



# Student Handbook

RTO Code: 21912

**ASÜRİA**  
ASSURED PEOPLE SERVICES

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# Welcome!

Thank you for choosing Asuria as your training provider. Asuria is committed to delivering quality education and training, equipping students to take advantage of emerging employment opportunities. This Student Handbook will provide you with important information on:

- the enrolment process,
- Asuria policies and procedures,
- your rights and responsibilities as a student, and,
- who to reach out to for support and assistance

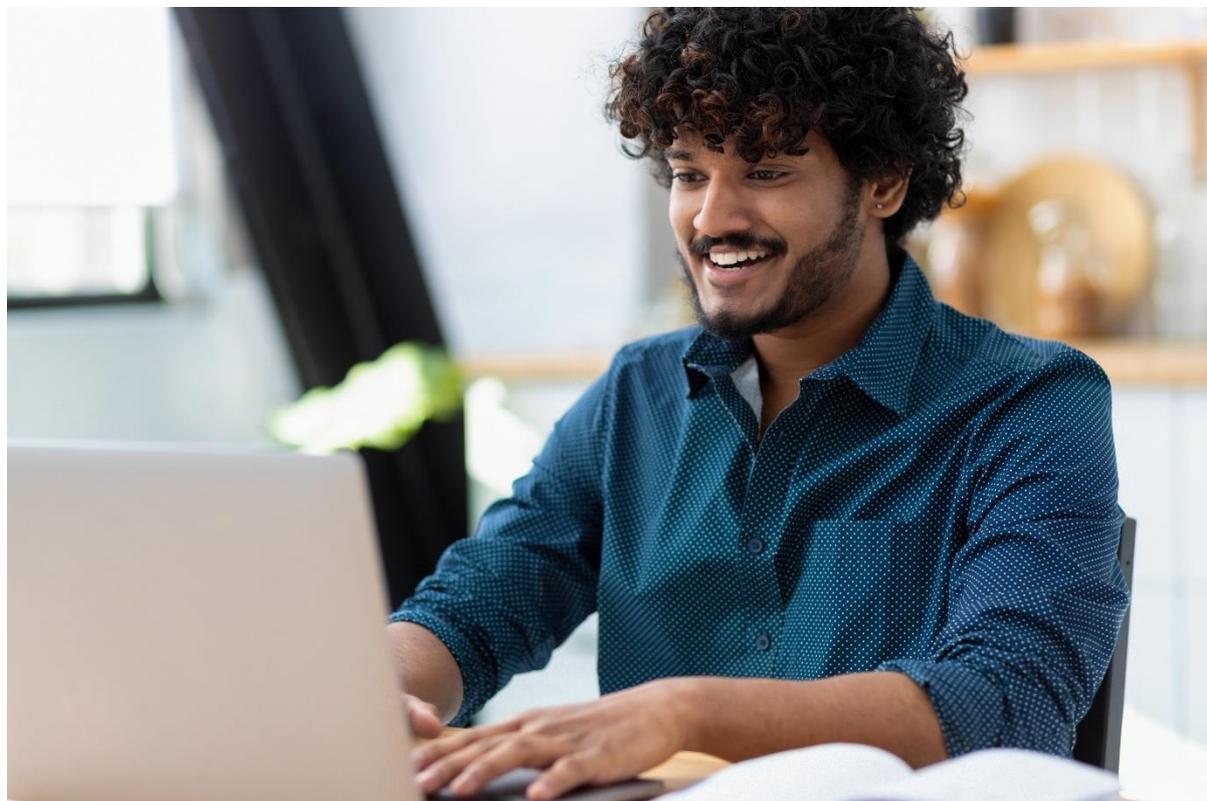
We advise you to take the time to read this handbook and keep it as a reference throughout your enrolment. You can also access the latest version of this handbook on the Asuria website: [www.asuria.com.au/training](http://www.asuria.com.au/training). All students are expected to abide by the information within this handbook or subsequent versions of it.

If you have questions or need assistance, please do hesitate to contact our friendly Student Experience Team on 1800 773 338 or via email [support@asuria.com.au](mailto:support@asuria.com.au)



# Section 1 - Introduction to your course

You will be undertaking a competency-based training course that offers a Nationally Recognised Certificate/Statement of Attainment upon completion.



## Obligations

Asuria is responsible for the delivery of quality of training and assessment in compliance with the Standards for Registered Training Organisations (RTO). More information can be found on the ASQA website at [www.asqa.gov.au](http://www.asqa.gov.au)

In addition to the responsibilities listed under Section 3, all Asuria students carry the following obligations:

- Comply with Asuria's policies and procedures.
- Behave in a way that prevents harm to themselves and others.
- Follow the Work Health & Safety (WHS) policies of Asuria.
- Report any accidents immediately.
- Not enter Asuria premises or classes (onsite, off-site or online) whilst under the influence of non-prescription drugs or alcohol
- Refrain from entering Asuria on-site or off-site campuses whilst suffering from communicable or contagious illness and observe current Government instructions regarding Covid19.
- Keep copies of all submitted forms, certificates and assessment tasks.
- Ensure that all work that they submit for assessment tasks is their own work and not copied from elsewhere or artificially generated using Artificial Intelligence applications.
- When on work-placement or conducting site visits, follow the policies, procedures and instructions of the host industry partner and the instructions in the Work-placement Portfolio.

- Take responsibility for securing a suitable work-placement.
- Where required, secure all necessary and requested industry checks (e.g Police Check, WWWVP, Vaccination Evidence, WWCC)
- Log into the student learning management system and engage with the first learning activity within 5 business days of the commencement of the course.
- If for some unforeseen reason you do not have the time to engage with your course or no longer wish to participate, please contact the Student Experience Team to request a deferral, withdrawal or course transfer as appropriate.

## Technology requirements for students

Prior to enrolment students will be informed that the following resources will need to be supplied by the student to enable them to meet the requirements for each unit of competency. These resources include:

- Computer with access to good Internet connection, with ability to conduct video interviews (e.g. Zoom) for the duration of the course. Minimum specifications for your computer are:
  - ✓ Up-to-date internet browser
  - ✓ Access to a printer (Not required if the student is using a printer service such as Office Works)
  - ✓ Microsoft Office programs including Word and Excel
  - ✓ Working camera, microphone and speakers
- Mobile video recording device (e.g. mobile phone or tablet that has ability to record short video at a workplace with a supervisor).
- Ensure that you log into the LMS Learning Portal as soon as you are given access.
- Please change your password to a secure one after the default one is assigned to you for the LMS Learning Portal.
- Students are expected not to share their LMS Learning Portal account details with anyone.
- Students will be breaching the Copyright Act if found to have shared any intellectual property to people or organisations without permission.



## Section 2 - Enrolment process

This section of the Student Handbook outlines the general process for enrolment in your training program with Asuria. Some specific courses and programs may have additional steps such as phone interview etc. If this is the case, you will be notified of these by email. Remember, if at any time you are unsure of what you are meant to be doing, contact Student Experience Team on **1800 773 338** (Option 2) or email [support@asuria.com.au](mailto:support@asuria.com.au)

### Pre-enrolment Information

Once you have indicated interest in undertaking training with Asuria you will receive pre-enrolment information that will assist you understand the enrolment and training process. This will provide you with an overview of the qualification including the:

- Purpose of the training
- Duration of the training
- Assessment Overview and Techniques
- Delivery mode
- Link to Student Handbook
- Requirements for the course
- Link to online enrolment form



### Completing online enrolment form

In order to enrol into one of Asuria's courses you will need to complete an online enrolment form. The information in the enrolment form will be used to assess your eligibility for the course, as well as providing key information that we are required to keep by the Government.

Your personal information is gathered and stored in line with the Asuria Privacy Policy and the requirements of the National Vocational Education and Training Regulations Act 2011 (NCVER).



Australian Government



Unique  
Student  
Identifier

Prior to completing the online enrolment form, make sure that you have your **Unique Student Identifier (USI) number**. All students undertaking nationally recognised courses delivered by registered training organisations (RTO's) require this number. If you do not have a USI number, apply for it directly at: <http://www.usi.gov.au>. It will look something like this: 3AW88YH9U5. Asuria cannot issue a Statement of Attainment or Qualification without the USI number. **A USI is therefore a condition of enrolment.**

## Pre-training review and enrolment confirmation process

The Pre-Training Review is not an exam, but a process designed to assist the Asuria trainers respond effectively to your training needs. At Asuria our desire is to support you on your training journey. The Pre-Training Review focusses on assessing your Language, Literacy and Numeracy (LLN) Skills.

Pre-enrolment screening for accredited training is a two-step process. The first step requires successful completion of a Core Skills Initial Assessment built into the enrolment form. If a student has not completed Year 12 or higher their responses will be reviewed and an in-depth LLN assessment will be administered to assess course suitability and additional support need by the Student Experience Manager. The second step involves successful completion of Course Suitability screening via a phone call. If considered necessary, the Student Experience Manager may initiate a further phone call to clarify student readiness and to undertake the course for which they are seeking enrolment.

Once the two-step process is completed and a student has been successful in being accepted into the course, Asuria will send notification to the student of their LLN assessment and a confirmation of enrolment email. It is important that if your LLN outcome indicates that you may or do need support, that you engage with the recommended support to provide you with the greatest opportunity for success.

The Confirmation of Enrolment email contains:

- Student LLN outcome
- Getting started information
- A training plan to be signed and returned before Orientation Day
- Learning Management System (LMS) – LMS Learning Portal Login details
- Information regarding when the LMS Learning Portal will be unlocked and course access is to be granted
- Orientation Day information and Zoom link
- Webinar schedule with instructions on how to watch and give consent for recording
- Information about Competency Training and Recognition of Prior Learning
- Training Contract information (for traineeships only)
- A link to this Student Handbook.

This email will be sent from JobReady. You are encouraged to log-in to the Learning Management System as soon as possible so that you can contact Student Experience if you have access problems. Once you have logged in to the Learning Management System you are all set to engage with your learning from day one!

## Students living with a disability

Students living with a disability are encouraged to identify their disability in the application process so that appropriate resources and adjustments can be arranged. To support the choice of an appropriate training path, **Asuria encourages all students to explore the inherent requirements of the industry they are wishing to enter (e.g. heavy lifting, standing) to ensure that the training path is the right fit for them. If you have questions, please do not hesitate to contact Student Experience.**



## Reasonable adjustment

Under the Commonwealth Disability Discrimination Act (1992) and the Disability Standards for Education, 2005, RTOs must customise their services, making 'reasonable adjustment' to learning and assessment strategies that will help people with disabilities to participate successfully in education and training. The goal is to ensure that all students have the best opportunity to learn and to demonstrate that they have achieved unit requirements.

Asuria offers its students reasonable adjustment in assessment under the key assessment principle of “fairness”, defined in the Standards for RTOs. This principle applies particularly to students with disabilities. Adjustments are determined in collaboration with the student, their advocate and Asuria’s training staff.

These measures are important because they ensure that students with disabilities have the same educational opportunities as everyone else. Asuria’s reasonable adjustments may include:

- modifying course material
- modifying or providing equipment as well as modifying the delivery environment
- differentiated teaching strategies and providing individual learner support to the student

Reasonable adjustment in assessment may include:

- extending or modifying timeframes for assessment
- providing extra reading/writing/performance time for completion
- extending break times during an assessment task or workplace assessment
- allowing the use of a reader or writer
- allowing the use of an interpreter for students who are deaf or who have a hearing impairment
- allowing adaptive technology equipment (for example digital audio and video recordings or speech recognition software)
- (e.g. use of plain English)

Reasonable adjustments to written assessment tasks may include providing questions via audio/video. Students can request a reasonable adjustment by contacting Student Experience Team on **1800 773 338** or Email: [support@asuria.com.au](mailto:support@asuria.com.au) prior to enrolment. Their request is subject to approval by the RTO and will be discussed with the student.

## Support networks

Support networks can be found here:

- The Skills for Education and Employment (SEE) <https://www.dewr.gov.au/skills-and-training>
- Adult Migrant English Program (AMEP) <https://immi.homeaffairs.gov.au/settling-in-australia/amep/about-the-program>
- Reading Writing Hotline (**1300 655506**) <https://www.readingwritinghotline.edu.au/>
- Australian Disability Clearinghouse on Education and Training <https://www.adcet.edu.au/students-with-disability/australian-apprenticeships-and-traineeships>
- Lifeline offers crisis support, suicide prevention and mental health support services across Australia. • **13 11 14 • 0477 13 11 14** • <https://www.lifeline.org.au/>
- Beyond Blue is a free counselling service you can contact if you are experiencing depression and anxiety • <https://www.beyondblue.org.au/> • **1300 22 4636**

# Section 3 – Student rights and responsibilities

As a student in one of our training programs, you have rights and responsibilities governed by State and Federal legislation. These rights and responsibilities are in addition to the obligations set out in Section 1.

## Student rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Not be harassed, victimised or discriminated against on any basis.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised.
- Have their personal details and records kept private and secure according to our Asuria Privacy Policy.
- Access the information Asuria holds about them.
- Have their complaints dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to Asuria on the client services, training, assessment and support services they receive.

## Student responsibilities

All students, whether attending online or face-to-face, throughout their training are expected to:

- Read the Student Handbook, and any updates to the Student Handbook.
- Keep a copy of all work submitted to Asuria. Asuria will not be held responsible for any items that go missing. If this occurs, you will be requested to re-submit the work.
- Come to class dressed appropriately in smart casual attire.
- Treat all people with fairness and respect and do not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Not to use any IT resource to harass, menace, defame, vilify or discriminate against any person.
- Not to reveal system passwords to others.
- Don't use systems in a manner that constitutes an infringement of copyright.
- Do respect and protect the privacy of others. Never access another student's account.
- Carefully protect your electronic identity. Make sure that whenever you leave a public computer you log out.
- Follow all safety policies and procedures as directed by Asuria staff.

- Not bring any articles or items that may threaten the safety of self or others into any premises being used for training purposes.
- Notify Asuria personal or contact details change.
- Provide relevant and accurate information to Asuria in a timely manner.
- Approach their course with due personal commitment and integrity.
- Respond to any correspondence received from Asuria, including phone calls.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism.
- Hand in all assessment tasks, assignments and other evidence of work as and when stipulated in the student assessment guide for each subject.
- Conduct themselves in a professional manner while undertaking professional placements.
- Make regular contact with their Trainer/Assessor and attend all timetabled sessions.
- Progress steadily through their course in line with their training plan.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify Asuria if any difficulties arise as part of their involvement in the program.
- Notify Asuria if they are unable to attend a visit or training session for any reason at 24 hours prior to the commencement of the activity.
- Refrain from smoking at the training venues and on the premises of Asuria.
- Make payments where applicable for their training within agreed timeframes.



## Section 4 – Studying with Asuria

As a student with Asuria you will be required to engage with several technology applications. From course to course these can vary, and it is therefore important that you check prior to the commencement of study that you understand:

- The programs that you will be using and log-in protocols.
- Trainer requirements regarding your use of the technologies and the formats and protocols you are to use when uploading files to the systems.



### Asuria computer systems explained

Asuria use a Learning Management System called **aNewSpring**. This technology is effectively your LMS Learning Portal where you access your learning materials, communicate with your class colleagues and trainers, upload assessment tasks and receive your results.

Your webinars and tutorials are delivered using **Zoom** or **Teams**. Both of these technologies have the potential for you to access captions, ask questions, chat with other students, upload files and participate in group work.

All of your marks, official communications and reporting to the Government are conducted through a program called **JobReady**. While you do not need to log-in to this program, it is important that you address all emails that come from this application. This is where all important communications regarding your application, acceptance and progress will come from.

Increasingly, engaging with these systems is becoming core to participating in training. For this reason, it is essential that you ensure you have access to a reliable computer or laptop for the duration of your course. You will not be able to fully engage with your course using your mobile phone only. You are strongly encouraged to plan for contingencies in the event of you experiencing

computer problems. Additionally, that you back-up all of your work and keep copies of all work that you upload to the various systems.

Remember you can always reach out to the friendly Asuria Student Experience team through phoning **1800 773 338** or Email: [support@asuria.com.au](mailto:support@asuria.com.au)

## Assessment guidelines

In Australia, all accredited training is competency based. Competency-based training requires you as a student to be marked as competent for each of the knowledge and performance skills set by the Australian Government for the course you are enrolled. These skills are listed and can be accessed by you at [www.training.gov.au](http://www.training.gov.au) (the national register of vocational education and training).

During your course you will either be marked as Satisfactory or Not Satisfactory for each assessment task. You must display competence in all knowledge and performance skills being assessed in the individual assessment task to be marked as Satisfactory. If you are marked unsatisfactory you will be given the opportunity to resubmit your assessment task.

For each unit of competency that you are enrolled in, you will complete assessment tasks.

Assessments take various forms including but not limited to:

- Assessment activity – workplace task, classroom task.
- Demonstration/Observation – workplace demonstration, simulated demonstration, presentation, role play.
- Questioning – written, oral, interview, self-evaluation, questionnaire.
- Case study – responses to hypothetical situations and scenarios
- Written product – project, assignment, report.
- Third party verification – a person that can verify the participant's skills and knowledge.
- Portfolio – collection of samples of evidence that supports your competence e.g. written documents, photographs, videos, logbook, journal, work samples.

## Marking of assessment tasks

Once you submit your assessments on the LMS Learning Portal an Assessor will mark these with one of 2 different grades, which are Satisfactory or Not Satisfactory. In brief these grades mean:

- Satisfactory means all questions in the assignment were answered correctly and there is no additional information this assignment requires. Comments will be provided by your Assessor.
- Not Satisfactory means that your trainer feels you need to redo parts of your Assessment Task, as it has either not been correctly answered or the answer was not sufficient. If you do not understand the reason for being marked Not Satisfactory for a task, it is important to talk to your trainer so that you can successfully complete the task and resubmit the assessment.

Once you have achieved satisfactory grades for each assessment, you will be provided with an overall determination of 'Competent' for each of the units of your course and you will receive your qualification.

## Assessment outcomes

The following table explains the different terms used by Asuria for assessment and course outcomes:

Code Name/ Abbreviation	Code Description and Reason for use
Competent (C)	Awarded to a student who is deemed Competent by an Asuria trainer assessing against the competencies set by the Australian Government
Not Yet Competent (NYC)	Awarded to a student who is deemed Not Competent by an Asuria trainer assessing against the competencies set by the Australian Government
Satisfactory	Awarded to a student who is deemed Satisfactory based on Asuria trainer assessment against the competencies mapped against a particular assessment task. These competencies are set out in the assessment criteria for the task
Not Yet Satisfactory	Awarded to a student who is deemed Not Yet Satisfactory based on Asuria trainer assessment against the competencies mapped against a particular assessment task. These competencies are set out in the assessment criteria for the task
Recognition of Prior Learning Granted (RPL)	Where student has achieved all the learning outcomes specified for that subject to the required standard through prior learning that includes formal, informal and/or non-formal learning.
Credit Transfer (CT)	Where the student has achieved all of the learning outcomes specified for the subject to the required standard through prior formal learning
Withdrawn (WD)	Where the student has withdrawn before attempting all assessment items

Remember you can always reach out to the friendly Asuria Student Experience team through phoning **1800 773 338** or Email: [support@asuria.com.au](mailto:support@asuria.com.au)

## Resubmission of assessment tasks

Participants will be able to attempt an assessment up to 3 times (including original submission). If an attempt is deemed Not Satisfactory, your assessor will advise you and provide feedback.

You are required to resubmit within 2 weeks of receiving feedback from your assessor. If you do not submit within the 2-week due date, then this will automatically count as another Not Satisfactory attempt. If you receive 3 Not Satisfactory outcomes, you will be deemed Not Yet Competent for the relevant units. You will then need to discuss your course progress with a representative of the academic team.

## Expected response times for marking

Participants can expect response times to general questions within 3 days and assessment marking to be completed within 20 working days.

Assessments and feedback will be uploaded for you to view on the Learning Management System.

N.B Emails can end up in spam filters or junk email folders. If you have sent an email and have not heard back in 72 hours, please contact Student Experience Team on **1800 773 338** so this can be rectified.

## Second assessor review

From time to time to ensure consistency, and in cases where an appeal is lodged, we will arrange for a second Asuria assessor to review your assignments and assessment tasks at the completion of your course. This will involve your trainer compiling the assessment tasks that you have submitted and provide these to another Asuria assessor for review.

This review may result in the request of a re-assessment of a particular aspect of the program if their professional judgement is that you have not yet demonstrated competency in the required skills and knowledge. Students are required to comply with requests for additional evidence of competency.

When the second review is complete and you have been confirmed as competent, your qualifications or skill sets will be issued.

## Credit Transfer (CT)

Credit Transfer allows students to receive recognition for equivalent units they have previously completed at another registered training organization (RTO). If the unit codes and content match, students may not need to repeat the same unit. To apply, students must provide a verified Statement of Attainment or transcript as evidence, or alternatively, grant Asuria access to their USI records for verification. All applications are assessed according to our credit transfer policy to ensure compliance with national training standards.

## Recognition of prior learning (RPL)

Recognition of prior learning (RPL) is a process that allows individuals to gain credit for the knowledge and skills they have acquired through work experience, formal or informal education, and other learning experiences. Students interested in applying for RPL must submit a formal application along with supporting evidence. Each application is carefully assessed to ensure it meets the required outcomes of the units claimed.

The process of securing recognition of prior learning with Asuria involves the following steps:

1. **Initial Consultation:** The first step is for the student to contact the Student Experience Team on **1800 773 338** or Email: [support@asuria.com.au](mailto:support@asuria.com.au) and indicate that they wish to apply to for RPL. The Student Experience Team will then arrange for them to discuss their qualifications and experience with a representative of Asuria who will determine if they are eligible to apply for RPL.
2. **Application:** If the student is deemed eligible, they will need to complete an RPL application form. This form will outline the qualifications and experience the individual has and how they believe these experiences align with the units of competency they are seeking RPL for. The Student Experience Team will arrange for this application form to be sent to you. It is different for every unit of competency as applicants need

to address each of the set knowledge and skills competencies listed against the qualification.

3. **Evidence gathering:** The next step is for the student to gather evidence that supports their application. This can include references from employers, work samples, and certificates of completion from training courses.
4. **Assessment:** Asuria will then assess the evidence provided by the student and determine if it is sufficient to grant RPL. The assessment will be based on the units of competency for which the individual is seeking RPL.
5. **Feedback:** Asuria will provide feedback to the student on their application, including whether or not they have been granted RPL and, if so, which units of competency they have been granted for.
6. **Appeals:** If the student is not satisfied with the outcome of their RPL application, they can appeal the decision through Asuria's Complaints and Appeals Policy and process.

## Inherent requirements

Inherent requirements in the Australian context refer to the essential tasks and abilities required to perform the duties of a particular profession or course of study. These requirements may include physical, cognitive, and emotional abilities, as well as other characteristics such as legal requirements or licensing criteria.

It is up to the students to identify the inherent requirements associated with a particular profession or course of study. They need to be aware of the requirements and evaluate their own abilities to meet these requirements. It is important to note that inherent requirements are not intended to discriminate against students with a disability or medical condition, but rather to ensure that all students can perform the essential tasks of the profession safely and effectively.

Some examples of inherent requirements may include:

1. Physical requirements such as the ability to stand for long periods of time, lift heavy objects, or perform repetitive motions.
2. Cognitive requirements such as critical thinking skills, problem-solving abilities, and communication skills.
3. Emotional requirements such as the ability to manage stress and work effectively in a team.

4. Legal requirements such as holding a valid license or not having a criminal record. It is the responsibility of the student to disclose any relevant information about their abilities to meet these requirements, and to work with Asuria to determine appropriate accommodations or adjustments where necessary or alternative course recommendations if applicable. It is important to note that meeting the inherent requirements is essential to the safe and effective practice of the profession, and failure to meet these requirements may result in the student not being able to complete the course or practice in the profession.

## Attendance and participation requirements

While at Asuria we offer a flexible learning environment, we have certain expectations of you to ensure that you achieve your learning goals. These expectations are designed to help you stay on track with your studies, and we encourage you to adhere to them.

Firstly, we expect you to attend all scheduled webinars and tutorials. These sessions are designed to provide you with important information, guidance, and support that will help you to achieve your learning goals. They also provide you with an opportunity to interact with your trainers and fellow students, ask questions, and receive feedback on your progress.

Secondly, we expect you to log in to the learning management system in the first week of your enrolment. This will help you to familiarise yourself with the system, understand how the course is structured, and identify the key dates and deadlines for assessment activities.

Finally, we expect you to engage with assessment activities as scheduled by your trainer. These activities are designed to help you develop the knowledge and skills required to achieve competency in your chosen field. Engaging with them as scheduled will help you to stay on track with your studies and ensure that you are meeting the course requirements.



Please note that these expectations are not designed to make your studies more difficult, but rather to help you achieve success in your chosen field. We are committed to providing you with the support and guidance you need to achieve your learning goals.

If you have any questions or concerns, please don't hesitate to reach out to your trainers or the Student Experience Team. We are here to help you every step of the way.

## Process for deferral, suspension or cancellation

In situations where a student is unable to progress in their course due to circumstances beyond their control, they may be eligible for deferral, suspension, or cancellation of their studies. These circumstances are known as compassionate or compelling, and each case will be assessed on an individual basis. Documentary evidence may be required to support the student's claim.

**Deferrals:** A deferral means postponing the commencement of a course. Students can apply for a deferral by sending an email to Student Experience ([support@asuria.com.au](mailto:support@asuria.com.au)). In the subject put **"Course Deferral Request"**. It is important that all outstanding fees, including miscellaneous fees, are paid and that supporting documentation is provided at the time of the form submission. Asuria reserves the right to reject an application if sufficient supporting documentation is not provided.

**Suspensions:** A suspension of study means placing a course on hold temporarily after its commencement. Students may apply for a suspension on the grounds of compassionate or compelling circumstances. Students can apply for a suspension by sending an email to Student Experience ([support@asuria.com.au](mailto:support@asuria.com.au)). In the subject put **"Course Suspension Request"**. As with deferrals, all outstanding fees, including miscellaneous fees, must be paid, and supporting documentation should be submitted at the time of the form submission.

**Cancellations:** Students who wish to cancel their enrolment with Asuria need to email Student Experience ([support@asuria.com.au](mailto:support@asuria.com.au)). In the subject put **"Course Cancellation Request"** and if applicable pay the cancellation fee at the time of submission. Similar to deferrals and suspensions, all outstanding fees, including miscellaneous fees, must be paid, and supporting documentation should be submitted at the time of the form submission.

Please note that each case will be assessed on an individual basis, and Asuria will use professional judgement to determine whether compassionate or compelling circumstances exist.

Remember you can always reach out to the friendly Asuria Student Experience Team through phoning **1800 773 338**.

# Section 5 - Asuria policies and procedures

As a leading employment support and training services company, Asuria have developed several policies and procedures to support students in their training journey. These are briefly addressed here, if you require further information on any of these, please do not hesitate to contact the Student Experience Team.

## Access and equity

Asuria is committed to providing an environment which is free from discrimination and harassment. Students will be provided with an equal opportunity and will not be discriminated against on the basis of certain attributes as described by the Equal Opportunity Act.

It is unlawful to discriminate on the basis of the following attributes: sex, impairment, marital status, physical features, age, pregnancy, breastfeeding, industrial activity, religious belief or activity, lawful sexual activity, political belief or activity, parental status as a carer, or personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.

Access and Equity is the responsibility of all staff members at Asuria however, students who feel they are experiencing discrimination should contact the Student Experience Team for guidance and support.

## Workplace health and safety

Asuria takes the safety of our students and staff very seriously. We always operate in accordance with the relevant Workplace Health and Safety (WH&S) guidelines. These guidelines are embedded in all our courses.

We expect staff and students to comply with WH&S and welfare guidelines, and to conduct themselves in a safe manner, not placing themselves or others at risk. If students find themselves to be in a situation where they feel either a member of staff, employer or fellow student is in violation of the Asuria Workplace Health and Safety Policy, they are required to report the situation to the Executive Director or representative through [support@asuria.com.au](mailto:support@asuria.com.au)

In the event of a critical incident, Asuria has policies, support mechanisms, and procedures in place to manage the critical incident and ensure all necessary support services are provided for.

## Student welfare

In order to protect the welfare of students who are attending classroom-based lessons and to ensure students have a positive living, studying and working experiences, Asuria:

- a) Does not permit or require students to attend classes (including time allocated for self-paced or online studies) for more than 8 hours in any one day, unless there is a reasonable course-related reason to do so, and the registering body has given specific written exemption which specifies the differing maximum hours for the course. Students will be notified where exemptions have been provided.
- b) Does not permit or require full-time students to attend scheduled classes prior to 8.00am and/or after 10.00pm unless there is a reasonable course-related reason to do so and the registering body has given specific written exemption which approves a different schedule. Students will be notified and asked to sign an agreement to this arrangement in writing.

## Respect for others

Students are expected to treat Asuria team members and fellow students with respect and observe the obligations and responsibilities listed in this Student Handbook or be raised by an Asuria team member.

Inappropriate or offensive language and actions will not be tolerated.

## Student conduct

If a student fails to follow the guidelines set out in the 'Student Rights and Responsibilities' section of this handbook, or otherwise behave in an unacceptable manner, the student may be subject to disciplinary action.

Asuria is committed to providing a fair, equitable and confidential framework and procedure for investigating and resolving alleged cases of participant discipline and misconduct.

This policy applies to all educational circumstances that relate to enrolment, including classroom, on premises training, plagiarism and applies to related excursions, placement and activities.

### Non-Academic misconduct

Non-academic misconduct is unacceptable or improper behaviour by a student relating to people or property.

### Academic Misconduct includes but is not limited to:

- a) **Plagiarism.** Plagiarism a form of cheating. It is a serious academic misconduct and participants who are the subject of an alleged breach of conduct will have a disciplinary action under Asuria Student Conduct policy available on the Asuria website:

[www.asuria.com.au/training](http://www.asuria.com.au/training)

Plagiarism is not permitted in any Asuria course. Plagiarism includes but is not limited to:

- Directly copying someone else's work and presenting it as your own without acknowledging its source.
- Presenting an assessment as being your own work when it was produced in whole or part of group work.
- Submitting another participant's work as your own.
- Copying work from computer programs or from the internet (including Artificial Intelligence applications).
- Any form of collusion between participants to submit assessable work that is not their own.

b) Failure to attend class or work placements with required workbooks, equipment, clothing and other required resources.

## Disciplinary process

When a student is suspected or shown to have breached the Asuria Policies and Student Responsibilities, the following steps will be followed with the view of reaching resolution of the issue at hand for all concerned.

**Step 1: Informal Counselling** - Trainers are encouraged to deal with behavioural problems informally by reminding the students of their responsibilities as set out in this Student Handbook.

**Step 2: Referral to the CEO** - Allegations of non-academic and academic misconduct are handled by the Executive Director or representative. Trainers will refer the case to the representative within two working days if unable to resolve or determine that an allegation should be investigated. The referral will be recorded in writing in the student file. If the representative decides that it is more

appropriate for an allegation to be investigated by another senior officer, then they must immediately refer it to that other senior officer.

**Step 3: Investigating-** All students are entitled to a fair hearing and the opportunity to present their case. The privacy and confidentiality of all parties will be maintained to the extent lawfully allowable.

The representative will contact the relevant Asuria Delegate who will undertake an initial investigation with all parties and record the findings. The representative will follow the below formal disciplinary process:

**Formal Disciplinary Process:**

Students who are the subject of an alleged breach of conduct will be advised, in writing, and given an opportunity to respond.

- The allegations can be discussed over the phone, face to face or in writing with the student.
- The representative will obtain a second opinion from another trainer and/or other student (where appropriate).
- The information/evidence will be recorded and saved for future reference.
- The student/s who is the subject of the alleged breach of conduct will be sent a written communication advising of the outcome of the investigation.
- Where it has been established that the student has breached a condition of enrolment with Asuria, policy or responsibility set out in this document, the following recommendation/s will be made which will include, but not be limited to, one of the following actions:
  - Counselling
  - Written warning
  - Suspension (as student suspended from a course for disciplinary reasons is not eligible for a refund)
  - A failure mark on the assessment or be marked as Not Competent for the Unit of Competency (for academic misconduct)
  - Alternative assessment may be provided (for academic misconduct)
  - If the participant has attended the course through their employer or organisation, notification of the employer or organisation.
  - All misconduct records will be recorded in the incident register.

**Step 4: Further Action** – Failure to comply with responsibilities and continued unacceptable behaviour will result in the expulsion from the course (a student who is removed from a course for disciplinary reasons is not eligible for a refund). If there are suspected criminal actions then it should be reported by the CEO or representative appointed by CEO who must also notify the police.

Students will continue to be able to access the Student Experience Team for assistance during the disciplinary process.

*Detailed Asuria Student Conduct Policy can be accessed from the Asuria website:  
[www.asuria.com.au/training](http://www.asuria.com.au/training)*

## Complaints and appeals

Despite all efforts of Asuria to provide satisfactory services to its students, complaints may occasionally arise that require formal resolution. The purpose of the Asuria Complaints and Appeals Policy is to ensure that students have a process to follow that includes access to an independent external body if necessary. Please email any feedback/complaints to

[feedback@asuria.com.au](mailto:feedback@asuria.com.au)

## APPEALS

In the event of a student wishing to contest the findings of a formal investigation that has taken place as part of the formal disciplinary process, they may appeal the decision by completing the Appeals form within **20 working days** after the date of the written communication advising of the outcome of the investigation.

*Detailed Asuria Complaints and Appeals Policy and Form can be accessed from the Asuria website [www.asuria.com.au/training](http://www.asuria.com.au/training)*

## Fees

Asuria abide by the Standards for Registered Training Organisation's in relation to collection of fees and fees in advance and therefore cannot accept payment for more than \$1500 from individual students in advance.

Information regarding course fees and Government subsidised training places can be accessed through the Student Experience Team through phoning **1800 773 338** or email: [support@asuria.com.au](mailto:support@asuria.com.au)



## Impact on future training entitlements

Completion of a Nationally Recognised Training qualification with Asuria may impact on accessing future state government funding or entitlements. Whilst each state and territory have different requirements, an example scenario would be:

- Completion of a Certificate III level program with Asuria may prevent you from accessing state government funding at the same Australian Qualifications Framework (AQF) level.
- Completion of a Certificate III level program with Asuria may require the payment of a higher student contribution to complete a subsequent Certificate III level program.

For further information please visit:

Victoria:	<a href="https://www.skills.vic.gov.au">https://www.skills.vic.gov.au</a>
NSW:	<a href="https://smartandskilled.nsw.gov.au/are-you-eligible">https://smartandskilled.nsw.gov.au/are-you-eligible</a>
Tasmania:	<a href="https://www.skills.tas.gov.au/learners">https://www.skills.tas.gov.au/learners</a>
QLD:	<a href="https://www.qld.gov.au/education/training/subsidies">https://www.qld.gov.au/education/training/subsidies</a>
SA:	<a href="https://www.skills.sa.gov.au">https://www.skills.sa.gov.au</a>

## Refund

The student must complete an 'Application for Refund / Stop Payment Plans' form for a refund. This form can be accessed from Asuria website at [www.asuria.com.au/training](http://www.asuria.com.au/training) (under Asuria Refund Policy).

All refunds applications shall be accompanied by:

- Completed Asuria Withdrawal form (available on our website [asuria.com.au/training](http://www.asuria.com.au/training))
- Proof of extenuating circumstances, if applicable.

The request will be processed within fourteen (14) working days of the application being received by Asuria and will be signed off by the Executive Director or representative.

Details of refunds will be maintained in the participant's file. The refund will be paid in Australian dollars to the student. Fees paid by 3rd parties are not refundable to the student but will be paid to the 3rd party. If Census dates apply to course enrolments; no fees are refundable after Census dates.

**Note:** Once materials (textbooks or resources) are handed to a student, they are the property of the student and considered second-hand, and therefore no refund will be given.

The Asuria detailed Asuria Refund Policy can be accessed from the Asuria website [www.asuria.com.au/training](http://www.asuria.com.au/training)

## Consumer protection

Students can access information regarding their rights and responsibilities under consumer protection laws at the Australian Competition and Consumer website <https://www.accc.gov.au/consumers/complaints-problems>

## Privacy

Asuria ensures that:

- Individuals must be aware of, or informed of, the purposes for which personal information is obtained.
- The collection and use of personal information must relate directly to the legitimate purposes of the RTO.
- All reasonable measures are taken to store personal information securely.

Asuria complies with the Commonwealth Privacy Act (1988) at all times. Refer to <http://www.oaic.gov.au/privacy/about-privacy> for further information.

*Detailed Asuria Privacy Policy can be accessed from the Asuria website [asuria.com.au/training](http://asuria.com.au/training)*

## Relevant legislation

A range of legislation is applicable to Asuria staff and students. Information on relevant legislation can be found on the following websites:

OH&S	<a href="http://www.worksafe.vic.gov.au">http://www.worksafe.vic.gov.au</a>
Equal Opportunity	<a href="http://www.hreoc.com.au">http://www.hreoc.com.au</a>
VET Training Regulator Act 2011	<a href="http://www.asqa.gov.au">http://www.asqa.gov.au</a>
Privacy	<a href="http://www.privacy.vic.gov.au">http://www.privacy.vic.gov.au</a>
ASQA	<a href="http://www.asqa.gov.au">http://www.asqa.gov.au</a>

## Evaluations

Asuria surveys all students and employers to provide an annual summary report of their performance against the learner engagement and employer satisfaction quality indicators to ASQA. Students will be asked to complete a “Learner Engagement” survey towards the end of the training program. Feedback received forms part of the continuous improvement process to ensure Asuria provides quality training and assessment.

Students can provide feedback at any time during their studies to the Compliance and Quality Department via email to: [feedback@asuria.com.au](mailto:feedback@asuria.com.au)





Asuria is a proud Australian-owned government outsourced services provider supporting thousands of people across Australia, Europe, Middle East and Asia.

Asuria is a people business that beats to an Enterprising Heart.

**1800 773 338 | [support@asuria.com.au](mailto:support@asuria.com.au)  
[asuria.com.au/training](https://asuria.com.au/training)**

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