

Student Handbook
Final Trim Training Pty Ltd
RTO Number: 41345
Version 2.0 | July 2025

Table of Contents

1. Welcome & Introduction
 2. Student Rights & Responsibilities
 3. Enrolment & Induction
 4. Code of Conduct & Behaviour
 5. Academic Integrity
 6. Training & Assessment
 7. Recognition of Prior Learning (RPL) & Credit Transfer
 8. Language, Literacy & Numeracy (LLN)
 9. Support Services & Access and Equity
 10. Fees, Refunds & Consumer Protection
 11. Complaints & Appeals
 12. Work Health & Safety
 13. Privacy & Data Protection
 14. Legislation Compliance
 15. Contact Details
-

1. Welcome & Introduction

Welcome to Final Trim Training! We are committed to delivering quality vocational education and training services that meet your needs and the expectations of industry. This handbook outlines important policies, procedures, and information to support your training journey.

2. Student Rights & Responsibilities

You have the right to: - Be treated fairly and with respect. - Receive quality training and assessment. - Access your records upon request. - Learn in a safe, inclusive and supportive environment.

You are responsible for: - Providing accurate information. - Following RTO policies and procedures. - Respecting others and property. - Participating actively in your training.

3. Enrolment & Induction

During enrolment, you will: - Complete an enrolment form. - Undertake an LLN assessment (if applicable). - Be provided with course information and expectations. - Be issued with a USI (if you don't already have one).

Induction covers: - Orientation to training facilities. - Introduction to key staff. - Emergency procedures.

4. Code of Conduct & Behaviour

Students must: - Behave respectfully and professionally. - Not engage in bullying, harassment, or discrimination. - Avoid disruptive behaviour, including use of alcohol or drugs. - Comply with WHS instructions and rules.

Dress code and attendance expectations will be communicated by your trainer.

5. Academic Integrity

Plagiarism, cheating, and collusion are not tolerated. Suspected cases will be investigated and may result in disciplinary action, including withdrawal from the course. Each assessment must be your own work.

6. Training & Assessment

Training is delivered in accordance with the principles of competency-based training. Assessment methods may include observation, projects, written tasks, and practical demonstrations.

Re-assessment: - One re-sit is allowed free of charge. - Further re-sits may incur a fee.

All assessments must meet: - Fairness - Validity - Reliability - Flexibility

7. Recognition of Prior Learning (RPL) & Credit Transfer

RPL recognises your previous learning and experience. You may apply for RPL at enrolment or during your course. Credit transfer is available for units already completed at other RTOs. Certified evidence must be provided.

8. Language, Literacy & Numeracy (LLN)

You may be asked to complete an LLN assessment prior to enrolment. Support is available if you need help with reading, writing, or numeracy. Reasonable adjustments can be made.

9. Support Services & Access and Equity

We offer support for: - Disability and health issues - Language and literacy difficulties - Personal counselling referrals - Indigenous and culturally diverse backgrounds

All students have equal access to learning regardless of background or ability.

10. Fees, Refunds & Consumer Protection

Fees:

- Full fees or deposit are required prior to commencement.
- Payment plans may be available.

Refunds:

- Full refund if course is cancelled by us.
- Refunds for withdrawals requested 48 hours before course start less the \$150 administration fee
- No refunds once Enrolled for the course or study has commenced unless special circumstances apply.

We comply with the Australian Consumer Law. If you have concerns, you may contact your state consumer agency.

11. Complaints & Appeals (see APPENDIX A & C – page 5 & 8)

You can lodge a complaint or appeal by completing a form or emailing the CEO. All complaints and appeals: - Are treated confidentially - Acknowledged in writing - Finalised within 10 business days - Can be escalated to external agencies if unresolved

12. Work Health & Safety (WHS) see APPENDIX B – INCIDENT REPORT FORM page 7

We are committed to providing a safe learning environment. Students must: - Report hazards or incidents immediately - Follow safety instructions - Wear PPE when required

13. Privacy & Data Protection

We collect personal information in accordance with the Privacy Act 1988 (Cth) and Australian Privacy Principles (APPs). Your information will not be shared without consent unless required by law or for regulatory compliance.

14. Legislation Compliance

We comply with all current legislation including: - Standards for RTOs 2015 - National Vocational Education and Training Regulator Act 2011 - Work Health and Safety Act 2011 - Disability Discrimination Act 1992 - Privacy Act 1988 - Australian Consumer Law

15. Contact Details

Final Trim Training Pty Ltd

Phone: 0422 303 557

Email: admin@worksafeqld.com.au

Website: www.worksafeqld.com.au

Acknowledgement

By signing the enrolment form, you acknowledge that you have received, read, and understood this handbook.

Appendices

APPENDIX A – APPEALS

<p>Final Trim Training <u>Appeal against assessment decision</u></p>
<p>1. PERSONAL DETAILS</p> <p>Student Number Contact Telephone</p> <p>Family Name</p> <p>Given Name/s</p>
<p>2. CHECKLIST</p> <p>Have you:</p> <p>Made an appointment and discussed the matter with your assessor Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Completed all the requirements for the unit up to and including the work under dispute Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>3. COURSE/UNIT DETAILS</p> <p>Unit of competency Code and Name</p>
<p>4. BASIS FOR APPEAL (Please tick appropriate section/s)</p> <p>Result not based on agreed assessment criteria <input type="checkbox"/></p> <p>Assessment method at variance with statement on unit outline <input type="checkbox"/></p> <p>Unfair grade based on stated criteria and quality of work <input type="checkbox"/></p> <p>Work handed in on time was not marked <input type="checkbox"/></p> <p>Other reason (please specify) <input type="checkbox"/></p>
<p>8. PROCEDURE</p> <p>The appeal must be lodged within 14 calendar days of the date the mark for assessment task was notified to the student or the final result was published.</p> <p>If for any reason you are unable to discuss this appeal with the assessor, you should make an appointment to see the Principal.</p> <p>Please hand the completed form together with any supporting documentation to Administration.</p>
<p>9. RECEIPT</p>

Date of lodgement

Received by (name).....

Signature

10. ACTION

Action taken by assessor

.....

.....

11. RESULT

I am satisfied with the results of this process.

Student name.....

Signature Date

I am not satisfied with the results of this process and wish this matter to be heard by an independent person.

Student name.....

Signature Date

APPENDIX B – INCIDENT REPORT FORM

Final Trim Training
INCIDENT REPORT FORM

Student Name

Student Number

Course Class.....

Date of Incident Time of Incident.....

Details of Incident

.....

.....

.....

.....

.....

.....

Student's Signature..... Date

Details of Action Taken

.....

.....

.....

.....

.....

.....

Follow up Action Taken

.....

.....

.....

Chief Executive Officer's Signature..... Date.....

APPENDIX C – COMPLAINTS FORM

<div>Final Trim Training <u>Complaints Form</u></div> <div>Section One (to be completed by participant)</div> <div>Participant's name</div> <div>Address</div> <div>Phone</div> <div>.....</div> <div>Nature of complaint</div> <div>.....</div> <div>.....Signature of Participant</div>
<div>Section Two (To be completed by Final Trim Training representative if outcome is reached)</div> <div>.....</div> <div>.....Signature of Final Trim Training Representative</div> <div>..... Position</div>
<div>Section Three (to be completed by representative of arbitrating body if complaint is taken to this level)</div> <div>.....</div> <div>.....</div> <div>.....</div> <div>..... Signature of Arbitrating Body Representative</div> <div>..... Position</div>

APPENDIX D – CHANGE OF ADDRESS NOTIFICATION FORM

Final Trim Training	
<u>Change of Address Notification Form</u>	
Family Name	
First Name	
Student Number:	
Course Enrolled	
New Address:	
Suburb	
Post Code	
Home Phone Number	
Work.....	
Mobile	
Email Address	

APPENDIX E – CONSENT FORM

Images, Recordings, 3rd Party Information

I, *(name please print)* hereby give consent for the following action/s:

SECTION A - Release of information to a 3rd party about *[me / my under 18 year old child]*

..... (Final Trim Training) may release information as described below:

- ☐ No details may be given out to anyone at any time
- ☐ Any details may be given out to any person at any time
- ☐ A named 3rd party may receive specified information:

Type of information that can be released (e.g. results, progress, contact details, phone reference or “anything”)

.....

Name of 3rd Party: (Name of person, organisation, or “anyone”)

.....

Other information / clauses:

SECTION B - Use of *[my / my under 18 year old child's]* image, whether a photograph, voice recording or video recording, in publicity releases

..... Final Trim Training) may use images as described below:

- ☐ No image / recording may be used in publicity releases at any time
- ☐ An image / recording may be used in publicity releases only where I am in a crowd shot and not featured or easily recognisable
- ☐ Any image / recording may be used in publicity releases at any time
- ☐ A particular image / recording may be used in publicity releases as described below:

Type of image: Date image was recorded:

Description of image:

If this form is being used for a particular publicity event only, describe it here:

Type of publicity event: Date/s:

Other information / clauses:

I understand that unless specifically stated in writing, I will not receive payment (either in cash or benefits) for the use of my image. The use of my image in promotional materials will presume my endorsement of the product or organisation being advertised.

SECTION C - Signatures

Signed: Date:

Consent for child under 18: Signed: *[Parent / Guardian]*

Child's name: Date:

Final Trim Training

Acknowledgement Declaration

By signing the enrolment form, you acknowledge that you have received, read, and understood this handbook.