent Training Solutions is constantly reviewing and updating policies, as a grievance helps us to fix a problem and assists with continuous improvement.

## Complaints and Appeals

All students, clients and customers of Ascent Training Solutions have the right to make a formal complaint or appeal against decisions made by Ascent Training Solutions or its staff and contractors.

In the first instance complaints or appeals should be discussed informally with the staff or trainers involved. Every attempt should be made to resolve the dispute informally. However, if the complaint or appeal cannot be managed informally the student can submit a formal complaint.

Ascent Training Solutions is committed to ensuring that all complaints and appeals are dealt with promptly. All complaints will be acknowledged in writing within 24 hours of their receipt. This will be done via the email address provided by the student on the enrolment form. Where the student does not have an email address, the acknowledgement will be sent to the student's home or postal address.

Upon receipt of a complaint or appeal against a decision, the Compliance Team will conduct a review and investigation into the matter and contact will be made with you within 10 working day to arrange a time to discuss your complaint or appeal. Should you wish, you are welcome to bring a support person or advocate to this meeting for support. During the meeting you will be given the opportunity to present further evidence to support your complaint.

Following the meeting, the Compliance Team will conduct an analysis of all information at hand and make a decision. You will be advised of the decision, including the reasons for the decision, in writing within ten (10) working days.

Should you disagree with the decision, you will be provided with the opportunity to request a review by an independent third party. The third party will be agreed between Ascent Training Solutions and you to avoid any perceived conflict of interest. Following this review, the decision of the independent part will be final and you will be provided with further avenues for appeal external to Ascent Training Solutions (see External Appeals below).

If you are satisfied with the resolution, agreed actions will be implemented and the complaint or appeal will be closed.

Internal complaints and appeal services are free of charge.

## External Appeals

Where the person making a complaint or seeking an appeal is not satisfied with the handling of the matter by Ascent Training Solutions, they have the opportunity for a body that is external to Ascent Training Solutions to review his or her complaint or appeal following the internal completion of complaint or appeals process.

Students who are not satisfied with the process applied by Ascent Training Solutions may refer their matter to the following external agencies:

- In relation to consumer related issues, the student may refer their complaint to the relevant **Office of Fair Trading**.
- In relation to the delivery of training and assessment services, the person may refer their complaint to the **National Training Complaints Service** via the following phone number: 13 38 73 or visit the website at <https://www.dewr.gov.au/national-training-complaints-hotline> or alternatively to the Australian Skills Quality Authority at the following website <https://asqaportal.asqa.gov.au/Make-a-Report/?from=tip-off>
- In relation to matters relating to privacy, the person may refer their complaint to the **Office of the Australian Information Commissioner** via the following details: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint> or call on 1300 363 992

## Assessment Appeal

If you do not agree with an assessment outcome you should first discuss the matter with the trainer/assessor concerned. Where an agreement or resolution cannot be reached, then you will need to submit an Assessment Appeal Form.

Ascent Training Solutions is committed to ensuring that all appeals are dealt with promptly. All appeals will be acknowledged in writing within 24 hours of their receipt. This will be done via the email address provided by the student on the enrolment form. Where the student does not have an email address, the acknowledgement will be sent to the student's home or postal address.

Upon receipt of an appeal, the Compliance Team, will conduct a review and contact will be made with you within 10 working days to arrange a time to discuss your appeal. Should you wish, you are welcome to bring a support person or advocate to this

meeting for support. During the meeting you will be given the opportunity to present further evidence to support your complaint.

Following the meeting, the Compliance Team will conduct an analysis of all information at hand and consult with an independent trainer/assessor to determine if the assessment decision was fair and whether sufficient evidence was collected to enable the judgement to be made. You will be advised of the decision, including the reasons for the decision, in writing within ten (10) working days.

- Should your appeal be upheld, the result for the assessment will be overturned and recorded in the student management system and your student file.
- Should your appeal be refused, you will be offered a further opportunity to be reassessed, following which no further opportunities will be allowed without re-enrolling in the unit of competency. An alternate assessor will be allocated to conduct this assessment event.

Should you disagree with the decision, you will be provided with further avenues for appeal external to Ascent Training Solutions (see External Appeals below).

## Grounds for Appeal

An application for appeal will be considered where:

- A student claims a disadvantage because the trainer did not provide a subject outline
- A student claims disadvantage because the trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline
- A student claims disadvantage because assessment requirements specified by the trainer were unreasonably or prejudicially applied to him or her
- A student is of the view that a clerical error has occurred in the documenting of the assessment outcome
- A student claims that there is a discrepancy between the practical observation and the formal assessment.

If the appeal for re-assessment is proven, Ascent Training Solutions will appoint an alternative assessor who will make all necessary arrangements to conduct the re-assessment of the student at a time that is mutually convenient for all parties concerned.

## Record Keeping

A written record of all complaints and appeals handled under this procedure and their outcomes will be maintained for a period of five years or in accordance with applicable State funding contracts. These records will remain with the students file and cannot be accessed without a written request to the CEO.

## Continuous Improvement

Ascent Training Solutions is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

Students are encouraged to provide feedback and suggestions for improvement to Ascent Training Solutions at any time during their studies so we can improve our services in the future. Students can report opportunities for improvement by discussing suggestions with their Trainer or the Student Support Officer, sending us an email or completing the *Opportunity for Improvement Form*. The *Opportunity for Improvement Form* template is available on request. Suggestions for improvement will be considered by our management team at our regular management meeting.

During a long course, students will be invited to complete the *Student Continuous Improvement Survey* which will usually be administered early in a course such as after the first term to collect feedback so any issues can be addressed to improve our service to you for the remainder of the course.

At the completion of your course, you will be issued with a *Student Satisfaction Survey*. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to Ascent Training Solutions for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

## APPENDIX A - RPL APPLICATION PROCESS

### TIPS AND HINTS TO HELP YOU PREPARE FOR RECOGNITION

To have skills formally recognised in the national system, assessors must make sure you have the skills and knowledge to meet the industry standard. This means you must be involved in a careful and comprehensive process that covers the content of all unit/s or qualification/s you can be recognised for.

Assessment happens in a variety of ways. Being prepared can save you valuable time and hassle and make the recognition process stress-free for you.

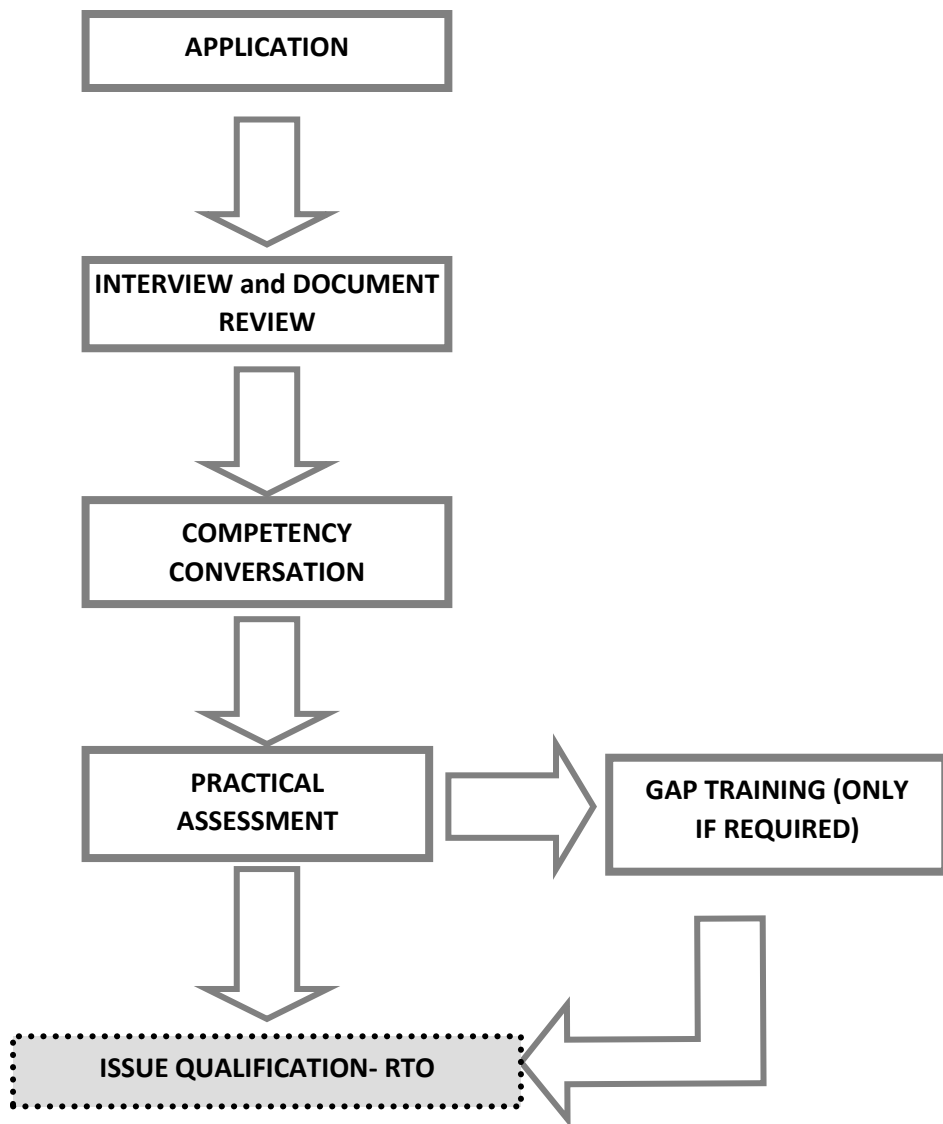
Here are some tips and hints for you:

1. Be prepared to talk about your job roles and your work history. Bring a resume or jot down a few points about where you have worked, either paid or unpaid, and what you did there.
2. Bring your position description and any performance appraisals you have from any construction industry shops or facilities you have worked in.
3. Consider the possibilities for workplace contact. Are you in a workplace that is supporting your goals to get qualified? Would you feel comfortable to have the assessor contact your workplace or previous workplaces so your skills can be validated?
4. Think about who can confirm your skills level. Think about current or recent supervisors who have seen you work in the past 18 months and will be able to confirm your skills. The assessor will need to contact them. You may also have community contacts or even clients themselves who can vouch for your skills level.
5. Collect any certificates from in-house training or formal training you have done in the past.
6. You can speak with your training organisation about other ways you can show your skills in the construction industry. These could be letters from employers, records of your professional development sessions, employers or clients in

related industries or government agencies, acknowledgements, workplace forms (as long as they don't show client details) or other relevant documents

**OVERVIEW OF RECOGNITION PROCESS**

This RPL Assessor Kit has been developed to streamline the application for recognition of prior learning.



## STEPS IN THE RPL PROCESS

### Step 1 – Complete the Application

Complete the RPL Application Form upon enrolment. This form will be submitted to the Ascent Training Solutions administration to enable a RPL Kit to be prepared specifically for you. Your trainer will bring the RPL Kit to your first training visit and provide support to assist you to in completing the required information. It is important that you provide as much information of your previous experience in the construction industry as you can. This is your first opportunity (and not the last) to provide proof of your variety of experience in the industry. Here you can supply examples of your work history that could include:

Documents that may be available include but are not limited to:

- Any licences (vehicle, MR, HR or HC, etc.)
- Detailed CV or Work History
- Certificates/Results of any prior Training/Assessment relevant to this Qualification
- Indentures/Trade Papers
- Certificates/Results of Assessment – universities
- Results/Statement of Attendance/Certificates – vendor training courses
- Results/Statement of Attendance/Certificates – in house courses
- Results/Statement of Attendance/Certificates – workshops, seminars, symposiums, etc.
- Results/Statements of Attendance/Certificates – club courses e.g. first aid, officials, Surf Life Saving, etc.
- Tickets held – e.g. backhoe/loader, grader, roller, excavator, compactor, skid steer, chainsaw, scraper, confined spaces, traffic controller, WHSO, WHSO reps
- Photographs of work undertaken e.g. during construction, completed jobs etc. and to be verified by an Employer Representative in charge of the respective work
- Diaries/task sheets/job sheets/log books
- Site training records
- Site induction records
- Membership of relevant professional associations
- Hobbies/interests/special skills outside work
- References/letters from previous employers/supervisors
- Industry awards
- Any other documentation that may demonstrate industry experience

Depending on the industry you have worked in, you may or may not have documentary evidence available. This should not deter you from seeking RPL as the Assessor will work with you during the RPL process.

You will also need to supply contact details of one or two work referees who can confirm your skills in the industry.

## **Step 2 – Conversation with Assessor**

An assessor will review the information that you have provided (usually with you) and begin to match up your skills to the units/subjects in the qualification. At this point, you will have the opportunity to discuss and identify your previous experience with the assessor who will understand your industry experience and conduct a competency conversation with you. You will be required to answer construction industry related questions to identify your current skills and knowledge.

## **Step 3 – Practical demonstration of your skills**

The assessor will conduct a practical skills test at your workplace (if appropriate) or at another suitable venue. This, again, is an opportunity to demonstrate your level of competence. This assessment will be focussed on skills that are required in the qualification. Your assessor will identify the skills that he/she will want you to demonstrate.

## **Further steps**

After the assessment, your assessor will give you information about the skills that have been recognised and whether you have gained the full qualification. If you do have skill gaps, these may be addressed through flexible training.

## APPENDIX B – BOOKING CONDITIONS

Prior to booking a course with Ascent Training Solutions, we ensure all clients are aware of and acknowledge their understanding of the following booking conditions.

- CSQ Eligible Students accessing Short Course Program funding. *Students **MUST NOT Undertake more than eight (8) Units of Competency in the Short Courses Program; including no more than three (3) HRW Licences and no more than three (3) MPO units.** Full fee payment will be applied/invoiced if identified that you have already completed 3 HRW Licence units or 3 MPO units in the contract term.*
- **Full payment** of up to the maximum amount of \$1,500.00, must be made to secure your booking.
- **Training material** will only be released once all pre-enrolment, booking details and full payment has been received.
- **Booking confirmations** will not be approved until the pre-enrolment form has been completed and returned, and all required documents and payment has been made prior to the commencement of the course.
- **Cancellation of training** must be given in writing via email to the Bookings Team or call 0404 765 828, NO LESS THAN FIVE (5) business days prior to the commencement of the course. A full refund, less \$80.00 Admin/processing fee will then be processed.
- **Cancellation/Withdrawal after the commencement** of a course/program, payments made are non-refundable.
- **Late arrivals** will be accepted at the facilitator's discretion and will need to make up for lost time. If attendance is denied, your booking will be classed as a **Cancellation/Withdrawal**, and you will be required to rebook on the next available course. Your course payment is non-refundable.
- **Name changes** – if you require to change the name of the attendee/s on a course, notification of the names must be given in writing to via email to the Bookings Team or 0404 765 828, NO LESS THAN FIVE (5) business days prior to the commencement of the course.
- Where a student is **unsuccessful** in their first attempt of their assessment, a **re-assessment fee of \$250.00** will be charged to the student or employer, depending on payment arrangements.
- If unsuccessful, at the discretion of the Management team and in consultation with the trainer/assessors, students will be required to attend the full week of retraining, unless advised by management. A discounted **re-training fee** is offered for the following two (2) available scheduled courses. After this time, full fee amount will be applied.
- The minimum **standard of clothing, footwear and PPE** is required each day of your course (*Steel Cap Boots and High-Vis*)

- The RTO endeavours to run all courses however, we reserve the right to cancel or postpone a course. Please refer to our student handbook for further information.
- It is a requirement that ORIGINAL and CURRENT PHOTO ID is sighted by the facilitator prior to commencement.
- **Three (3) forms of original eligible ID** must be sighted by the Trainer/Assessor on the **first day** of your course and on **assessment day**. To ensure your ID is sufficient, please check your ID against the EOI Document provided by the RTO  
**PHOTOS OF ELIGIBLE ID ON YOUR PHONE WILL NOT BE ACCEPTED.**
- **INTERSTATE Students** - To apply for a HRWL in QLD you **MUST have a CRN number**. You will need to visit your local **Department of Transport and Main Roads** to apply for a CRN number if you do not hold a QLD Drivers Licence.

If a student is unable to meet some or any of the conditions for booking, please call our office to discuss.

Ascent Training Solutions Pty Ltd  
Registered Training Organisation **32108**  
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