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2022

# Student Handbook

*Learn, Adapt Succeed.*

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Karen Roemuss  
RTO CODE: 41488

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## Welcome from the Director

Congratulations on taking the step and enrolling in a Noble Training® course!

I would personally like to welcome you to our student community, and I encourage you to use the resources and support offered to you during your studies.

You have made an excellent choice for your future, and I'm proud to say that the Noble Training Group is in a privileged position of being able to help you change your lives and achieve your career goals.

Work commitments, family responsibilities, social events, and personal issues can result in demotivation and a lack of progression throughout your course. Remember, we are here to help you reach your goals, and most of life's problems can be dealt with by simple communication.

Our Mission and values aim to provide opportunities for students to ensure they have the necessary skill and knowledge base for future employment by:

- Providing industry-standard training and facilities
- Continually striving for quality outcomes
- Developing a sound work ethic
- Fostering partnerships across schools, training and industry.

Success for Noble Training Group is simple - at the end of your course, we want you to confidently say the following things:

- I feel that I have significantly improved my skills and knowledge
- I have achieved what I set out to achieve
- My experience with Noble Training was positive
- Noble Training provides professional service and high-quality training
- I would recommend Noble Training to anyone.

We offer several nationally accredited Building and Construction industry qualifications and micro-credentials listed on <https://www.nobletraining.com.au>. As a Skills Assured Supplier with the Qld Government, we also offer government funding for apprentices and trainees, S.A.G.T. and Civil Construction Short Course programs under Construction Skills Qld. initiatives; the Construction White Card and Q.B.C.C. builders licensing course in management.

CAB12 PTY LTD, trading as Noble Training Group, is a Registered Training Organisation (R.T.O.), National Code 41488, delivering education and training built on quality and value for money by working with employers and students to develop contextualised and customised training and assessment experiences. Our trainers and assessors are trade qualified with many years of industry experience.

This student handbook is developed for those considering studying and existing students. Please take the time to read this handbook as it has essential information about our student policies and procedures and each party's responsibilities to train with us.

If you would like clarification on any items in this handbook, don't hesitate to contact a Noble Training representative on **1300025393** or email [admin@nobletraining.com.au](mailto:admin@nobletraining.com.au).

My staff and I wish you all the best on your educational journey and professional development with us.



Paul Simmons  
Director | Noble Learning Group

## GETTING STARTED

Providing quality client service in training and assessment services is the Noble Training Group's objective. Besides employing sufficient suitably qualified and experienced trainers and assessors, we support the client with access to suitable facilities and ensure enough opportunities for learning to support the construction industry's current and emerging needs. The qualifications and Unit of competency standards can be found on [www.training.gov.au](http://www.training.gov.au) Using the qualification codes or title.

We are committed to providing training and assessment services that meet the national standards under the [V.E.T. Quality Framework \(AQF\)](#), the national policy for regulated qualifications in Australian education and training.

### Unique Student Identifier (USI)

**A USI is your education number for life.** It also gives you an online record of your VET training undertaken in Australia so that you can access it at any time and from anywhere. You can create your USI by going to <https://www.usi.gov.au/students/get-a-usi> or give Noble Training Group written permission to do so on your behalf. You will need to submit verifying documentation such as:

- Birth Certificate
- Passport
- Driver's License
- Medicare Card.

All USI information will be stored on the RTO's secure network.

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*Since 2015, if you want to undertake studies at university, an RTO, or other nationally recognised training, you need a USI. Without one, you can't get Commonwealth financial assistance, your qualification or your statement of attainment.*

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A student's USI transcript contains training outcome data submitted to the national collection by the student's RTO as an accurate record of the training undertaken by the student since 2015, including completions and non-completions. *As such, a student's USI transcript is a valid way to authenticate the training undertaken by a student, comparable to calling the issuing RTO.*

### Credit Transfer

A key pillar of the national VET system is that nationally endorsed qualifications, skill sets and units of competency are recognised and portable across the country, regardless of where they were issued.

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*Students must not be required to repeat any unit or module they have already been assessed as competent unless a regulatory requirement or licence condition (including an industry licensing scheme) requires this. If a student provides relevant evidence they have successfully completed a unit or module at any RTO, your RTO must provide credit for the Unit or module.*

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A credit transfer can reduce the number of units you need to complete to receive your qualification, saving you time and money.

*Before providing credit, Noble Training Group will have to:*

- *Authenticate the information by directly accessing the USI transcript online; or*
- *Contact the organisation that issued the document to confirm the content is valid.*

RTOs can directly view a USI transcript online via the USI transcript Service ([www.usi.gov.au](http://www.usi.gov.au)) for any student who has activated permission for them to do so in the USI Registry

### Recognition of Prior Learning (RPL)

Recognition of prior learning (RPL) is a process that assesses your competency, acquired through formal and informal learning, to determine if you meet the requirements for a unit of study, e.g. volunteering or unpaid work, non-accredited training and professional development activities.

You can use a variety of documentation to apply for RPL. This includes, but is not limited to:

- records of completed training
- assessment items and records
- professional development, performance reviews, position descriptions
- declarations or testimonials from your employer
- a copy of your student records provided by ASQA.

Speak to your delegated trainer for assistance with applying for RPL if you believe you are already competent in a Unit. This must be done before any delivery of education.

### Updating Student Contact Details

Where possible, it's preferred that students communicate by phone or email. If you need to mail correspondence, send it to The Noble Training Groups corporate office at:

13/5-7 Claude Boyd Parade, Bells Creek QLD 4551

Website | <https://www.nobletraining.com.au/>

#### General Enquiries

Email:  
admin@nobletraining.com.au  
Ph: 1300025393

Advise Noble Training administration department immediately if your personal details change (phone number, email address, postal address, so your Certificates and Statements, receipts for fees paid etc. are sent to the correct address.

## Noble Training Group Service Standards

Business should be built on high-quality customer service, which you can expect from the Noble Training Group.

As a student with the Noble Training Group, you can expect to:

- have email correspondence responded to within 24 hours
- have phone messages replied to within 24 hours, so if you happen to reach an answering service, leave a message
- have all enquiries received by post responded to within five (5) working days
- be treated with courtesy, respect and fairness regardless of age, gender, ethnicity, religion, sexuality or disability
- experience a safe learning environment where hazards are identified and controlled as far as is *'reasonably practicable.'*
- be inducted and provided with clear and accurate information at all times
- be provided with the resources to complete your education and training
- check the client's suitability and eligibility regarding government-funded programs
- have personal information treated confidentially, protected against unauthorised access, and provided to third parties only when permitted or required by law
- be assessed fairly and judged on the criteria outlined in program information
- be provided with timely and constructive feedback about the outcome of assessment and progress of your study
- have complaints and appeals assessed in a timely and objective fashion
- Have reasonable access to support services.

## Student Responsibilities

The Noble Training Group Student Handbook's policies and procedures outline the expectations for students and the obligations of Noble Training to its students.

As a student, you have a responsibility to:

- Comply with Noble Training Groups policy and procedures
- Ensure your account is financially up to date and your payments are made in line with your payment agreement
- Provide all documentation/undertake actions required at time of enrolment
- Treat others with courtesy, respect and fairness
- Respect the safety, well-being and property of others
- Refrain from behaviour that may be perceived as unsafe, intimidating, discriminating, harassing, bullying or disruptive to others
- Respect Noble Training Group resources and facilities
- Mobile phones and audio devices must be switched off during training and assessment. They can be used only in allocated rest breaks, e.g. morning tea or lunch break
- If applicable, use computing and electronic resources appropriately
- Participate actively and positively in learning and assessment activities
- Ensure all submitted work is your own and that sources have been referenced if required
- Make every effort to meet assessment requirements and submit work on time
- Meet the requirements for academic progression and completion for your program of study in following the expected completion dates set out on our Training Plan
- Keep copies of all theoretical assessment work that you've submitted

- Disclose relevant information to enable Noble Training Group to assist you to undertake study
- Update the apprentice or trainee Training Record Book
- Proactively seek assistance from support services when needed
- Not take food or drinks into, or consume them in the training areas
- Participate in surveys and provide feedback to the Noble Training Group.

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*If students don't make enough progress as per their Training Plan and the issue(s) can't be resolved, the RTO must notify the Department of Small Business and Training (DESBT).*

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Under Workplace health and safety legislation, students also have the responsibility to:

- Comply with all legal health and safety instructions and directives
- Use PPE that is provided by the employer or RTO
- Not willfully place the health and safety of others at risk
- Not willfully misusing health and safety provisions
- Not willfully injure themselves or others.

In the case of traineeships and apprenticeships, the employer also has responsibilities.

### **Employer Responsibilities (Apprenticeships/Traineeships)**

For employers employing apprentices and trainees, responsibilities include:

- Provide the apprentice/trainee with hazard identification and risk prevention
- Training in safe work procedures
- Providing appropriate supervision, range of work and range of facilities. *To ensure this, the Noble Training Group will assess the workplace beforehand, called an 'Employer Resource Assessment.'*
- Provide PPE and instructions on how to use and wear equipment effectively
- Unless an employer hosts an apprentice or trainee through a Group Training Organisation (GTO), wages have to be paid and entitlements provided according to the relevant industrial award
- Being released from work and paid to attend off-the-job training with the Noble Training Group
- Jointly negotiating a training plan with the trainee/apprentice and RTO to meet industry and job requirements
- Delivering what is outlined in the signed training plan and providing opportunities for apprentices/trainees to apply their theory in practice to gain their competency
- Updating the training plan within 28 days when required, e.g. changing RTO or transferring the training contract
- Inspecting and updating the Training Record Book at least every three (3) months. This is evidence of the apprentice or trainee's progress and their current unit 'competencies'. For that to happen, ALL parties must sign – workplace supervisor (employer), RTO and apprentice or trainee
- Provide at least 375 hours (50 days) of paid work over every 12 months of the school-based Apprenticeship or traineeship and 600 hours (80 days) of paid work if they're in the electrotechnology industry.



- Notify DESBT when certain situations happen, e.g. sale of the business or apprentice/trainee leaving during probation.

To find out about your wages and entitlements, go to Business Queensland - <https://www.business.qld.gov.au/running-business/employing/taking-on-staff/apprentices-trainees/about/employer-obligations/wages-entitlements>

## POLICIES AND PROCEDURES

A policy is a set of general guidelines that outline the organisation's plan for tackling an issue. You might say that they are a set of rules to ensure the customer and the RTO comply with laws and regulations that help guide decision-making and streamline internal processes. There are some essential policies and procedures for students covering a range of areas:

- Personal conduct
- Access and Equity
- Harassment (inc. sexual harassment), bullying and victimisation
- Information Privacy
- Enrolment and student support
- Fees, the securing of prepaid fees and refunds
- Work Health & Safety
- Assessment, progression and misconduct, including course extensions, cancellations and appeals
- Complaints and feedback
- Results and awards.

### Code of Conduct

As mentioned on page 5, the Noble Training Group has expectations of their students. You must comply with these expectations. Any breach of the RTOs policies and procedures on the following pages can result in the cancellation of your enrolment. A breach may also be considered unlawful under Queensland or Australian law, and legislation could result in legal action by the relevant authorities.

### Dress Code



The dress code for construction sites is designed primarily for reasons of safety.

When on a construction worksite or yard, the Noble Training Group expects you to wear your work uniform, including:

- Enclosed footwear or boots
- Personal Protective Equipment (PPE) complying with the requirements for WHS Act that are 'fit-for-purpose', undamaged and in good working order.

The required PPE could include:

- Protective glasses and gloves
- Hard hat and earmuffs
- Dust mask
- Sunscreen/ sunhats or mosquito repellent
- Harness
- Steel capped rubber-soled closed boots
- Hi-visibility vest or jacket and pants.

The Noble Training Group will provide PPE for all of its fee-for-service participants. For apprentices/trainees PPE should be provided to you in the workplace by your employer.



#### Drugs and Alcohol

The Noble Training Group has a 'zero tolerance to alcohol and drugs for all staff, students and visitors on all its premises, including car park areas within their grounds.



#### Smoke-free campus

Providing a safe, healthy and productive place for you to study is our number one priority. As part of our commitment to health, our campus is 'smoke-free'. This also includes e-cigarettes and vaping.



#### SMART Phones & Mobile Devices

New social standards and courtesies have evolved around these devices and their use. It's appropriate to understand what is and isn't appropriate regarding the use of mobile phones and devices.

While studying with the Noble Training Group, you should keep your phone silent and away from your bag or pocket. Set it to 'vibrate' instead. Tell your trainer and remove yourself from the class to take it if you expect an important call.

**Policy Statement:** Mobile devices (mobile phones/smartwatches, etc.) are an essential communication tool. Mobile device cameras can enhance communication by making it easy for people to take and transmit images. These technologies, however, have the potential to be abused at school by:

- Disrupting the teaching and learning programs conducted by the Noble Training Group trainer
- Providing a vehicle for bullying
- Facilitating the invasion of privacy for both students and staff.

This policy aims to be fair in recognising the rights of individuals, yet respects the RTOs right to manage mobile devices so that training and assessment services and duty of care are not negatively affected, one which protects the rights of students and staff.

- Mobile devices are to be out of sight and on 'vibrate' during training, i.e., stored in the student's bag or pocket
- Students are not allowed to use mobile devices to take video or images of people, including other students, teachers and members of the RTO community. *This is in recognition of the rights of students and staff to privacy*
- The RTO recognises that parents/students may need to communicate by mobile. This can be done before training commences, during breaks and after training finishes.

- *Under exceptional circumstances, permission can be sought from the Noble Training Group trainer to take a call in class. The conversation must be taken away from others so as not to interrupt their learning*
- Mobile devices are brought to the learning environment at the owner's own risk (students and staff). *The Noble Training Group will not pay for loss or damage of phones or any personal property brought on to the premises*
- Staff are not permitted to use mobile devices for private use when supervising or teaching students because of their "Duty of Care" legal requirements.
- When mobile devices are used in ways that do not abide by RTO policy, e.g., sexting, cyberbullying, the offender can suffer severe consequences, including disciplinary action by Noble Training; authorities will become involved, e.g. police and possible charges can be laid
- Parents, staff and students need to be trusted to abide by the Noble Training Group's policies.

### Plagiarism

Plagiarism is unethical because it is a form of theft where you take the ideas and words of others and pretend they're your own; you are stealing someone else's intellectual property. This relates to the validity of your assessment and whether you've demonstrated with your answer that you do have the required knowledge and understanding.

The assessor will note any plagiarism, i.e., using exact words and phrases from another student, author, web pages, or journal articles and blogs.

For the assessment to be accepted, the assessor needs to be sure you know what you are talking about, so answers must be in your own words.

*To avoid plagiarism, students are required to reference their sources.* Referencing, or citing, means acknowledging the sources of information and ideas used in an assignment (e.g. essay or report). This may include:

- Paraphrasing (express someone else's idea in your own words)
- Summarising (express someone else's idea concisely in your own words)
- Quoting (express someone else's idea in their exact words)
- Copying (reproduce a diagram, table or any other graphic).

For example, referencing textbooks, journal articles, newspapers, etc., add surname, year of publication and title - Johnston, 2010, Communicating in the workplace.

For web-based publications, provide the URL address. Source example -

[www.communicatingintheworkplace/now/2010/office](http://www.communicatingintheworkplace/now/2010/office).

### Disciplinary Action

Plagiarism is a *serious offence* in the education environment, as are drugs and alcohol. It will evoke disciplinary action, as will any actions putting others at risk or negatively impacting your own or other students' ability to achieve successful outcomes will be handled via processes to manage and deal with disciplinary matters.

At your orientation, you will be given information regarding discipline and misconduct.

Actions may include:

- Counselling to confirm plagiarism requirements
- Assessment being marked as not yet competent
- Request to resubmit the assessment
- For repeat occurrences, Noble Training may cancel a student's enrolment
- Police or government involvement.

Consequences for inappropriate behaviour may also result in refusal to allow students to continue in the program, e.g., bullying, discrimination against another person.

## LEGISLATIVE/REGULATORY REQUIREMENTS

You legally have a Duty of Care to ensure a safe workplace. This means that you must:

- Always work in a way that prevents injury or illness to yourself or others in the workplace
- Follow all Workplace Health and Safety policies and procedures in the workplace
- Report hazards according to the workplace guidelines.

### Work Health & Safety



**Policy Statement:** As a student, you are responsible for your own safety and the safety of others.

You are to:

- Obey safety signs and wear appropriate personal protective equipment (PPE)
- Only use property, plant and equipment for its intended purposes and use them safely according to manufacturer instructions
- Keep your work area clean and tidy
- Do a WHS check of your working environment and equipment before going ahead with your training. Report any unsafe conditions to your trainer
- Clean up spills immediately
- Take precautions with your personal belongings and don't leave items unattended or bring valuable items onto class
- When sitting, remember that poor posture can lead to physical and mental fatigue, and possible injury
- When lifting or moving heavy objects using your legs and not your back. Where possible, use assistive tools or the help of a colleague
- Follow all legal directions given to you by Noble Training Group staff, e.g. emergency evacuation or First Aid response
- Report all injuries, incidents, hazards or near misses to your trainer or head office by completing and submitting the Noble Training Group Incident Report Form.



**COVID-19**  
The Noble Training Group has implemented a range of proactive measures to limit the impact of COVID-19.

As a student, you must play your part in helping slow the spread and keep other students safe. You can help by:

- Not coming to class if you are unwell
- If you have symptoms, get tested and self-isolate at home
- Follow organisational policies and procedures
- Limiting your movements in training areas
- Practising good hand hygiene – wash and sanitise your hands before coming to class, and when you touch items others have touched, wipe down working areas before use
- Keeping a distance of 1.5 to 2 metres from others, where practicable
- Wear 'fit-for-purpose' face masks, e.g., KN95 masks correctly if you can't keep the required distance
- Cleaning equipment after use with appropriate washing of hands or sanitising hands and surfaces
- Following all updated Queensland government directives - <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status>



#### First Aid Response

First aid is the first and immediate help or treatment given to a victim of an accident, sudden injuries or sickness with care provided to preserve life, prevent the condition from worsening and promote recovery before qualified medical help is available (e.g., nurse, paramedic, doctor) or the victim is taken to hospital.

- **Policy Statement:** Under the WHS Act, everyone in the workplace has a 'Duty of Care'; this means you! Even if you are not a qualified First Aider or have access to one, you need to act to save a life.

- If you aren't qualified and don't have a suitable First Aider on-site, when you call 000, let them know and follow the directions provided to you by the Emergency operator until help arrives. If necessary, call others to assist.
- Whether you are a qualified First Aider or not, follow the DRSABCD Action Plan (Fig.1), which is found above the Noble Training Groups First Aid Kit.



DRSABCD action plan explained! | Education | St John WA | 2018 | [https://youtu.be/yBDk\\_dlzvaQ](https://youtu.be/yBDk_dlzvaQ)

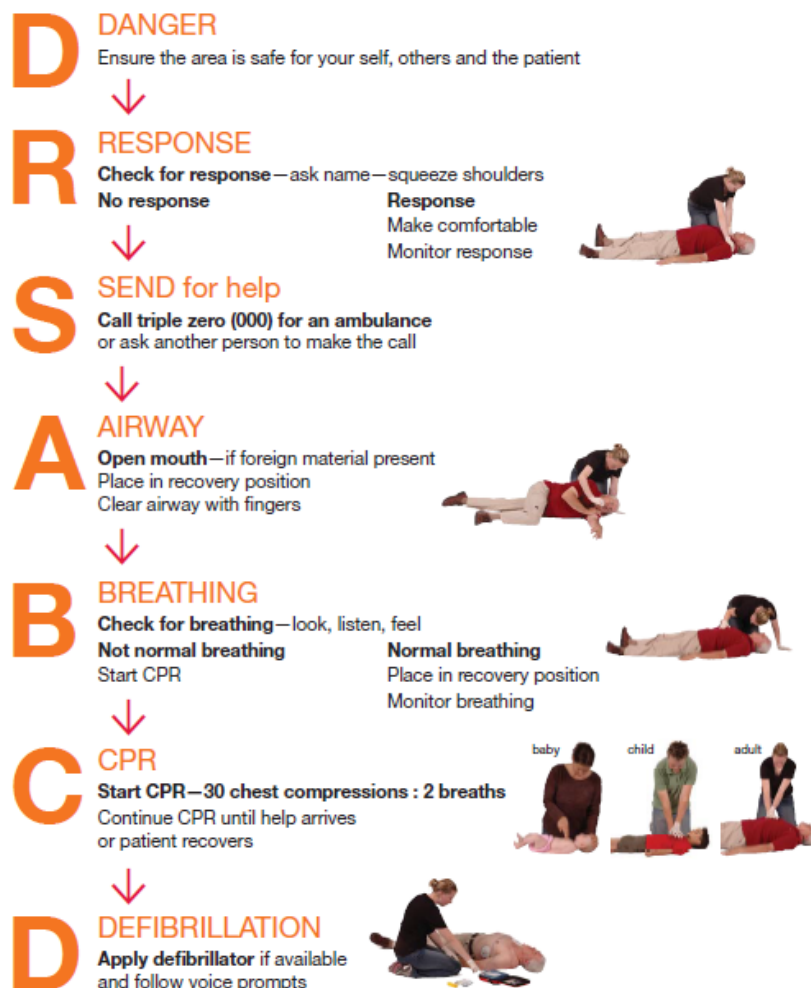


Fig. 1 [St John DRSABCD Action Plan](#)

*Stay on-site to complete an Incident Report.* Follow company policy and procedure if your manager or First Aider is on-site at your own workplace.

The Noble Training Group has appropriate First Aid signs, CPR guidelines, and an Emergency Evacuation Plan directing you to First Aid equipment. *You will find these on the wall with high traffic areas, at the First Aid station or with the First Aid Kit.*

**Fire Evacuation**

In case of a fire, you will hear an evacuation alarm or be instructed by emergency control personnel, e.g. fire warden, to immediately stop all activity and secure your valuables.



It is essential to:

- Listen to directions given by Fire Wardens and Emergency Services personnel at all times
- Not use a lift to evacuate
- Help evacuate the disabled and people in immediate danger if it's safe to do so
- Move calmly to the designated Assembly Area
- Do not leave the Assembly Area until given the all-clear.

If safe to do so, secure any activity or process that may become hazardous or suffer damage if left unattended due to the evacuation.

Emergency procedures diagrams are located within buildings throughout each Noble Training site. These diagrams provide floor plans showing the locations of emergency exits and emergency equipment (such as fire extinguishers) and maps for evacuation routes and emergency assembly areas.

### Use of a Fire Extinguisher

Most fire extinguishers work in the same way; however, it is hazardous to:

- Ignore the operating instructions
- Choose the wrong type of fire extinguisher, e.g. Class A fires cannot be used on electrical or grease fires, but you can use an extinguisher labelled for Class B and C fires on a Class A fire. Before you use anything, read the label and choose a suitable extinguisher.
- If the fire is too large, do not try to extinguish it; evacuate instead.

*Symbols found on fire extinguishers & what they mean*

	Water	Foam spray	ABC powder	Carbon dioxide	Wet chemical
Wood, paper & textiles	✓	✓	✓	✗	✓
Flammable liquids	✗	✓	✓	✓	✗
Flammable gases	✗	✗	✓	✗	✗
Electrical contact	✗	✗	✓	✓	✗
Cooking oils & fats	✗	✗	✗	✗	✓

Only use a fire extinguisher if the fire is small enough to do so.

If you do, use the P.A.S.S. method.

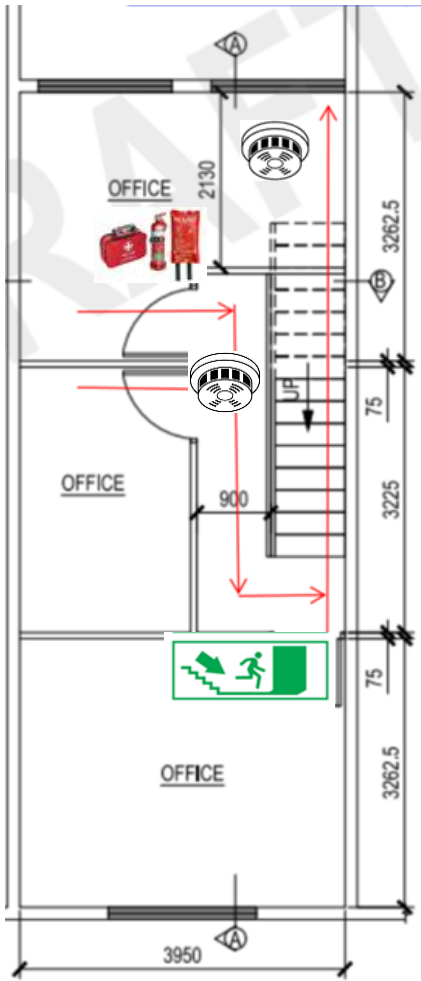




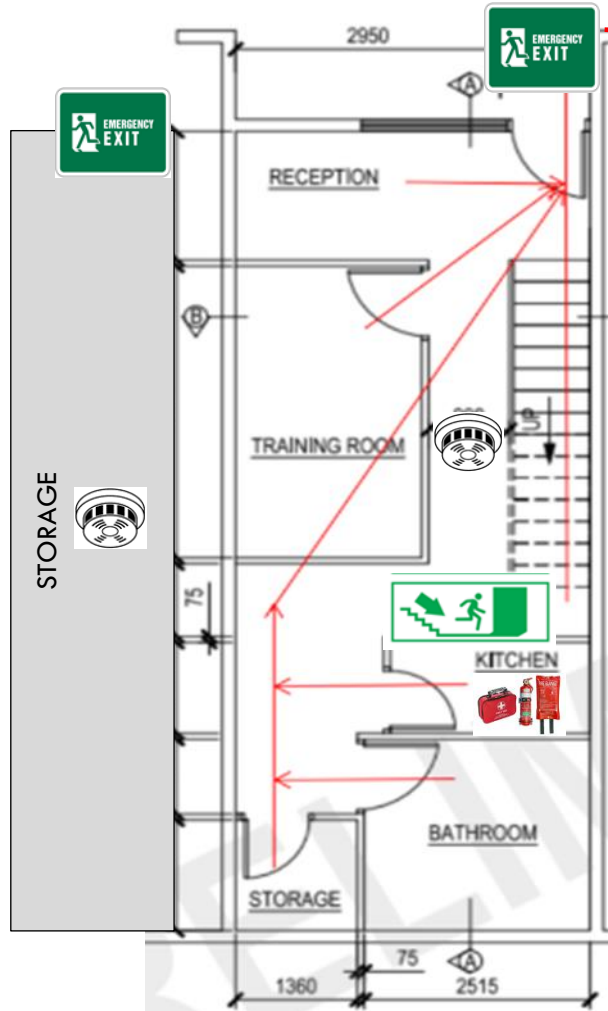
# EMERGENCY EVACUATION PLAN DIAGRAM

Noble Training Group Head Office

## UPSTAIRS FLOOR PLAN



## DOWNSTAIRS FLOOR PLAN



## IN CASE OF FIRE REMEMBER RACE

- R** 'Rescue' ANY PERSONS IN IMMEDIATE DANGER
- A** 'Alarm' ALERT OTHERS BY ACTIVATING ALARM
- C** 'Contain' THE EMERGENCY BY CLOSING DOORS
- E** 'Evacuate' EXTINGUISH THE FIRE IF TRAINED AND SAFE TO DO SO

Your Emergency Evacuation Training Specialists:  
**PRM** Ph: 1800 304 944  
PROVIDING TRAINING [www.pntraining.com.au](http://www.pntraining.com.au)



- LEGEND:
- Fire Extinguisher, Fire Blanket  
First Aid Kit
  - Exit Door
  - Exit Direction
  - Smoke Alarm
  - Exit routes
  - Assembly Pt.

## Anti-discrimination

The areas specified in Australian anti-discrimination legislation vary from jurisdiction to jurisdiction. In public life, it's unlawful to discriminate based on several protected attributes such as:

- Age – Age Discrimination Act 2004  
<https://www.legislation.gov.au/Details/C2014C00009>
- Disability – Disability Discrimination Act 1992  
<https://www.legislation.gov.au/Details/C2018C00125>
- Race - Racial Discrimination Act 1975  
<https://www.legislation.gov.au/Details/C2014C00014>
- Sex, intersex status, gender identity and sexual orientation - Sex Discrimination Act 1984  
<https://www.legislation.gov.au/Details/C2014C00002>

The areas discrimination is prohibited by law include:

- Employment
- Education
- The provision of goods and services
- Accommodation
- The disposition of land
- Membership of clubs and the administration of laws and government programs.

## Access and Equity



**Policy Statement:** The Noble Group has to ensure that the courses offered are accessible and equitable to all people. This policy contributes to compliance with the Anti-Discrimination Act 1991. The policy applies to all potential and current students of the Noble Training Group.

- The Noble Training Group will ensure that all pre-enrolment information (course outlines, student handbook, etc.) is provided either online, via email or post, or verbally by phone.
- The RTO will consistently apply its training and assessment policy, flexible learning policy and student support policy to ensure that all students have access to training, assessment and support services that meet their needs and, if necessary reasonable adjustments to assist a student to participate effectively.

## Sexual Harassment



### **Policy Statement:**

The Noble Training Group aims to ensure an environment free from all forms of sexual harassment in its educational setting that applies to all students and employees of the company.

Because the company considers sexual harassment inappropriate and prohibits it, individuals who believe they have been sexually harassed may seek assistance through the complaints and appeals procedure.

Complaints of sexual harassment will be responded to promptly and equitably. Confidentiality will be maintained, and victimisation/retaliation against individuals bringing complaints will not be tolerated.

*Individuals found in violation of the sexual harassment policy are subject to disciplinary action.*

If, after following the company's complaint procedure, you are not satisfied, you may lodge a complaint with the [Queensland Human Rights Commission](#) (QHRC) (for Queensland matters) or the AHRC (for Commonwealth matters).

Staff or students found to have breached this policy will face disciplinary actions, and where appropriate will be reported to the police.

Sexual Harassment can be:

- Visual, e.g. making sexually explicit gestures
- Verbal, e.g. sexual jokes or propositions, suggestive comments
- Physical, e.g. unwanted touching of any kind. Remember, physical assault is a crime and punishable by law.



What is sexual harassment: Know where the line is | 2014 | Australian Human Rights Commission | <https://youtu.be/AaC1DvMOqYY>



### Bullying

This is the use of force, coercion, hurtful teasing or threat to abuse, aggressively dominate or intimidate. The behaviour is often repeated and habitual. One essential prerequisite is the perception (by the bully or by others) of an imbalance of physical or social power. It ranges from individual bullying to mobbing (group bullying). It is repeated, aggressive behaviour intended to hurt another individual, physically, mentally or emotionally.

### Cyberbullying

Cyberbullying is the intentional use of technology to hurt, threaten, harass or humiliate a person and cause fear and distress. Noble Training has a zero-tolerance for cyberbullying and is committed to ensuring our learning environments are safe, respectful and inclusive. We are committed to addressing and resolving all incidents of student misconduct and encourage students to speak up if they are being bullied in any way.

Don't hesitate to contact your trainer, who can provide you with additional information and support or call any external support helplines on page 18.



1 The Fair Work Commission's role in stopping bullying | 2016 | Fair Work Australia | <https://youtu.be/TqRV8CwNFE>  
2 What is workplace bullying? | 2016 | Fair Work Australia | [https://youtu.be/nVeXxrh\\_OHQ](https://youtu.be/nVeXxrh_OHQ)

## Mental Health Support

There is a range of external support services available, including:

<b>QLife</b> <ul style="list-style-type: none"><li>• National LGBTI Telephone Counselling and Information Line</li><li>• 1800 184 527</li><li>• qlife.org.au</li></ul>	<b>Beyond Blue Support Service</b> <ul style="list-style-type: none"><li>• Provides support and information on anxiety, depression and suicide</li><li>• 1300 224 636</li><li>• beyondblue.org.au</li></ul>	<b>QPASTT</b> <ul style="list-style-type: none"><li>• Qld. Program of Assistance to Survivors of Torture &amp; Trauma</li><li>• 07 3391 6677</li><li>• qpastt.org.au</li></ul>
<b>DVConnect</b> <ul style="list-style-type: none"><li>• Qld Statewide Sexual Assault Helpline</li><li>• 1800 010 120</li></ul>	<b>FullStop Australia</b> <ul style="list-style-type: none"><li>• Sexual, Domestic or Family Violence Services Australia</li><li>• 1800 211 028</li><li>• fullstop.org.au</li></ul>	<b>MensLine Australia</b> <ul style="list-style-type: none"><li>• A phone and online counselling service supporting Australian men anywhere, anytime</li><li>• 1300 789 978</li><li>• mensline.org.au</li></ul>

Other agencies include:

- Lifeline – 13 11 14
- Headspace – 1800 650 890
- ReachOut Australia – (02) 8029 7777

## Information Privacy

The Noble Training Group ensures that they have appropriate safeguards to protect information. These measures include using appropriate internet security and password protection to limit access to files containing personal details.



**Policy Statement:** The Noble Training Group will gather, store, maintain, and disseminate personal information and outcome data ethically, efficiently, and compliant with the Privacy Principles and the Privacy Act 1988.



The Privacy Law in Australia | 2016 | Go To Court Lawyers | <https://youtu.be/MQc-UjE560A>

It will be protected in the following ways:

- Students' personal and enrolment-related information will be kept securely and only made available to authorised personnel within the company.

- Students must advise the Noble Training Group (email is preferable) as soon as possible if any of their enrolment, personal details or other circumstances change.
- *The Noble Training Group will keep electronic copies of the student record book and Certificate or Statement of Attainment for 30 years, secured in a lockable archive room and securely saved on our CRM with digital passwords as required by ASQA for audit purposes.*
- Students will be provided with access to their files upon request.
- If the Noble Training Group ceases to operate, all student results will be transferred to the registering body (ASQA).

Under the Data Provision Requirements 2012, Noble Training is required to collect personal information about you and to disclose that personal information to third parties for statistical, reporting, regulatory and research purposes.

Personal information may be shared with:

- School – if you are a secondary student participating in VET, including a school-based apprenticeship or traineeship
- Employer – if you are enrolled as an apprentice or in training paid by your employer
- Host employer – if you are involved in a practical placement or by a Group Training Organisation (GTO)
  - Commonwealth and State or Territory government departments and authorised agencies, e.g. NCVET, DESBT, ASQA, researchers or organisations conducting student surveys
  - Parents/Guardians – where they are a party nominated on the Training Plan
  - Job Networks, Disability Service Providers, Australian Apprenticeship Service Networks (ASSNs), DESBT and other agencies, e.g. Centrelink.
- Information disclosed to NCVET may be used or disclosed for the following purposes:
  - Populating authenticated VET transcripts
  - Facilitating statistics and research relating to education, including surveys and data linkage
  - Understanding how the VET market operates for policy development, workforce planning and consumer information
- Administering VET, including program administration, regulation, monitoring and evaluation.

*All students will be requested to sign a declaration acknowledging they understand how their personal information will be used. **This declaration will be made either on the enrolment form or the Training Plan.***

### Fair Work – Employment Wages & Conditions

The Fair Work Act 2009 and the National Employment Standards (NES) sets out an employee's *minimum entitlements*, e.g. minimum pay, overtime, hours they work, leave entitlements, sick days, holidays, carers leave, or how often they have to have a break etc.



What is the Fair Work Act? | Employsure Animation | 2017 |  
<https://youtu.be/erCS3PBpS8E>

Rules to comply with the Act can be set out in different places, e.g., an award, registered agreement or employment contract, but the entitlements cannot be less than what's in the NES or the award that applies.

To view the Awards and obligations of the employer, including minimum wage, overtime, payslip and record-keeping, go to the Fair Work Commission website, Australia's national workplace relations tribunal - <https://www.fwc.gov.au/>, or the Australian Government's Fair Work Ombudsman - <https://www.fairwork.gov.au/>.

## Copyright

Copyright is a form of intellectual property law. It grants exclusive rights to the copyright owner to determine how their work can be used. Copyright protects the expression of ideas and information in material form, e.g. written down, recorded as an image or sound.

No general exception allows work to be reproduced without infringing copyright.



Understanding Copyright, Public Domain, and Fair Use | 2018 |  
<https://youtu.be/XzzkSZ0Jrko>

Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced, and thus an infringement has occurred. However, a 10% rule applies to fair dealing copying for research or study purposes.

A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Phrases that are copied or quoted word-for-word must be referenced, and the copyright holder's work acknowledged.

## Fair Trading & Consumer Rights

The Fair Trading Act sets a standard of conduct for doing business. This standard is based on the principles of fairness and honesty and discourages unscrupulous trading practices.

Go to the Qld. Governments Fair trading services, programs and resources link, <https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/fair-trading-services-programs-and-resources> for specific information.



Australian Consumer Law - Chapter 2 - Consumer guarantees - The basics |2011|  
Fair Trading Qld | <https://youtu.be/wSg5ww16Kv4>  
Australian Consumer Law - Chapter 4 - Consumer guarantees on services | 2011|  
Fair Trading Qld | [https://youtu.be/2tHtw\\_4X79w](https://youtu.be/2tHtw_4X79w)

You can seek a remedy if a business sells you goods and services, e.g. education and training, that don't meet consumer guarantees under the Australian Consumer Law.

This remedy will depend on whether the failure to comply with the guarantee is major or minor.

You have a right to file a formal complaint to the service provider, Noble Training Group, to remedy a dispute and reach a solution.

## COMPLAINTS & APPEALS



**Policy Statement:** To comply with Standard 6 of the Standards for RTOs 2015, the Noble Training Group provides all students with a democratic system to lodge and resolve any complaints or academic appeals. This policy applies to all students enrolled in a Nationally Recognised qualification, Unit of competency or accredited course that is on the scope of the RTOs registration.



The Principles of Natural Justice | 2010 | PMSLtt | <https://youtu.be/X-0miatL3M4>

Administrative decision-makers must generally accord 'natural justice' to persons affected by their decisions. A substantial aspect of natural justice is the requirement to provide 'procedural fairness'.

Detailed information about procedural fairness in administrative decision making can be found in this [Best Practice Guide- external site](#) published by the Administrative Review Council.

All information collected as part of this process will be protected by the organisation's Information and Privacy policy. Only authorised parties will have access to such information.

The Noble Training Group adopts the '*principles of natural justice and procedural fairness*' when handling complaints. This means that:

- Students are given reasonable opportunities to make a complaint
- Any party that an allegation is made against is given an equal and reasonable opportunity to respond
- All parties are given reasonable timeframes and rights of reply
- Facts are considered and verified by an appropriately authorised company representative.
- Decisions are based on fairness and the best interest of all parties involved. All reasonable measures will be taken to finalise the process as soon as practicable and within 60 days at the most.

**Complaints** may be lodged where a student feels any aspect of the organisation's product, services, operations, or administrative processes has left them dissatisfied.

If they have issues concerning the conduct of the:

- Organisation
- Trainers/assessors
- Other staff
- Third-party services provided on behalf of the RTO, its trainers/assessors or staff
- Other attending learners.

A complaint may be made by an employer about Noble Training or by the trainer about the learner's conduct. A complaint comprises two (2) process components - 'informal' and 'formal'.

**An appeal** is generally about an academic outcome that you may disagree with, but it can also relate to the Noble Training Group's administrative decisions.

Examples of this include an appeal of a decision to deny a refund or to deny an application for credit transfer. As the process for handling and assessment appeal compared with an appeal of an administrative decision is slightly different, this difference has been catered for within this policy with adjusted processes for both situations.

### Complaint/Appeals Handling Process

Issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved between the people involved. It can often be the case that a learner's decision to appeal can be avoided by proper communication and consultation with learners when a decision is made. *Noble Training shall maintain the enrolment of the complainant during the complaint handling process.*



A complaint can be made by accessing the Complaints & Appeals Form from the Noble Training Group website, by emailing [complaintsandappeals@nobletraining.com.au](mailto:complaintsandappeals@nobletraining.com.au), or by calling 1300025393.

Students should follow the following complaints and appeals processes:

1. The first step is to take the complaint to your trainer/assessor or other RTO representative to discuss the issue(s) *informally*.
2. Students are asked to be clear about their concerns and expectations. Noble Training representatives will thank you for bringing the matter to their attention and attempt to resolve the complaint.
3. If not satisfied with the outcome of the 'informal' resolution process, a **formal complaint must be put in writing to the attention of the Director, Mr Paul Simmons**.  
A Complaints & Appeals Form can be accessed from the Noble Training Group website and submitted digitally online or as an email attachment to [complaintsandappeals@nobletraining.com.au](mailto:complaintsandappeals@nobletraining.com.au)
4. The written complaint details will be recorded on a Complaints Register and stored safely due to its confidential nature.
5. The complainant will receive written acknowledgement of their formal complaint or Appeal request within 24 hrs of lodgement. This lodgement will confirm receiving a written response within 14 business days.
6. Complaint and handling of an Appeal will start within seven (7) business days of the lodgement of the Complaint or Appeal request.
7. Upon receipt of a written Complaint or Appeal request, the Director will investigate the complainant's claim to verify the accuracy of the complaint and any other facts surrounding it.
8. **If a complaint involves allegations about another person, we are obliged to inform this person about this complaint or allegation and provide them with the opportunity to respond and present information on the issues raised before any decision-making.**



The person has the right to:

- put forward arguments in their favour,
  - show cause why the proposed action should not be taken,
  - deny allegations,
  - call for evidence to disprove allegations and claims,
  - explain allegations or present an innocent explanation, and
  - provide mitigating circumstances (information aimed at reducing the severity and seriousness of something).
9. A face-to-face, phone or video conference meeting will be held with the Director to determine a fair and appropriate resolution. The meeting may involve staff, students, and other involved parties, such as employers, parents, apprenticeship centres, etc.
  10. The complainant will be kept updated on the progress of the complaint handling, i.e., at regular two (2) week intervals.
  11. The complainant has the right to be accompanied by a support person of their choosing, including a Union member.
  12. Director will prepare a written agreement of actions to resolve the complaint or appeal from the meeting.
  13. A written response will be to the complainant within 14 business days of lodging the complaint and include details of the reasons for the outcome.
  14. Complaints are handled in the strictest of confidence. No representative is to disclose information to any person without the permission of the Director.  
A decision to release information to third parties hinges on the written permission from the complainant using the **Information Release Form**.
  15. The complaint-handling process will conclude with an analysis of the circumstances to identify any opportunity for improvement.

*When there is an allegation concerning alleged criminal or illegal activity that Noble Training Group cannot investigate as it is outside our scope and expertise, we reserve the right to notify law enforcement authorities, i.e. police.*

If you are dissatisfied, you have the right to request an assessment appeal with a 3rd party.

### **Third-party Review**

Where there's dissatisfaction with the handling of the complaint by Noble Training Group and you have the opportunity to have an independent person or body review the complaint, we ask that you wait until Noble Training has carried out the entire complaint handling process. To request an independent review, you must notify the Office Manager of your request for an independent review. They will initiate the process with the Director of the Noble Training Group (NTG).

The Director of NTG will advise an appropriate party independent of Noble Training to review the complaint outcome and provide advice and recommended outcomes.

The independent third party must respond with their recommendations within fourteen (14) working days of their requested review. This advice is to be accepted by Noble Training as final, advised to the person making the complaint in writing and implemented without prejudice.

Noble Training will meet the total cost where Noble Training engages an appropriate independent person to review the complaint. However, where the person is seeking an appeal objects to this appointment and requests to engage a person organisation they

nominate to undertake the review, they will need to contribute to the cost of undertaking the review.

Where a complaint is received by Noble Training and the Director feels that they may be biased or there is a perception of bias. The complaint will be referred directly to an independent third party for consideration and response as outlined below.

The complainant may use any mediator approved by the Australian Arbitrator and Mediator Institute or other credible agency on the agreement of the Director of the Noble Training Group.

For example:

- Office of Fair Trading for consumer-related issues such as fees or unethical conduct - <https://consumer.gov.au/>
- Australian Skills Quality Authority (ASQA) concerning VET training and assessment services - [Complaints about training providers | Australian Skills Quality Authority \(ASQA\)](#).

A mediator cannot impose a decision upon the parties. However, they can help the parties explore the issues in-depth and reach the best joint decision possible. You can also seek legal advice and take the complaint to a tribunal or court.

Other external options for making an external complaint if you are still dissatisfied with the assessment decision are to contact the following:



Any complaint that involves unacceptable conduct from a student should refer to the Discipline Policy.

### Complaint & Appeals Records

There will be electronic records in the form of:

- Email correspondence communicated electronically and within the Student Management System
- Hard copy records submitted by the complainant or generated by the Noble Training Group.

Information collected includes details of the complaint and a diarised log recording the complaint handling and closure progress.

Regardless of their format (excluding RTO Data), all records are saved digitally into a secure folder located on the Noble Training file storage with electronic data backed up off-site.

Each file is clearly labelled with the document title or subject and the date on which the document was received or generated.

This folder is protected and only accessible to persons authorised by the Director. Records stored on RTO Data are accessible only to RTO data administrators and managers.

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*The Noble Training Group retains records relating to complaints handling for a minimum of five (5) years.*

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### **Destruction of Complaints and Appeals Records**

The Noble Training Group Director is the only person who can authorise (in writing) the destruction of complaint handling records. *Records are only to be authorised for destruction after the required retention period has lapsed.* Documents identified for destruction are shredded before being recycled.

## **FUNDING**

The government subsidises training for apprentices and trainees, but not all apprenticeships/traineeships are funded.

In Queensland, the *User Choice (UC) program* provides public funding to Skills Assured suppliers (RTOs) to deliver accredited, entry-level training to apprentices and trainees. The subsidy is paid directly to the RTO for the training and assessment reported.

### **Eligibility: User Choice (Apprenticeship/Traineeship)**

To access the funding, you must be employed in an approved apprenticeship or traineeship, have entered into a training contract for a qualification funded by the government, and selected a government-approved training provider (RTO).

The information provided is a guide only. Contact an Australian Apprenticeship Support Network member for complete information on traineeship incentives, e.g., Mrael, MEGT or Busy at Work) or visit [www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au).

The Queensland Training Information Services (QTIS) website, <http://qtis.training.qld.gov.au/> provides comprehensive information on all approved apprenticeships and traineeships in Queensland, including the priority level and government contribution.

For apprenticeships and traineeships information phone 1800 210 210 or email [apprenticeshipsinfo@qld.gov.au](mailto:apprenticeshipsinfo@qld.gov.au).

Apprentices/trainees may be eligible for financial assistance through:

- Trade Support Loans
- Living Away From Home Allowance
- Youth Allowance and ABSTUDY.

### **CSQ-Funded Initiatives: Skills Assessment & Gap Training**

Under this CSQ initiative, the participant must have the right to work in Australia, i.e., be an Australian or New Zealand citizen or permanent resident; a visa holder with relevant permission to work (does NOT include International Student Visa). You also must be an *eligible worker*, be *employed* or *self-employed in Qld within the Building & Construction Industry*, or be an *unemployed eligible worker* (unemployed for no longer than four (4) years).



To gain a qualification, you must demonstrate Recognition of Prior Learning (RPL) experience in 70% or more of the required competencies. You must NOT be an apprentice/trainee or have more than 50% of the units through direct credit to complete the qualification.

You must NOT be an employee of an Authority, e.g., State and Territory Governments, Statutory Bodies, e.g. Qld Rail, Seqwater, Commonwealth Government departments and agencies, e.g. Australian Army, Royal Australian Air Force and Navy, Australian Universities etc.

### CSQ-Funded Initiative: Short Courses

Civil construction short courses are one (1) day face to face with some additional self-paced learning. These civil construction short courses include:

- Telescopic materials handler operations
- Roller operations
- Civil construction skid steer loader operations
- Backhoe/loader operations
- Civil construction excavator operations
- Civil construction wheeled front end loader operations
- Civil construction dozer operations
- Civil construction grader operations
- Water vehicle operations
- Articulated haul truck operations; and
- Rigid haul truck operations.



Eligibility requirements and evidence are the same as the SAGT initiative (see Table 1). Additional information for CSQ Short Courses is provided in Table 2.

Please note that CSQ Short Course funding is not available for a Verification of Competency.

If you are interested in signing up for any additional courses, please email our Sales department at [sales@nobletraining.com.au](mailto:sales@nobletraining.com.au) for any additional information on course structure and cost.

Table 1 Evidence requirements for CSQ SAGT and Short Course Programs

Requirement	Eligibility Evidence
<p><b>Right to work in Australia</b> Australia/New Zealand citizen or permanent resident</p>	<p>Green Medicare Card (Current) or My.gov – Medicare snapshot Australian or New Zealand Passport (Up to 6 months from expiry) Australian or New Zealand Full Birth Certificate or Extract* Permanent Resident Visa with permission to work Valid Historical Certificate of Evidence of Residence Status issued by Home Affairs Certificate of Evidence of Residence issued by ATO</p> <p><b>*A commemorative birth certificate cannot be accepted.</b></p>
<p>A Visa holder with relevant permission to work</p>	<p>Visa <a href="https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/check-conditions-online">https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/check-conditions-online</a></p>
<p>Be an Eligible Worker: Employed in Qld within the Building &amp; Construction Industry</p>	<p>QLeave Statement (current statement showing credits within last 4 years) <b>OR</b> Relevant current Licence (as per listing)* <b>OR</b> Employer letter (on letterhead and signed by the employer) confirming employment, role and duties in the Building and Construction industry <b>OR</b> Statutory Declaration providing details of employment including role and duties within the Building and Construction Industry</p>
<p>Self-employed</p>	<p>QLeave Statement (current) <b>OR</b> Relevant current Licence (as per listing)* <b>OR</b> ABN/ACN registration showing ownership and Invoices for recent work in the industry. <b>OR</b> Statutory Declaration providing details of employment including role and duties within the Building and Construction Industry.</p>
<p>Unemployed eligible worker (unemployed for a period, not more than 4 years who would otherwise meet the requirements of an Eligible Worker)</p>	<p>QLeave Statement (current statement showing credits within last 4 years) <b>OR</b> Relevant current Licence (as per listing)* <b>OR</b> Separation Certificate <b>OR</b> Statutory Declaration providing details of relevant employment including role and duties within the Building and Construction Industry.</p> <p><b>*Interstate licences are not acceptable</b></p>

Table 2 Short Course funding additions to Table 1 requirements

Requirement - Short Courses	Eligibility Evidence
<p>To claim the loading - An active apprentice or trainee registered in Queensland undertaking an apprenticeship or traineeship as per the CSQ approved listing.</p>	<p>DESBT Commencement Letter to verify Commencement Date, Registration Number and Qualification*  <b>OR</b>                      Employer letter (on letterhead and signed by the employer) confirming apprenticeship details, including the Commencement Date, Registration Number and Qualification*                      *</p>
<p>An eligible worker or unemployed eligible worker in the first year out of their CSQ approved Apprenticeship or traineeship.                      Must commence training within 365 days of the completion date.</p>	<p>DESBT Completion Letter to verify the completion date  <b>OR</b>                      Certificate of Completion  <b>OR</b>                      AQF Qualification, which includes the Statement 'achieved through Australian Apprenticeship arrangements'  <b>OR</b>                      Employer letter (on letterhead and signed by the employer) confirming apprenticeship details, including the Completion Date, Registration Number and Qualification*                      *</p>
<p>A cancelled apprentice or trainee who was undertaking a CSQ approved Apprenticeship or traineeship that has been cancelled and is currently accessing State Government funding to complete their institution based training.</p>	<p>DESBT Cancelled apprentice training approval advice</p>
<p>Workcover participants</p>	<p>As per an eligible worker and a current Queensland Workcover certificate or a letter demonstrating Workcover for the period of training.</p>
<p>* Interstate licenses are not acceptable.                      ** Not acceptable as evidence are:                      An SRT0 notification from the AASN, Training Contract, or Training Plan.</p>	

## STUDENT FEES

Co-contribution is a vital principle of the Queensland Government's VET investment framework, recognising that the benefits of training are shared between individuals, industry and the broader community. Apprentices and trainees must pay a small student co-contribution depending on whether they are concessional or non-concessional students.

**Policy Statement:** Noble Training Group will offer a fair system of payment and refund for all students and clients that is in line with national standards. This policy applies to all students and clients who agree to the Noble Training Group payment terms outlined in the enrolment form and this handbook.

Course fees include:

- Tuition fees
- Administration fees
- Phone and email support from the trainer
- Workshops, site visits, compulsory course materials such as student learning and assessment materials, LLND assessment and required student handouts.

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*Prices quoted do not include ADDITIONAL site visits or tutoring, internet costs, travel or parking costs, stationery and other consumables such as CDs, notebooks, printing paper, etc.*

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For *non-subsidised participants* who want to complete a qualification but cannot do so by the contract end date, an extension fee of \$500 for *each additional 6 months* must be paid to continue training and assessment.

This is subject to the contract extension (see page 38) being approved.

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*The Noble Training Group reserves the right to withhold issuance of certificates or training and assessment services to a client if the client has any outstanding invoice/s.*

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### Payment Plans

Payment Plans can be negotiated with the Director before enrolment. Payment frequency can be weekly, fortnightly, monthly and for apprentices/trainees per Unit of Competency (UoC). The fees are detailed in the Payment Plan Agreement.

Generally, they consist of two parts:

1. Upfront payment
2. Payment plan of negotiated instalments.

### Upfront Payments

The minimum amount is \$100. The maximum amount is \$1500. Employers, job networks or other entities paying course fees on behalf of students may pay all fees upfront if desired. Student fee payments can be paid by direct bank transfer, credit/debit card, or EFTPOS over the phone or in person.

### Instalments

Regular payments must be made in line with the Payment Plan Agreement until the course fees are paid in full. No additional fees or interest will be applied to payment plans.

#### Direct Debit Payment Plans:

- Students must return a signed Payment Plan Agreement
- Direct debits will automatically cease once the balance is paid
- A dishonour fee will apply where a direct debit payment fails to process.

#### Financial Hardship

Students must contact the Noble Training Group Director if they fall behind in their payment plan to discuss alternate arrangements.

This may include being able to:

- Defer a payment
- Use an alternate payment method
- Reduce the payment amount or frequency, etc.

*An email confirming alternate payment arrangements will be sent from the Noble Training Group.*

Students who fail to keep their account up to date, or fail to contact Noble Training to make alternate arrangements, may face the following consequences at the Director's discretion:

- Loss of trainer support (no email or phone support)
- No assessment marking
- No further resources/units supplied
- Practical Placement cancelled (if required)
- Enrolment suspended
- Enrolment cancelled
- Loss of fees paid.

The Noble Training Group reserves the right to hand students who default on their payments over to a debt collecting agency.

#### User Choice

User Choice apprentices and trainees will pay a student contribution fee set at \$1.60 per nominal hour. Each Unit's nominal hours are detailed on the Noble Training Group website - <http://www.nobletraining.com.au>.

The total cost of the course and co-contribution can vary depending on the electives units selected.

#### Concessional Tuition Fees

*Students will pay 40% of the standard co-contribution fee where they fall into one of the following exemption categories:*

- The participant was or will be under 17 years of age at the end of February in the year the SAS provides training, and the participant is not at school and has not completed year 12.
- The participant holds a Health Care Card or Pensioner Concession Card issued under Commonwealth law or is the partner or a dependant of a person who holds a Health Care Card or Pensioner Concession Card and is named on the card.
- The participant issues the PQS with an official form under Commonwealth law confirming that the participant, their partner or the person of whom the participant is a dependant, is entitled to concessions under a Health Care Card or



Pensioner Concession Card.

- The participant is an Aboriginal or Torres Strait Islander person. **Acceptable evidence is as stated on the Training Contract and AVETMISS VET Enrolment Form.**

The amount may be between 50% and 100% of your course costs, depending on the priority of the qualification.

The funding priorities under the User Choice program are:

- Priority One (100% subsidised) qualifications lead to occupations deemed to be critical priorities in Queensland.
- Priority Two (87.5% subsidised) qualifications lead to occupations not deemed critical in Queensland but considered as high priorities.
- Priority Three (75% subsidised) qualifications lead to occupations not deemed critical in Queensland but considered as medium priorities.

*The student co-contribution fee may be paid on your behalf by a third party, such as your employer or your parents, but your training provider cannot pay it. If a third party pays fees on your behalf, they must also sign the Payment Plan Agreement.*

If you are a school-based apprentice or trainee, you do not have to pay a co-contribution fee. *Co-contribution fees cannot be charged if you have credit transferred units or are transitioning from a superseded qualification to the new one, where the completed Unit isn't considered 'equivalent'.*

#### Full Exemption of Tuition Fees

The SAS *may* approve a full exemption and waive the student co-contribution fees where payment would cause **extreme financial hardship**.

Noble Training Group *must* apply the full exemption from the student contribution where:

- Credit transfer or national recognition has been applied to a unit of competency
- The participant is undertaking a qualification as part of the Skilling Queenslanders for Work – Work Skills Traineeship program
- Participants are school-based trainees/apprentices.

#### School-based Apprenticeships and Traineeships (SATs)

As a school-based apprentice/trainee, you can get paid to learn. This involves working for an employer 1 day per week. Trainees must complete 375 hours (50 days) of paid employment every 12 months.

If you can't find an employer, an alternative is to contact a Group Training Organisation in your area by contacting your Australian Apprenticeship Service Network.

You must complete your secondary school studies and commence and complete your approved qualification.

The school, student, parent/guardian, employer, and training organisation will negotiate a schedule that outlines when the student is at school, work and training, and whether they require additional learning support. This is called an Education, Training and Employment Schedule (ETES) form.

There is no required student co-contribution under SATs.

### Free apprenticeships for under 21s

To be eligible, an apprentice or trainee must be under 21 years of age and commence in a Training Contract on or after 1 July 2019 in a designated Free apprenticeship qualification specified on the department's User Choice Price List. Other eligible apprentices or trainees are those:

- enrolled in a qualification under the Year 12 Fee Free initiative before 1 July 2019 and will continue their qualification under Free apprenticeships
- Under 21 years of age from 30 June 2019 and commenced in a Training Contract before 1 July 2019 in a designated Free apprenticeship qualification. Free apprenticeships will apply to units of competency/modules commencing on or after 1 July 2019.

### Free apprenticeships for under 25s

To be eligible, an apprentice or trainee must be aged between 21 years and under 25 years of age and commence in a Training Contract on or after 1 January 2021 in a designated Free apprenticeship qualification specified on the department's User Choice Price List. Other eligible apprentices or trainees are those:

- Aged between 21 and under 25 years from 31 December 2020 and commenced in a Training Contract before 1 January 2021 in a designated Free apprenticeship qualification. Free apprenticeships will apply to units of competency/modules commencing on or after 1 January 2021. These apprentices must also not be claimed under the Free apprenticeships for under 21s initiative.

### Invoicing & Tax Receipts

If a third person is paying your co-contribution, e.g. employer, you are to submit the following:

- Copy of signed UC Fees, or CSQ SAGT and/or Short Course Fees form and Payment Plan Agreement; or
- If a third party is paying, a signed Payment Plan Agreement, copy of signed UC Fees, or CSQ SAGT and/or Short Course Fees form, and receipt of a purchase order providing details of service requested by an authorised third party delegate.

*Invoices must be paid within seven (7) days from the date the invoice is sent to you. A payment receipt will be issued to you once the RTOs financial officer has confirmed payment.*

Receipts will be sent directly to the email address provided on enrolment once the Finance Department has confirmed payment.

### Requirements for Fee Protection

Under Clause 7.3 of the Standards for RTOs 2015, the RTO is required to protect any prepaid fees before the commencement of the course above a total of \$1,500 made by a prospective or current student.

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*The Noble Training Group may require payment in advance from students, but only to the extent that, at any one time, the fee value to be paid on behalf of the student for tuition or other services yet to be delivered does not exceed \$1,500.*

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Prepaid fees before commencement are held securely in a business account held by the bank to guarantee the security of the prepaid money.

If the Noble Training Group isn't able to provide the services that have been paid for, students will be:

- Placed into an equivalent course without having to pay any additional fees for the portion of the course they have paid in advance, or
- Refunded for all fees paid in advance over \$1500.

## Refunds

A cooling-off period does not apply to short courses or qualifications enrolments unless you are legally entitled to one.

You have the right to cancel your enrolment at any time; however, cancellation fees may apply as detailed below.

### Fee-for-Service

A qualification has commenced once you have received your course induction and/or your contract start date has passed.

- A full refund will be provided when a student cancels their enrolment but has not commenced a qualification.  
**The student will be required to return ALL training materials that they've been provided at their expense. The Noble Training Group reserves the right to withhold the refund until such materials are returned.**  
If materials are not returned within 7 days, the Noble Training Group will refund monies paid less the cost of training materials.
- Where a student cancels their enrolment but has commenced training, a cancellation fee of \$200 will apply.
- A refund will be provided for units not yet commenced. A unit is deemed to be commenced based on the unit start date shown on your Training Plan. At the discretion of Noble Training Group management, the commencement of units may be determined by a progress review.

Refunds are calculated based on the following pricing structure:

- Cancellation fee: \$200
- Commencement of unit 1: \$300
- Commencement of unit 2 onwards – **Calculation formula: Full course cost ÷ number of units in course = per Unit cost.**
- Refunds will not be provided to students whose contract end date has passed
- Refunds will not be provided to students who have received an extension of their initial contract end date.

## Workshops

A full refund will be provided if cancellation advice is received more than 7 days before the workshop.

However, in other circumstances, requirements are outlined below:

- Where cancellation advice is received *less than 7 days before the workshop, an admin fee 20% of the workshop cost will be required.*
- With less than 2 days' notice of cancellation, the full payment will be required.

As the Noble Training Group reserves the right to cancel a workshop if minimum numbers are not met, the student will be provided with the option of a full refund or reschedule if the RTO cancels the workshop.

## User Choice & Construction Skills Qld Programs

Where an apprentice/ trainee or CSQ participant cancels but training has not started, the paid student co-contribution fees will be refunded in full.

Where an apprentice/trainee or CSQ participant cancels from their programs and **training has started**, a pro-rated refund will be calculated based on the evidence at hand. Participants must submit any formative and summative assessment work and activities they have already commenced.

Where they have withdrawn from a unit of competency, a proportionate refund will be calculated for that Unit based on attendance records and the submitted but not completed assessment and/or Training Record Logbooks.

Where a 3<sup>rd</sup> party, e.g., employer/Industry, has paid the student co-contribution, and the apprentice/trainee or CSQ participant cancels **after training has taken place**, a pro-rated refund will be calculated.

## Financial Account Queries

**If you have any queries regarding payments, refunds etc. after signing your Payment Plan Agreement, please email Accounts at [accounts@nobletraining.com.au](mailto:accounts@nobletraining.com.au)**

## Pre-enrolment

Before enrolling in a Noble Training course, speak with an RTO representative to ensure you are enrolling in the correct course.

- Read the Student Handbook and other pre-enrolment information, e.g. fees and subsidies, before you enrol.
- Create your USI number (page 4), as it must be provided on 34enrolment before participation can occur.
- Collect any evidence of past qualifications, including the Record of Results or Statements of Attainment to apply for units you have already gained competency for, to be credit transfer.

## Apprenticeships/Traineeships: Employer Resource Assessment

The RTO is responsible for ensuring the employer can support the apprentice/trainee's learning needs and provide the necessary work activities and opportunities, resources (including a qualified workplace supervisor/trainer) and facilities for them to train on the job.

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*The nominated workplace supervisor signing off on training and liaising with the Noble Training Groups trainers/assessors must have a JP certified copy of their qualifications at hand when the Noble Training representative organises a site visit and complete an Employer Resource Assessment before accepting the SRTO*

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## Enrolment



**Policy Statement:** Noble Training Group will provide an efficient, thorough and accurate enrolment process when enrolling students. This policy applies to all students enrolled in a Nationally Recognised qualification, Unit of competency or accredited course.

Enrolment in any training program is subject to positions being available. By signing the enrolment form, you (including parent/guardian of underaged students) agree that on acceptance of the application, the application will become the Contract of Enrolment ("the Contract") and further agree to abide by the terms and conditions of enrolment addressed here.

### Induction

To commence the enrolment process, Noble Training must receive a completed enrolment form (may be done via online enrolment form, hard copy form) and LLND assessment outcome, including the student's Unique Student Identifying (USI) number (see page 4).

A Noble Training Group representative (your trainer/assessor) will contact you to schedule an induction date and time that is suitable for you and your employer.

- All students will be commenced within 21 days of receiving the enrolment form unless the student/employer requests specific arrangements outside this timeframe, which is permissible under contract requirements.
- A Noble Training Group representative will conduct a pre-commencement interview to confirm personal and course-related information and requirements.
- Noble Training will send a Confirmation of Enrolment (CoE) email on receipt of your enrolment form to confirm your acceptance. Before your induction, all requested documents/forms must be returned to Noble Training.
- Students will receive their course resources either at induction or before induction.

- Inductions may be arranged by phone, in person or via ZOOM or Skype meeting and will generally take 30 – 60 minutes. *For blended/classroom and workplace delivery, students induction will be included as the first face-to-face session.*
- The required upfront payment or student co-contribution must be received BEFORE COMMENCEMENT (for more information, see the payment information under Student Fees)

The Noble Training Group will develop a training and support plan tailored to each student's unique circumstances and abilities, including learning support strategies and 'reasonable adjustment'.

### Training Plans

All students enrolled in a Nationally Recognised qualification will receive a Training Plan.

The Training Plan will specify:

- Qualification code and title
- All units to be enrolled in
- Unit 'start' dates and unit end dates ('due' dates) – you can finish the Unit sooner and start the next one earlier
- Method of delivery and assessment, e.g. practical observation, roleplay, written or portfolio
- Course end date.

Parties to the Training Plan for an apprenticeship/traineeship are the:

1. Apprentice/trainee
2. Employer/employer representative
3. Noble Training Group representative
4. Parents (only if the apprentice/trainee is school-based and under 18).

RTOs are directed by the Queensland Department of Employment, Small Business & Training (DESBT) to take all reasonable steps to ensure the initial training plan is signed within three (3) months of starting the Apprenticeship or traineeship.

*As 'best practice', the Noble Training Group will negotiate and have the Training Plan signed at induction, so you know how you are supposed to be progressing from the earliest stages of your training. Each party must sign and retain a copy of the fully signed Training Plan and have it with them in their respective workplaces in the event of a spot audit by DESBT.*

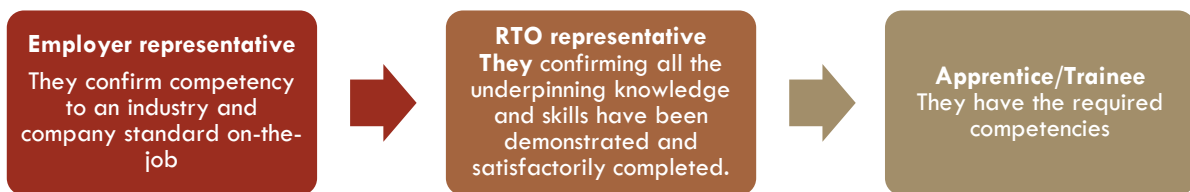
To view more information about the Training Plan and the parties' responsibilities, go to the Guide to Training Plans and Training Records, [Guide to training plans and training records \(desbt.qld.gov.au\)](https://desbt.qld.gov.au)

**Training Plans will be reviewed every three (3) months as part of monitoring your progression. This will be done throughout your course.**

## Training Record Logbook

Under an apprenticeship or traineeship, the RTO (Registered Training Organisation) must provide any necessary formal /off-the-job training. The employer must provide the necessary training in the workplace (on-the-job/workplace tasks). *The purpose of a training record booklet is to record this training.*

- The RTO must provide training to the apprentice or trainee of the underpinning knowledge and skills to enable the apprentice or trainee to apply that knowledge and those skills to the workplace tasks associated with the Unit of competency.
- The employer must ensure that the apprentice or trainee can learn and practise the workplace tasks associated with the Unit of competency to industry and qualification standards.
- For an apprentice/trainee to be considered 'competent' in a UoC, the Training Record Logbook must have all three (3) parties sign and date the relevant pages for each Unit:



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*On the occasional instance that a workplace cannot offer the full range of work required for the qualification, the employer and RTO can agree that a unit of competency can be undertaken either through a temporary transfer or, provided the training package permits, in a simulated environment that effectively mirrors the workplace requirements. In instances where the Unit is simulated, the SRTO would sign the training record.*

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The Noble Training Group **cannot** award or report a unit competency unless the formal off-the-job (RTO training ) training has been delivered, the on-the-job component has been achieved, and assessment has occurred.

**The apprentice/trainee will not progress or complete their qualification without all three (3) signatures and dates on each UoC.**

## Learning Support & Guidance



Feeling overwhelmed, stuck, or not sure where to start? Remember that we are committed to ensuring the success and progress of every student, from enrolment to graduation but not without your help and effort.

You can access learning support services for help with:

- assignments essay writing and referencing
- study skills and assessment preparation
- English and maths
- Time management and organisation skills.

Depending on your location, you may access learning support in various ways, from online services to on-site staff, including trainers and nominated workplace supervisors.

Noble Training will provide educational or support services as required.

These may include things like facilitating:

- Study support and study skills programs
- Language, literacy and numeracy (LLN) programs or referrals to these programs
- Equipment, resources and/or programs to increase access for learners with disabilities and other learners following access and equity
- Mediation services or referrals to these services
- Flexible scheduling and delivery of training and assessment
  
- Referrals to external support services if needed such as:
  - [Interactivemathtutor.com](http://Interactivemathtutor.com)
  - [Typingtest.com](http://Typingtest.com)
  - [Tutorfinder.com](http://Tutorfinder.com)
  - [Tutorforexcellence.com.au](http://Tutorforexcellence.com.au)
  
- Learning materials in alternative formats, for example, in large print
- The RTO considers any other services necessary to support learners to achieve competency.

Your first point of call will always be the trainer and assessor delegated to you from the Noble Training Group. Understanding your skills and knowledge levels is essential in preparing for study success.

If a student feels that their learning environment is not supportive or appropriate, it should be reported to a senior staff member or in line with the Noble Training Groups complaints and appeals policy

### Language, Literacy, Numeracy, & Digital Literacy (LLND)

The LLND quiz is a tool that helps trainers determine your level of English, language and comprehension; your digital literacy is your job includes computer-based work, and your numeracy (maths skills) so you can apply them to work out measurements, e.g. length, width and areas or volume etc. These align with the Australian Core Skills Framework (ACSF) levels.



**Important:** The LLN assessment is not a 'test'. It is a way for the Noble Training Group to address your individual needs and decide if you need additional learning support or consider 'reasonable adjustment' to help you successfully learn and complete the course.

*The LLND assessment must be done under the supervision of your delegated trainer before or on enrolment.*

Other support services that can be provided on request are:

- Pre-enrolment support to ensure you understand your rights and responsibilities
- Fees and payment arrangements
- Services provided by Noble Training.

The Noble Training Group will support the learning needs of enrolled students; however, if the student does not have LLND skills to successfully undertake the AQF Certificate level 3 education and training; they are referred for help before enrolling with Noble Training.

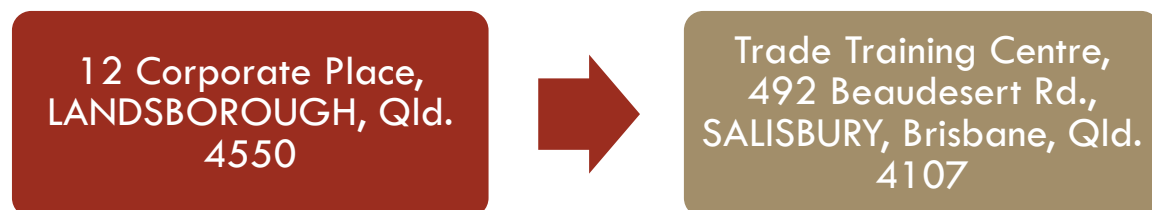
This support is through the recommendation of LLND training courses provided by local TAFEs or organisations such as Fruition Tuition with specialist LLND educators to support student development.

Alternatively, the National Reading Writing hotline – 1300 655 506 – provides advice and access to learning support in your local area.

## LEARNING

The Noble Training Group provides face-to-face (F2F), blended (combined workplace & F2F training with self-paced learning), and workplace training only.

For those clients who are not employed in the construction industry, the Noble Training Group has two (2) simulated workplaces where face-to-face training and skill assessment are undertaken:



Flexible learning strategies may need to be considered for the following reasons:

- The student has a physical or mental disability
- The student has a learning difficulty
- The student has a non-English speaking background
- The student is geographically distant or lacks access to online systems
- The student has significant life experience
- The student has fluctuating work demands or rostered hours
- The student or employer has specific preferences for training and assessment
- The industry or workplace has unique or specific requirements.

Flexible learning strategies and 'reasonable adjustment' that could be implemented include:

- Alternative training strategy, e.g. one-on-one, workshops, online, etc.
- Alternative assessment strategy, e.g. written, verbal, use of scribe or interpreter, projects, evidence, observation, third party reports, simulations, case studies.
- Altered training or assessment conditions, e.g. unit due dates to be negotiated, timeframes for completion, location of the assessment.

### Reasonable Adjustment

If you have an identified learning difficulty, disability, or other unique circumstance, you may be eligible to adjust to an assessment activity or have an alternative assessment arranged.

Reasonable adjustments can be applied to modify the learning environment or change the training and assessment to assist a disadvantaged or disabled learner; however, any changes must be justifiable and, most importantly, *uphold the integrity of the qualification*. Talk to your delegated trainer for more information or clarification.

Ideally, flexible learning strategies should be discussed as part of the enrolment process; however, you may discuss flexible learning strategies at any time with your Noble Training Group trainer/assessor.

### Fee-for-Service

Learning includes the development of knowledge and skills in a combination of self-paced or F2F classrooms inclusive of either ZOOM/Skype sessions and practical delivery at either of our two simulated workplaces.

The student has to organise any industry placement *if required*; however, Noble Training can assist you with placement if you are unsuccessful.

For fee-paying students *not in a workplace*, if the students don't bring the required PPE, the Noble Training Group can provide the following PPE to ensure their client's health and safety for the duration of the course:

- Protective goggles
- Protective gloves (fit-for-purpose)
- Hard hat
- Hi-visibility vest
- Earmuffs or earplugs.

Steel-capped, rubber-soled boots must be purchased and worn by the client, together with the industry-standard pants and shirt.

- *COVID-19 KN95 masks **must** be supplied by the student and worn correctly as per WHS policy (see page 12).*

### CSQ Short Courses

Generally, the 1- day short courses under a funded initiative through Construction Skills Qld (CSQ) are delivered on-site and face-to-face, together with some self-paced learning, to complete the theoretical assessment.

## Apprentices/Trainees

Apprentices/trainees delivered to and assessed in their workplaces must wear the required uniforms and PPE that their employers provide.

For apprentices/trainees' qualifications to be completed are in providing workplace training and assessment activities, **a Noble Training Group trainer/assessor will visit monthly for the course duration.**

Each month there will be:

- 150 hours of on-the-job training under the supervision of a qualified, employer-nominated workplace supervisor/trainer.
- 3 hours of workplace training and assessing facilitated by the Noble Training Group trainer/assessor.
- You will need an additional 3 hours of self-paced learning to complete your theoretical learning and assessment tasks.

At these scheduled sessions, the Noble Training Group Trainer will review your progression and speak to your supervisor to get feedback on your performance at work. This feedback helps in targeting the learning that you need to gain competency, progress, and meet your Training Plan 'due dates'.

They will check on the signing of your Training Record Logbook and take a copy once all parties have signed. The three signatures confirm that your unit competency has been achieved; it's then reported to DESBT to show you are progressing.

## ASSESSMENT

**Policy Statement:** Noble Training is committed to providing an efficient assessment process for students that ensures accurate student records and efficient assessment feedback. This policy applies to all students enrolled in a Nationally Recognised qualification, Unit of competency or accredited course.

### Assessment Methods

When developing assessment tools and conducting an assessment, trainers/assessors need to ensure that the Principles of Assessment are met, i.e. that assessment is:

- Valid
- Reliable
- Flexible
- Fair.

They also need to ensure that the Rules of Evidence can demonstrate that the participant has returned assessment for evaluation that is:

Valid

- Sufficient
- Authentic
- Current.

There are a variety of assessment methods that you will undertake throughout your education and training with Noble Training, including:

- Written assessments (including quizzes, projects, applied research, assignments, and case studies)

- Practical assessments (including demonstrations, practical tasks, workplace observations, and roleplays)
- Examinations/tests; and
- Work-based activities (including vocational placements, professional practice, live work, and work-based projects).

As the learner, you will be observed performing specific tasks in your day-to-day work. The assessor visits the workplace and observes you performing tasks relevant to the assessed units of competency. You will be briefed on the assessment requirements and must undertake these activities when your assessor visits you in the workplace, as scheduled.

Your delegated trainer will explain the importance of the Principles of Assessment and Rules of Evidence (including RPL). They will provide you with the relevant hardcopy information and resources at the commencement of your education and training to ensure that the assessment is fair, valid, reliable and flexible.

### Student Assessment Responsibilities

There will be knowledge and practical evidence requirements for each Unit of Competency (UoC). ***Students will need to demonstrate their skills and knowledge under the direct observation of their Noble Training Group assessor.***

The following conditions apply unless communicated to you *before* the commencement of the assessment (theory or practical):

- The scheduled date for the assessment will be provided to you at the start of each Unit of Competency (UoC)
- Only students enrolled in the competency, the teacher/supervisor, and other authorised people can enter or stay in an assessment area
- If you are permitted to enter or leave an assessment area, you must comply with all conditions upon which the permission is given
- Unless approved by the assessor, you are not to bring in any digital devices capable such as textbooks, course notes, mobile phones, pagers, notebook computers, electronic organisers, electronic dictionaries, and other devices
- Mobile phones must be placed in the designated place of the assessment area and turned off before commencement
- It is your responsibility to comply with all directions:
  - Detailed in assessment material supplied
  - Set out on any notice displayed in the assessment area; and
  - Given by the assessor and/or workplace supervisor.
- During an assessment activity, you are not to:
  - Communicate by word or otherwise with any person other than the supervisor
  - Assist any other person to communicate with another person; and
  - Willingly communicate with others except with the approval of the assessor and/or workplace supervisor.
- If in the opinion of an assessor and/or workplace supervisor, your behaviour is disturbing or distracting to another student, you may be asked to cease your assessment activity and leave the area
- During practical assessment and observations in the workplace or simulated workplace, the assessor may ask you verbal questions to ensure your scope of understanding.

- Theoretical assessment must be completed using the hardcopy Student Assessment booklet provided to you before unit commencement. Answers **must be written using blue /black pen (biro). Writing must be neat and easy to read and mark.**

To be successful, you need to:

- Attend/participate in all scheduled assessments
- Submit written assessment **on or before the due date** (unless an extension has been granted)
- Carefully read and follow all assessment instructions
- Writing must be easy to read, grammatically correct and spell checked for errors
- Submit written assessments on one single-sided page, not on both sides
- Pages are to be numbered on the top right of the header; the footer with the assessment unit code, task number and full student name
- Check that every question has been answered and submit your assessment to your trainer/assessor by giving it to them in person or as an email attachment.
- Undertake assessment honestly, without any form of cheating, plagiarism or collusion; and
- **Retain copies of all assessments for at least fourteen (14) days after receiving your outcome.** In the case of an appeal, this timeframe may be longer.

### Student Progression

Student course progression is monitored by the delegated trainer/assessor against the competency 'due dates' on the student's Training Plan, so the course is completed within the contracted timeframe.

Student progression will be reviewed every three (3) months as a minimum.

**If you are not progressing according to the individual Unit of competency 'due dates', your Training Plan will be redeveloped and reissued to get you progressing.**

**You are responsible for submitting the required assessment on or before your Training Plan 'due date'.** Please don't lose it; staple it to your Training Record Book.

### Assessment Due Dates, Extensions and Deferrals

If you can't meet a scheduled assessment due to date, **you must request to extend the due date at least 48 hours (2 days) before the due date in writing.** The timeframe of an extension is negotiated on a case-by-case basis between the student and their trainer.

### Exceptional Circumstances

If you are unable to meet a scheduled assessment 'due date' because of an exceptional circumstance, e.g., a death in the family, serious illness, or other personal severe circumstance, which means you cannot be assessed until later, **you must request to defer the due date to the delegated trainer/assessor seven (7) working days before the due date.**

The request may be made **later than the seven (7) days before the due date** BUT *only in the following circumstances:*

- Emergency circumstances; and
- Serious illness or injury.

**You will need to provide a medical certificate from your doctor.**

If the assessment date has PASSED, the application must be made within **three (3) working days of the concluding date on the medical certificate.**

### Processing of Assessments & Assessor Feedback



Your trainer will mark an assessment item or provide other feedback within **ten (10) business (work) days of the assessment due date.** Feedback may take the form of:

- Written comments
- Verbal comments
- Provision of sample responses; and
- Communication of the assessment outcome.

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*Feedback will address the assessment criteria for the task and include comments about your performance against the criteria to provide you with some further support and direction.*

*Please keep a copy of your submitted assessment(s) for 14 days minimum, just in case you need to resubmit the assessment.*

*If you have requested an appeal on academic grounds, you must have the relevant assessment items until the appeal is finalised.*

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Learners assessed as 'not yet competent' are provided with detailed verbal and written feedback to help identify the gaps in their knowledge and skills that need to be addressed through further training to prepare them for additional assessment.

### Assessment Resubmissions

If you do not satisfy the assessment requirements on your first attempt, you will receive feedback and resubmit the assessment item.

**You will be given three (3) attempts at each assessment task at no additional cost.**

Should your first (1st) attempt be unsatisfactory (US), your trainer/assessor will provide feedback, discuss the relevant questions with you, and arrange a date for your 2nd attempt. Only those elements deemed 'Unsatisfactory' need to be resubmitted and re-assessed.

If your second (2nd) attempt is unsatisfactory (US), or you fail to attend the scheduled date or defer the assessment as required, you will have one (1) final opportunity to gain a 'satisfactory' result.

**If you are unsuccessful on your third (3) attempt, you will receive an overall 'unsatisfactory' result for the assessment task or a 'fail'.**

For those who fail and require further education and training after exhausting their three (3) opportunities, you will need to re-enrol in the Unit and pay to re-enrol and undertake additional training and reassessment.

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*You must get 100% on all of your theory assessments and a 'satisfactory' result for each of the performance criteria and foundation skills you are required to demonstrate on more than one occasion to be deemed 'competent'.*

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Remember that no assessment resubmissions will be permitted after the close of the study date or after the final result for the Unit of competency has been issued.

### Assessment Records

All participants are entitled to access their records at any time upon written request by the student to Noble Training administration – call 1300025393 or email [admin@nobletraining.com.au](mailto:admin@nobletraining.com.au).

If you wish to access your training records to check on work completed, progress, or for other reasons, please organise a suitable time with your trainer/assessor to view your training records.

Data and information are only provided to governing authorities for training purposes. No other third party is provided with any information unless you expressly grant permission in writing.

### Awarding Certificate, Record of Results or Statement of Attainment

On completing a training program, participants will be issued a Qualification.

In the event of cancellation of a training contract or withdrawal from a training program, the participant will be issued a Statement of Attainment listing all units of competency completed successfully.

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*You must be issued the AQF certification documentation that you are entitled to within 30 calendar days of being assessed as 'competent' in the training program you're enrolled in. **Please note that an RTO does not need to issue a qualification or statement of attainment until all agreed fees the learner owes are paid.***

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For apprentices/trainees, the signed Training Record Book pages, which your trainer/assessor will take a copy of, are evidence of your on and off-the-job competency.

*Do not forget to check in with your workplace supervisor and your Noble Training Group trainer every three (3) months to ensure progression and that all parties have signed off against the unit competencies.*

### Replacement of a Certificate

In the event of a lost or damaged Certificate or Statement of Attainment, complete the following form to request the reissuing of a Certificate or Statement of Attainment:

- Change of Enrolment Information Form
- **Return the completed form with a payment of \$55 (GST inclusive).**

The Noble Training group finance department will send you an invoice and email receipt once payment is confirmed.

## STUDENT SURVEY FEEDBACK

As part of its performance assessment (audit) approach, ASQA seeks input from current and former VET students, including interviews and surveys.

According to the VET Regulator, ASQA, the student survey collects information from students about their experiences from their enrolment to their completion by asking them about the enrolment, training, learning support they received, assessment experiences, progression, and the completion of their training.

Getting your honest feedback is vital. Tell us what was great about studying with the Noble Training Group and what was not great. We welcome all feedback that helps us continuously improve as an RTO providing training and assessment services to the Building and Construction Industries.

Apprentices/ trainees and their employer representatives will also be asked to complete a feedback survey:

- Annually
- On withdrawal or cancellation of their Apprenticeship
- On completion of their qualification.

*As a Skills Assure Supplier (SAS), we want you to know that the department has introduced an independent 12-month electronic (digital) student survey to directly engage with our students who have enrolled in or completed training with the Noble Training Group in the past 12 months.*

*ASQA will send out an email invitation to all or to a sample of students requesting they complete the survey.*