



Student Handbook

Your guide to training and assessment with Industry Skills Solutions

NNZMC Pty Ltd — Trading as Industry Skills Solutions

Registered Training Organisation #45974

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About Industry Skills Solutions

NNZMC Pty Ltd, trading as Industry Skills Solutions (ISS), is a Registered Training Organisation (RTO #45974) registered with the Australian Skills Quality Authority (ASQA). We deliver nationally recognised vocational education and training across all Australian states and territories, and we are responsible for the quality of the training and assessment we provide and for issuing Australian Qualifications Framework (AQF) certification to students we assess as competent.

Our facilities are modern and up to date, and our trainers and assessors hold current qualifications together with practical skills and current industry experience.

Provider details

Legal name	NNZMC Pty Ltd
Trading as	Industry Skills Solutions
RTO number	45974
ABN	28 654 085 891
ACN	654 085 891
Registered address	13L Yarrandale Road, Dubbo NSW 2830
Phone	1300 IND SKL (463 755)
Email	hello@industryskillssolutions.com.au
Website	www.industryskillssolutions.com.au
National Register	training.gov.au/Organisation/Details/45974

You can view our current scope of registration — the full list of qualifications and units of competency we are approved to deliver — at any time on the National Register at training.gov.au/Organisation/Details/45974. Before enrolling, we encourage you to review ASQA's guidance on choosing a training provider at asqa.gov.au. Our website and enrolment portal are also available online.



Scan to visit www.industryskillssolutions.com.au



Scan to visit training.gov.au/Organisation/Details/45974



Scan to visit asqa.gov.au

Purpose of this handbook

This handbook sets out the policies and procedures that apply to our training and assessment, explains your rights and responsibilities, and describes the educational and support services available to you. It should be read before you enrol so that you can make an informed decision. We are committed to inclusive practices that do not unreasonably prevent any person from accessing our services, and we encourage you to discuss your individual needs with your trainer or with us before you commence.

Our mission

Our mission is to provide a recognised centre of excellence across the Mining, Construction and Mineral Exploration industries for flexible, hands-on training to encourage individuals of all levels to achieve their vocational goals in an efficient, professional, compliant and safe learning environment.

Our objectives

- **People** — attract, recruit and retain talented, competent and committed trainers, and promote excellence through leadership and professional development.
- **Safety and equality** — provide a safe, equitable, confident and productive training and assessment environment.
- **Integrity and ethics** — uphold shared standards of behaviour, with ethical conduct and integrity as our highest priorities.
- **Quality committed** — deliver consistent, high-quality services supported by robust quality systems.
- **Student-focused** — support lifelong learning, respect our students, and attract them through high-quality experiences.
- **Industry engagement** — base our training strategies and services on genuine industry needs and expectations.

How this handbook aligns with the Standards for RTOs 2025

Our training, assessment and student services are delivered in accordance with the Standards for Registered Training Organisations 2025. The Outcome Standards are organised into four Quality Areas, each with an intended outcome for students:

- **Quality Area 1 — Training and Assessment:** quality training and assessment engages students and enables them to attain nationally recognised, industry-relevant competencies.
- **Quality Area 2 — VET Student Support:** students are treated fairly and are properly informed, supported and protected.
- **Quality Area 3 — VET Workforce:** students are trained, assessed and supported by people who are qualified, skilled and committed to professional development.
- **Quality Area 4 — Governance:** effective governance and a commitment to continuous improvement support the quality and integrity of VET delivery.

Finding us and getting here

Location

Our head office and training centre is located at 13L Yarrandale Road, Dubbo NSW 2830. Scan the code below for directions in Google Maps.



Scan to visit Google Maps — 13L Yarrandale Road, Dubbo NSW 2830

Parking

Parking is available in our car park and on the street near the premises. Please note that reverse parking only is required in our car park.

Meals and refreshments

A lunch room is available for student use, and we provide tea, coffee and bottled water. Courses are not catered unless arrangements are made in advance. Orana Mall is not within walking distance.

Public transport

Local transport options include:

Service	Contact
Wilba Bus Dubbo	0493 252 207
Australian Taxi Service Dubbo	131 008
13 Cabs Dubbo	132 227

Our trainers and assessors

Our trainers and assessors are qualified, dedicated professionals with current industry experience and qualifications. In line with Quality Area 3 (VET Workforce) and the Credential Policy under the Standards for RTOs 2025, every trainer and assessor holds the required training and assessment credential (for example TAE40122 Certificate IV in Training and Assessment or its successor, or a diploma or higher-level qualification in adult education), together with the vocational competencies, current industry skills and knowledge, and the VET teaching and learning competence relevant to each unit they deliver and assess. Where a person is working towards the required credential, they may deliver training only under the supervision of a fully credentialed trainer and do not make final assessment decisions.

We deliver nationally recognised training face to face at our facility and in the workplace, and provide support by phone and email.

Our expectations of you

To support a positive learning environment for everyone, we ask that you:

- Contribute harmoniously and positively regardless of gender, race, sexual preference, political affiliation, marital status, disability or religious belief;
- Comply with our rules and regulations;
- Be honest and respectful, and never falsify work or information;
- Never conduct yourself in a way that causes injury or offence to others;
- Take responsibility for your own learning and development, and participate actively;
- Maintain your progress and observe assessment deadlines;
- Use our facilities and publications respectfully and honour copyright;
- Respect the privacy and confidentiality of other students and workers.

Your equity

We are committed to a training and assessment environment free from discrimination and harassment. All workers, including contractors, must not engage in or tolerate discrimination or harassment, and breaches may result in disciplinary action. Suspected criminal behaviour is reported to police immediately. You are entitled to fair and respectful treatment at all times.

Complaints of discrimination or harassment are handled through a fair and transparent process that protects your rights, consistent with the procedures of the Australian Human Rights Commission. The Commission's complaints information line is 1300 656 419.

Fair treatment, support and protection

Our commitment under the 2025 Standards. Under Quality Area 2, you have the right to be treated fairly, to be properly informed, and to be supported and protected throughout your training. We identify and respond to your support needs as early as possible, we treat you with respect, and we protect your

interests — including your fees, your personal information and your right to raise concerns without disadvantage.

We take active steps to identify learners who may need additional support — including through discussions at enrolment and throughout your course — and to put reasonable adjustments and support strategies in place in consultation with you. Your wellbeing and safety matter to us; if at any time you are struggling, please speak with your trainer or ask to meet with the Compliance Manager. The support available to you is described in the “Student support and wellbeing” section of this handbook.

Learners under 18. Where a learner under the age of 18 is enrolled, additional safeguarding arrangements apply, including appropriate supervision, consent and duty-of-care measures consistent with applicable child-safety obligations.

Your privacy

We comply with the Privacy Act 1988 (Cth), as amended, and follow the Australian Privacy Principles (APPs). We collect personal information — such as your name, contact details, organisation and position — directly and indirectly, for purposes including delivery and support of your training, mandatory government reporting, satisfaction surveys, complaint handling and stakeholder communication.

We take active steps to protect your information from misuse, interference, loss and unauthorised access, modification or disclosure, using appropriate technologies and systems. Because no internet transmission is completely secure, a hard-copy option is available if you prefer not to submit information online.

As a nationally recognised training provider, we are required to collect and report data in accordance with the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) and the National VET Data Policy. Your data may be retained for up to 30 years and may be disclosed to Commonwealth and State/Territory agencies and the National Centre for Vocational Education Research (NCVER) in line with our reporting obligations. Where we disclose your information, we take reasonable steps to inform you and, where required, seek your consent, and recipients must handle it in accordance with the APPs.

Subject to the exceptions in the APPs, you may request access to, and correction of, your personal information — see “Accessing your records”. If you have a privacy concern, please raise it with an Industry Skills Solutions employee or lodge a Complaints and Appeals Form with the Compliance Manager (kerry@industryskillsolutions.com.au). You may also contact the Office of the Australian Information Commissioner (OAIC) at oaic.gov.au/privacy/privacy-complaints.



Scan to visit oaic.gov.au/privacy/privacy-complaints

Unique Student Identifier (USI)

Under the Student Identifiers Act 2014, every person undertaking nationally recognised training in Australia must have a Unique Student Identifier (USI). A USI is a reference number made up of numbers and letters that gives you online access to your training records and results (your USI transcript) and links all your nationally recognised training from 1 January 2015 onwards. You must provide a verified USI before we can issue your certification. You can create or find your USI at usi.gov.au.



Scan to visit usi.gov.au

Enrolment

Some courses have prerequisites; these are set out in the individual course information available on our website before enrolment. If you do not currently meet a prerequisite, contact us on 1300 IND SKL (463 755) and we will discuss your options. Before you enrol, we provide clear, accurate and current information about the course, its requirements, the fees payable and any third-party arrangements involved in delivery, so that you can make an informed decision.

On successful enrolment you receive login details to our student portal (aXcelerate), where you can access your training records and download completed courses and Statements of Attainment.

Fees, payments and refunds

Fees payable

Fees are payable prior to the commencement of training or within 14 calendar days of invoice. Training may be discontinued if fees are not paid as required. Current fees are available on our website, by phone on 1300 IND SKL (463 755), or from any third party delivering training on our behalf. If any additional resources are required, we advise you clearly in your pre-course materials or enrolment confirmation. There are no hidden charges — other than cancellation fees or the replacement cost of resources, no additional fees apply.

Protection of your fees (advance payment limit). Consistent with the Australian Consumer Law and the fee-protection requirements of the Standards for RTOs 2025, where you (or a family member) pay for your own training, we will not require you to pay more than \$1,500 in advance of your course commencing. Any further payments are scheduled so that they remain in proportion to the training and assessment you have received. This limit does not apply to payments made entity-to-entity by an employer or funding authority.

Replacement of texts and training workbooks

If texts or training workbooks need to be replaced, you are liable for the replacement cost. A full list of replacement charges is available in our Schedule of Fees and Charges.

Student cancellation

To cancel, provide written notice by email or letter. Our staff will ensure you understand your refund rights and any alternatives, such as suspending your enrolment and re-commencing in another program. If you cancel after your program has commenced, you are not entitled to a refund of advance fees. For distance delivery, training is deemed to have commenced when your learning resources are dispatched.

Refunds

Circumstance	Refund
Cancellation with 10 or more business days' notice before commencement	Full refund of fees paid.
Cancellation with less than 10 business days' notice	75% refund; 25% retained to cover committed staff and resource costs. One-day short courses may instead be transferred to an alternative date if available.
Cancellation after the program has commenced	No refund of advance fees. (Distance delivery is deemed to have commenced when resources are dispatched.)
We fail to deliver the agreed service	Full refund under our guarantee (see below).

Purchased texts are non-refundable if you subsequently cancel. An administration fee may apply to refund processing, as set out in our Schedule of Fees and Charges. In extenuating or significant personal

circumstances the CEO may exercise discretion — for example, offering a credit toward an alternative program, or authorising a refund where warranted. Your refund rights under this handbook operate alongside, and do not limit, your rights under the Australian Consumer Law. If you are unhappy with a fees or refund decision, you may lodge a complaint under our complaints and appeals process.

Payment methods

We accept credit card, electronic funds transfer (account details on request), cheque (payable to NNZMC Pty Ltd — T/a Industry Skills Solutions) and cash.

Substitutions and transfers

Substitution requests must be made in writing up to 2 working days before a course commences. Transfer requests must be made in writing at least 10 working days before the course commencement date, subject to availability. The first transfer is free where at least 10 working days' notice is given; an administration charge applies to subsequent transfers, per the Schedule of Fees and Charges.

Statutory cooling-off period

The law requires us to advise you of any cooling-off period. A 10-day cooling-off period applies to consumer agreements formed through unsolicited marketing or sales tactics (such as door-to-door sales or telemarketing). We do not engage in unsolicited marketing or sales, so a cooling-off period does not apply to our enrolments; please refer to our refund policy for other refund circumstances.

Our guarantee

If we cancel or cease to provide training, we will issue a full refund for services not yet provided, based on the units of competency completed and issued in a Statement of Attainment. For example, in a 10-unit course with a \$1,500 total fee paid upfront, if 4 units are completed before cancellation, we issue a Statement of Attainment for those 4 units and refund \$900 (6 units × \$150 per unit).

Changes to terms and conditions

We reserve the right to amend our enrolment terms and conditions at any time. We will give you at least 14 days' notice in writing before changes take effect (except in circumstances beyond our control, when we notify you as soon as practicable). If a change affects you, you may raise a complaint under our complaints and appeals process within 28 business days of notification (see "Complaints and appeals").

Your protection under Australian Consumer Law

You are protected under the Australian Consumer Law, including in relation to unfair contract terms, consumer guarantees, the statutory cooling-off period and unscrupulous sales practices. More information is available at accg.gov.au/consumers.



Scan to visit accg.gov.au/consumers

Accessing your records

You are entitled to access your records, including your student file, learning and assessment records, administrative records and AQF certification. To request access, complete a Student Records Request Form (available on our website or from our office) or email our office; we provide the record as soon as possible and, in any case, within 24 hours — or, where a request is received outside business hours or on a weekend or public holiday, by the next business day — as a printed or digital document. Records may be viewed or copied at our office at no cost; records cannot be removed from our office unless you request a copy.

Re-issuing certification

If your certification is lost or misplaced, complete the Student Records Request Form and return it to the Compliance Manager. We do not charge a fee to re-issue your certification. An exact duplicate is issued marked “reissued” at the bottom, and can be collected in person, by registered post, or by a nominated person (with photo ID, notified in advance).

Issuing qualifications and Statements of Attainment

Where you complete your course, we issue your certification within 30 calendar days of being assessed as competent, provided all requirements are met. We are not obliged to issue certification if agreed fees remain unpaid or a valid USI has not been provided.

- **Qualification** — issued when you achieve all units of competency required for a qualification outcome under a nationally recognised training package or accredited course. It comprises a testamur and a record of results, in line with the AQF.
- **Statement of Attainment** — issued when you achieve one or more units of competency, or partially complete a qualification.

Your health and safety

We are committed to a safe environment for training and assessment and meet our responsibilities under the Work Health and Safety Act 2011. Please observe the following:

- Know and observe emergency response and evacuation plans;
- Do not undertake activities that could cause injury to yourself or others, and take responsibility for your own actions;
- Smoke only in designated smoking areas; smoking is not permitted elsewhere at our facilities or offices;
- Report all hazards, accidents and near misses to an Industry Skills Solutions employee;
- No alcohol or drugs at our facilities or during training and assessment;
- Keep areas neat and tidy, and seek assistance for lifting;
- Observe hygiene standards in eating and bathroom areas.

Electrical equipment

Report any non-working equipment to an Industry Skills Solutions employee. Only appropriately licensed or trained personnel perform electrical work — students, trainers and assessors must not attempt to fix electrical equipment, lighting or training aids.

Fire safety

Evacuation procedures and fire-equipment locations are communicated at each facility and event. Please familiarise yourself with exits and extinguisher locations, consult the maps provided, and take part in any fire-safety briefing.

First aid

First-aid facilities are available where training is delivered. Report all accidents to an Industry Skills Solutions employee; incidents are recorded by the involved Industry Skills Solutions employee using our incident reporting system (iAuditor).

Lifting and manual handling

You are encouraged not to lift training-related items. Never lift beyond your capacity; always bend your knees and keep your back straight. If you have a history of back problems, do not lift heavy objects — ask for assistance.

Work and study areas

Keep work areas clean and clear of clutter to prevent trip and fall hazards, place rubbish in the bins provided, leave bench spaces clean, and do not sit or climb on desks or tables or graffiti our property.

Student support and wellbeing

We identify and respond to your learning and support needs as early as possible to help you complete your course successfully. Please speak with our staff about your needs at any stage of your training. Your trainer will seek to identify your learning and assessment needs before, or at the start of, training and provide access to appropriate support throughout your course. Support strategies are developed in consultation with you; where support would attract a cost, we will notify you and obtain your approval in advance.

What support is available

- Language, Literacy and Numeracy (LLN) support;
- Study and learning coaching;
- English as a Second Language tuition;
- Alternative payment plans;
- Counselling and wellbeing support;
- Disability access and reasonable adjustment;
- Referral to employment services.

To access support, speak with reception or ask to meet the Compliance Manager for sensitive matters. Your welfare — during and after study hours — is a priority.

Language, Literacy and Numeracy (LLN)

LLN skills are important to almost all work, particularly where measuring, weighing and following written instructions are involved. We assess your LLN skills at enrolment, use easy-to-understand materials suited to your workplace skill level, advise you of the assistance available, refer you to specialist external services where necessary, and can negotiate an extension of your completion time if needed.

Assessment

Assessment is competency-based and may use a combination of methods, including written knowledge assessment, research tasks, case studies, a workplace logbook, supervisor feedback, workplace observation and practical assessment in a simulated environment.

- **Written knowledge assessment** — short-answer or multiple-choice responses to questions drawn from the unit of competency.
- **Research tasks** — short-to-medium responses based on workplace and reference-material research, usually workplace-specific.
- **Case studies** — a written response to a scenario, including consideration, research and a recommended action.
- **Workplace logbook** — a record of work activities against predesigned tasks during work placement, capturing evidence that is often difficult to observe directly.
- **Supervisor feedback** — a periodic 15–20 minute interview (phone or face to face) between your assessor and your workplace supervisor, recorded in the assessment record.
- **Workplace observation** — your assessor observes you performing relevant day-to-day tasks; you are briefed in advance and arrange to perform the activity while the assessor is present.
- **Practical assessment in a simulated environment** — where workplace assessment is not practicable, you perform practical tasks in a simulated work environment that replicates the equipment, materials and conditions specified in the unit's assessment requirements.

Re-assessment

If you are assessed as not yet competent, you receive detailed verbal and written feedback identifying the gaps in your knowledge and skills, along with additional training and learning support targeting those gaps. Following an outcome of not yet competent, two further training or re-assessment opportunities are provided at no cost to you or your employer — three attempts in total. For High Risk Work Licence (HRWL) assessments, one further re-assessment is provided at no cost (two attempts in total); any further re-assessment attracts a fee. Additional training and re-assessment beyond these attracts a fee per the current Schedule of Fees and Charges. Learners who need additional support are brought to management's attention and closely monitored, and support is applied before any fee is imposed. Where a student repeatedly cannot demonstrate competence despite significant support, enrolment may be terminated by mutual agreement.

Recognition of Prior Learning (RPL)

RPL is the assessment process that determines the extent to which your existing competency — gained through formal, non-formal or informal learning — meets the requirements of a training package or VET accredited course. Formal learning is structured instruction leading to an AQF qualification or statement of attainment; non-formal learning is structured instruction that does not (for example, in-house professional development); informal learning comes from work, social, family, hobby or leisure activities.

RPL guidelines

- Any student enrolled in a course or qualification may apply — but not for units or qualifications outside our scope of registration;
- You may apply at any time, though applying before commencement reduces unnecessary training;
- There is no additional charge for enrolled students applying within their course;
- Standard assessment principles and rules of evidence apply, and RPL is granted only for whole units of competency.

Forms of evidence

Evidence may include work records, workplace training records, current skills and knowledge assessment, third-party reports from current or previous supervisors, volunteer or unpaid work, work-product samples, workplace observation, performance appraisals and duty statements. Individual items may be insufficient on their own but can be combined to build a strong case for competence. We reserve the right to require practical assessment activities to confirm current competence.

RPL is conducted by a qualified assessor and assessed against the full requirements of each unit of competency. We advise you of the outcome in writing, normally within 20 working days of receiving your complete evidence (longer than credit transfer, because RPL requires your evidence to be assessed against the full requirements of each unit). If you are assessed as not yet competent, we explain why and discuss your options (further evidence, or gap training). You may appeal an RPL decision under our complaints and appeals process. Full detail is in our Recognition of Prior Learning (RPL) Policy.

Credit transfer and national recognition

As an RTO, we recognise AQF qualifications and Statements of Attainment issued by any other Australian RTO, drawn from the national skills framework (units of competency). This recognition extends to authentic AQF certification issued by an RTO that has since ceased to be registered — the certification remains valid and is recognised, provided it meets our authenticity requirements — and to units issued under earlier national frameworks (such as the AQTF) where they remain equivalent to current units. Credit transfer recognises previously completed, equivalent, current units listed on training.gov.au, allowing you to apply prior competency toward a new qualification. Where you cannot produce the original documents — for example because they are lost or the issuing RTO has closed — we may accept your verified USI VET transcript as evidence of the units you have completed.

Evidence requirements

To apply, present your Statement of Attainment or qualification for examination. You must provide satisfactory evidence that the award is yours and was issued by an Australian RTO, that the document is in the correct AQF format, and provide certified true copies (certified by a Justice of the Peace or equivalent).

Credit transfer guidelines

- Any enrolled student may apply — but not for units or qualifications outside our scope of registration;
- You may apply at any time; applying before commencement reduces unnecessary training;
- No fees apply, and we receive no funding when credit transfer is granted;
- Only whole units of competency are recognised; partial credit is not considered;
- National recognition is issued only where your enrolment includes at least one other unit for which you undertake training or seek recognition — you may not enrol only for national recognition;
- A previously awarded unit can be recognised where equivalence is demonstrated, regardless of currency;
- We reserve the right to verify authenticity with the issuing RTO;
- We advise you of the outcome in writing, normally within 10 working days; if you disagree you may appeal under our complaints and appeals process.

Continuous improvement and your feedback

We are committed to continuously improving our training, assessment, student services and management systems through a systematic, sustained approach. Your feedback — including complaints, appeals and satisfaction data — is a key input to our self-assurance and continuous improvement under Quality Area 4 (Governance).

Suggesting an improvement

Anyone can raise a Continuous Improvement Report for consideration by our Continuous Improvement Committee; a template is available on request. We encourage you to provide feedback so we can keep improving our services.

Student satisfaction survey

At the end of your course we issue a nationally consistent student satisfaction survey that collects feedback on your experience with us and with your nationally recognised training. Completing and returning it is important for our ongoing improvement and helps us meet our reporting requirements under the Standards for RTOs 2025.

Complaints and appeals

We are committed to a fair and transparent complaints and appeals process, with access to an independent external body if required. No person is disadvantaged or victimised for making a complaint or appeal in good faith. The Complaints and Appeals Form is available at industryskillssolutions.com.au. Complete the form and submit it to the Compliance Manager, in hard copy or electronically, at 13L Yarrandale Rd, Dubbo NSW 2830 or kerry@industryskillssolutions.com.au. If you have difficulty, call 1300 IND SKL (463 755). If you need an interpreter, a support person, or the information in an alternative format, tell us and we will arrange reasonable assistance at no cost.

What is a complaint?

A complaint is negative feedback about our services or people that has not been resolved locally. A complaint may be about our organisation, our trainers, assessors or other staff, a third party delivering services on our behalf, or the conduct of another learner, and may be made by an employer, trainer or learner. The person making the complaint is the “complainant”.

What is an appeal?

An appeal is a request to reconsider an unfavourable decision or finding made during training or assessment. An appeal must be in writing, must specify the particulars of the decision or finding in dispute, and must be lodged within 28 business days of being notified of the decision or finding. (In this handbook, “business days” and “working days” both mean days other than Saturdays, Sundays and public holidays.)

Early resolution

Wherever possible, issues that arise during training or assessment should be resolved immediately and directly between the people involved. If that is not possible, please come forward with confidence that you will be treated fairly.

How we handle complaints and appeals

- Complaints may be received in any form and do not require a formal document, though the Complaints and Appeals Form is recommended (available on our website or from our office);
- We acknowledge receipt in writing promptly, within 2 business days, advise the response timeline, and explain the process and your rights and obligations;
- There is no time limit for lodging a complaint; an appeal must be made in writing within 28 business days (about six calendar weeks) of the decision or finding, using the Complaints and Appeals Form;
- All complaints and appeals are recorded in detail in a chronological journal and stored securely;
- You may formally present your case at no cost and may be accompanied by a support person;
- Where allegations concern another person, that person is informed and given the opportunity to respond; information is handled sensitively and confidentially;
- We commence the process within 7 business days of lodgement and take all reasonable measures to finalise it as soon as possible;
- We provide a written response, including the reasons for the outcome, within 14 calendar days of lodgement;
- Matters are resolved within 60 calendar days of receipt; if more time is needed, we advise you in writing with reasons and provide updates at least every 2 weeks;
- Your enrolment is maintained throughout the process;
- Favourable decisions are implemented immediately;
- Matters are handled in the strictest confidence and not disclosed without CEO approval and your consent;
- Natural justice and procedural fairness apply at every stage — you are entitled to be heard, to access relevant information, to a right of reply, and to a decision by an unbiased person who was not involved in the original decision, based on the evidence.

Responding to allegations

Where allegations are made against a person, we hear both sides before reaching a judgement. The affected person is entitled to full information and an adequate opportunity to respond — to put forward supporting arguments, show cause, deny the allegations, call evidence, provide an explanation, or offer mitigating circumstances. We fully consider the allegation and the response before deciding, communicate decisions in writing to both parties, and advise of the right to seek third-party review. Allegations of criminal or illegal activity that fall outside our scope may be referred to law enforcement, and affected persons are advised in writing if we take this course.

Review by an independent third party

If you are dissatisfied with the outcome, and after allowing us to fully consider and respond in writing, you may seek an independent review. Inform the Compliance Manager and the CEO will initiate the process. The CEO advises the appropriate independent person, who reviews the matter and provides

recommendations within 14 business days. We meet the full cost of the review, accept the independent person's advice as final, advise you in writing, and implement the outcome without prejudice. If the CEO perceives a bias, the matter is referred directly to the independent third party.

If your complaint remains unresolved

While we encourage you to use our internal process first, you may contact an external body at any time. After our internal process is complete, you may refer your matter externally: consumer issues to NSW Fair Trading; training and assessment delivery to the National Training Complaints Hotline on 13 38 73 (Mon–Fri, 8am–6pm, dewr.gov.au/national-training-complaints-hotline); matters about our registration as an RTO to the Australian Skills Quality Authority (ASQA) at asqa.gov.au/complaints; and privacy matters to the Office of the Australian Information Commissioner (oaic.gov.au, 1300 363 992).



Scan to visit dewr.gov.au/national-training-complaints-hotline



Scan to visit oaic.gov.au

Withdrawing, deferring or transferring

You may finalise your enrolment early for personal or academic reasons. Complete the Application for Course Deferment/Transfer/Withdrawal form, stating your reasons and your preference to defer, transfer or terminate. If you withdraw or terminate your enrolment, we issue a Statement of Attainment recognising the units you have completed, within 30 calendar days of the withdrawal or termination being confirmed. Deferment is a temporary pause and does not trigger a Statement of Attainment; if you defer and later return, your previously completed units are recognised and you are not required to repeat them. The CEO reviews your application, interviews you where possible to understand your circumstances, records the decision on the form, and communicates it to you in writing.

Students who are not contactable

Where a student cannot be contacted or does not respond, enrolment may be terminated in absentia. Before doing so, we make every reasonable attempt to engage and contact you and to seek your instructions about continuing or completing your course. If you are unwilling to complete the formal application, we accept requests by email or phone, and retain email and written phone-conversation records as evidence.

Legislative and regulatory framework

We deliver nationally recognised training across all Australian states and territories and comply with the Commonwealth legislation and legislative instruments that govern VET, together with the laws of the state or territory in which training and assessment is delivered. The principal legislation, instruments and regulations are set out below. While participating in day-to-day work and training, you should be aware of the requirements relevant to your conduct.

Commonwealth legislation

Legislation	Relevance
National Vocational Education and Training Regulator Act 2011	Establishes ASQA and the national VET regulatory scheme.
National Vocational Education and Training Regulator (Charges) Act 2012	Provides for ASQA's regulatory charges.
Student Identifiers Act 2014	Requires a Unique Student Identifier for nationally

Legislation	Relevance
	recognised training.
Privacy Act 1988 (Cth), as amended	Governs the handling of personal information (Australian Privacy Principles).
Competition and Consumer Act 2010 (Cth)	Contains the Australian Consumer Law — consumer guarantees and unfair contract terms.
Spam Act 2003 (Cth)	Regulates commercial electronic messages.
Do Not Call Register Act 2006 (Cth)	Regulates telemarketing contact.
Copyright Act 1968 (Cth)	Protects intellectual property and learning materials.
Fair Work Act 2009 (Cth)	Workplace relations framework.
Work Health and Safety Act 2011 (Cth)	WHS for Commonwealth workplaces and the model for most jurisdictions.
Disability Discrimination Act 1992 (Cth)	Prohibits discrimination on the basis of disability.
Age Discrimination Act 2004 (Cth)	Prohibits age discrimination.
Sex Discrimination Act 1984 (Cth)	Prohibits sex discrimination.
Racial Discrimination Act 1975 (Cth)	Prohibits racial discrimination.
Corporations Act 2001 (Cth)	Governs NNZMC Pty Ltd as an Australian company.
VET Student Loans Act 2016 (Cth)	Applies where the RTO offers VET Student Loans (where applicable).
Education Services for Overseas Students (ESOS) Act 2000 (Cth)	Applies where training is delivered to overseas students on a student visa (where applicable).

Regulations and legislative instruments

Instrument	Relevance
Standards for Registered Training Organisations 2025	Outcome Standards, Compliance Standards and Credential Policy; commenced 1 July 2025.
National Vocational Education and Training Regulator Regulations 2011	Supports the National VET Regulator Act 2011.
Student Identifiers Regulations 2014	Supports the Student Identifiers Act 2014.
National VET Data Policy (2020) and the Data Provision Requirements Instrument 2020	Govern AVETMISS data collection and reporting under the National VET Regulator Act 2011.
Fit and Proper Person Requirements	Integrity requirements for RTO personnel (2025 Compliance Standards).
Financial Viability Risk Assessment Requirements	Financial viability of RTOs.
Work Health and Safety Regulations (Cth and jurisdictional)	Detailed WHS/OHS duties supporting the WHS/OHS Acts.
Australian Qualifications Framework	The framework for AQF certification.

State and Territory work health and safety legislation

Jurisdiction	Primary WHS / OHS Act
Commonwealth	Work Health and Safety Act 2011
New South Wales	Work Health and Safety Act 2011
Victoria	Occupational Health and Safety Act 2004
Queensland	Work Health and Safety Act 2011
Western Australia	Work Health and Safety Act 2020
South Australia	Work Health and Safety Act 2012
Tasmania	Work Health and Safety Act 2012
Australian Capital Territory	Work Health and Safety Act 2011
Northern Territory	Work Health and Safety (National Uniform Legislation) Act 2011

Because we deliver across all states and territories, the work health and safety (or, in Victoria, occupational health and safety) law that applies depends on where training and assessment takes place, and corresponding WHS/OHS Regulations apply in each jurisdiction. Anti-discrimination and equal opportunity laws, and Working with Children Check laws (relevant where a learner is under 18), also apply in each state and territory. In addition, industry-specific safety legislation — including mining and resources safety laws — applies in some jurisdictions. Learners and their employers must comply with the laws applicable to the location and industry in which training is delivered.

Mapping to the Standards for RTOs 2025

This handbook is cross-referenced to the Standards for RTOs 2025. Only the Outcome Standards and Compliance Standards that this handbook addresses are listed, with the section that addresses each.

Standard	What it requires	Addressed in this handbook
Outcome Standard 1.4 — Assessment conduct	Assessment is fair, flexible, valid and reliable, with valid, sufficient, authentic and current evidence.	Assessment
Outcome Standard 1.6 — Recognition of prior learning	RPL is offered with fair, documented, evidence-based decisions.	Recognition of Prior Learning (RPL)
Outcome Standard 1.7 — Credit transfer	Credit transfer is offered for equivalent completed units.	Credit transfer and national recognition
Outcome Standard 2.1 — Information access	Clear, accurate, current information about the RTO, training, fees and obligations is accessible before enrolment.	About Industry Skills Solutions; Purpose of this handbook; Enrolment; Fees, payments and refunds
Outcome Standard 2.2 — Suitability advice	Skills and LLN are reviewed and suitability advice provided.	Enrolment; Student support and wellbeing (LLN)
Outcome Standard 2.3 — Training support access	Accessible support is provided throughout training.	Student support and wellbeing
Outcome Standard 2.4 — Reasonable adjustments	Disability is supported through reasonable adjustments.	Student support and wellbeing
Outcome Standard 2.5 — Diversity and inclusion	A safe, inclusive learning environment is fostered.	Your equity; Fair treatment, support and protection
Outcome Standard 2.6 — Wellbeing support	Wellbeing needs are identified and support made known.	Fair treatment, support and protection; Student support and wellbeing
Outcome Standard 2.7 — Complaints	An accessible, fair complaints process is provided.	Complaints and appeals
Outcome Standard 2.8 — Appeals	An effective appeals process with procedural fairness.	Complaints and appeals
Outcome Standards 3.2 & 3.3 — Workforce	Training and assessment is delivered by credentialled trainers with current industry skills.	Our trainers and assessors
Outcome Standard 4.4 — Continuous improvement	Feedback data informs continuous improvement.	Continuous improvement and your feedback
Compliance Standards 2025, s.9 — Issuance of certification	Certification is issued to competent students within 30 calendar days of being assessed as competent, provided fees are paid and a valid USI is provided.	Issuing qualifications and Statements of Attainment
Compliance Standards 2025, s.10 — Records	Certification and assessment records are kept and accessible.	Accessing your records
Compliance Standards 2025,	A verified USI is required before	Unique Student Identifier (USI)

Standard	What it requires	Addressed in this handbook
s.12 — Student identifier	issuance and is not shown on certification.	
Compliance Standards 2025, s.18 — Prepaid fee protection	Advance fees are limited and prepaid fees protected.	Fees, payments and refunds (advance-payment limit)
Compliance Standards 2025, s.20 — Compliance with laws	The RTO complies with Commonwealth, State and Territory laws, including privacy.	Your privacy; Legislative and regulatory framework

End of Student Handbook — Industry Skills Solutions (RTO #45974) — Version 3.4, July 2025