



# **Challenge Employment & Training Ltd**

## **Student Handbook**

# **2026**

This Student Handbook  
**Challenge Employment & Training Ltd**

A.B.N. 94 605 064 944

A.C.N. 605 064 944

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### **Message from the CEO**

As CEO of this organisation, I can assure students that I will fully support the implementation of all quality, management and operational functions articulated in this student handbook. I will ensure myself and the CE&T team adhere to our underlying philosophy of continuous quality improvement in all aspects of Challenge Employment & Training LTD operations. We welcome your input to ensure that our services meet your expectations.

This student handbook provides the direction that informs and guides Challenge Employment & Training Ltd towards the provision of best practice in training development, management and service delivery. For Challenge Employment & Training Ltd, it will facilitate compliance with the standards regulated by the Australian Skills Quality Authority. For clients of CE&T, it will ensure that their investment in training provides the best possible training experience and outcomes.

Thank you for choosing Challenge Employment & Training Ltd to deliver your training needs. We trust that this Handbook will provide the information you need to proceed with your enrolment and successfully complete your training. Prior to enrolment in one of our courses, you will have an opportunity to discuss the information in this Handbook with one of our team who will confirm that you have had a chance to consider this information. If you have any questions prior to enrolment or at any time in the future, please don't hesitate to contact myself or members of the team.

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## OVERVIEW

### Regulatory Framework

As a Registered Training Organisation Challenge Employment & Training Ltd is subject to the regulatory framework that governs the Australian Vocational Education and Training sector and protects both RTOS's and students. The legislative framework established by the [National Vocational Education and Training Regulator Act 2011](#) and related legislation, empowers the Australian Skills Quality Authority (ASQA) as the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers according to the Standards for Registered Training Organisations 2025 to ensure nationally approved quality standards for training are met.

It's important for training providers to adhere to the standards set by ASQA to ensure the quality and integrity of vocational education and training in Australia.

**The VET Quality Framework is comprised of:**

- [Outcome Standards](#)
- [Compliance Requirements](#)
- [Credential Policy](#)
- [Australian Qualifications Framework](#)

### Overview of Challenge Employment & Training Ltd

Challenge Employment & Training Ltd recognises the importance and benefits of combining industry experience with tertiary education when striving to deliver programs of highest quality and relevance to the client. All trainers and assessors employed or contracted by CE&T have demonstrated significant industry experience in addition to obtaining tertiary qualifications, allowing them to provide a professional, well rounded learning environment for participants. Staff are equipped with the skills to ensure their teaching methods are suitable for all participants, utilising simple language where appropriate to communicate information most effectively. Challenge Employment & Training Ltd strictly adheres to the Standards for RTOs 2025 to continue delivering training services of the highest quality to their clients.

The CEO recognises that opportunities for improvement arise in every aspect of business and has developed an organisational culture within Challenge Employment & Training Ltd to capitalise on these opportunities for improved practice. Challenge Employment & Training Ltd supplies feedback forms to all students at the end of each program, as participant feedback has been identified as an important and valuable factor in monitoring and developing business practices and quality training, ensuring the ever-changing needs and expectations of clients are being met. The CEO also welcomes feedback from other improvement opportunities such as risk assessment, student suggestions, complaints and appeals, validation sessions and audit reports.

Student feedback is critical to our continuous improvement policy. Along with the formal feedback mentioned earlier, students are encouraged to give feedback throughout their enrolment.

To encourage and achieve continuous improvement based on the collection of the above-mentioned data, Challenge Employment & Training Ltd has developed a best practice register which will include a written record of all improvement strategies.

## The 'Student's Journey'

Challenge Employment & Training Ltd CEO has implemented the audit approach identified by ASQA since June 2016. This represents a change to the traditional audit approach applied by regulators.

Key features include:

- Greater use of risk analysis and intelligence to trigger audits ('proactive regulation')
- Greater focus on the student's experience and RTO's practices and behaviours
- Options for longer, standard or earlier notice periods
- Scope of audit is flexible, based on intelligence and provider profile
- Information used to inform audit drawn from a wider range of sources including intelligence from other government agencies
- Greater student input
- Audit outcomes reported against the phases of the student' experience

Key phases of the 'student experience' include:

- Marketing and recruitment
- Enrolment
- Fee protection and arrangements
- Support and progression
- Training and assessment
- Completion

Throughout Challenge Employment & Training LTD Student Handbook and Quality Management and Operational Framework each of the policies, systems, and procedures support ASQA's audit model. Each staff member, each trainer, and assessor will ensure the students experience the best opportunity for a positive vocational outcome.

We sincerely hope your journey, as a student with Challenge Employment & Training Ltd will meet your goals and assist in you within future employment opportunities .

## TRAINING and ASSESSMENT

### Training

Challenge Employment & Training Ltd is dedicated to delivering training and assessment practices that are fully aligned with the latest standards for vocational education and training. We are committed to providing an engaging, structured, and supportive learning experience, enabling VET students to attain the skills and knowledge within the vocational course attended. Our approach centres on quality, relevance, and consistency, ensuring that students are well-prepared for the professional environments they will enter.

#### Engaging and Structured Training for Skill Attainment

Challenge Employment & Training Ltd has developed training strategies that are structured to support students in achieving competencies consistent with the requirements of each qualification. Every training program is carefully aligned with the outcomes of its training product, ensuring that our methods, materials, and assessment practices contribute directly to the intended learning goals. To achieve this, we select modes of delivery— online, face-to-face, or blended—that are best suited to the skill and knowledge requirements of the course, allowing students to benefit from a flexible and adaptable approach to course delivery.

Our training is paced to give students ample time for each essential component, including instruction, hands-on practice, delivery of feedback, and assessment. This ensures that students not only learn but also gain the confidence to apply their knowledge in practical contexts. Challenge Employment & Training Ltd is committed to making the learning process engaging, utilising interactive resources, activities, and case studies that actively involve students and foster a deeper understanding of the material within each course of study. Where work-integrated learning or placements are a requirement, we endeavour to provide opportunities for students to gain hands-on experience in industry settings, allowing them to apply their skills in environments where they can gain real-world insights and proficiency.

#### Responsive training and assessment strategies and practices

Challenge Employment & Training Ltd provides training and assessment strategies that are tailored to meet the demands of both the industry and the students. The organisation understands the importance of addressing the specific needs of students and the trainers and assessors it employs. Challenge Employment & Training Ltd acknowledges its responsibility to stakeholders at large, as they will ultimately benefit from the skills and knowledge acquired by students who have been trained by Challenge Employment & Training Ltd.

At Challenge Employment & Training LTD our approach involves the development of comprehensive training and assessment strategies that incorporate opportunities for students to apply their learning in real workplace settings. This practical connection between training and the workplace ensures that students are prepared for the challenges they may encounter in their chosen field.

At Challenge Employment & Training Ltd we place significant emphasis on assessment validation. The process is described in detail to ensure a clear understanding of its implementation. By implementing systematic validation of training and assessment, Challenge Employment & Training Ltd aims to prevent any contentious issues and ensure the reliability and fairness of assessment outcomes.

## **Assessment**

### **Assessment System Compliance**

Challenge Employment & Training Ltd is dedicated to ensuring that its assessment systems are not only robust and comprehensive but also aligned with the latest standards, ensuring that all assessments are consistent, reliable, and directly linked to the requirements of each training course. This commitment reflects our aim to accurately measure and verify student competency, supporting both learner success while maintaining industry relevance.

### **Ensuring a Fit-for-Purpose Assessment System**

At the core of our assessment strategy is a dedication to consistency and relevance. Each assessment conducted by Challenge Employment & Training Ltd is aligned with the specific requirements outlined in the relevant training package or VET-accredited course. This includes a focus on all key assessment components—performance criteria, evidence requirements, and assessment conditions—ensuring that every unit of competency is covered comprehensively. By maintaining this alignment, Challenge Employment & Training Ltd ensures that students not only gain the skills necessary to complete their studies but are also well-prepared to apply these skills in practical, real-world environments.

The assessment tools used by Challenge Employment & Training Ltd are rigorously reviewed prior to use to ensure they meet the principles of assessment and rules of evidence. Each tool is evaluated to confirm that it accurately measures the competencies it intends to, and adjustments are made where necessary to improve their effectiveness. These tools are designed to be flexible enough to accommodate a range of learning outcomes while remaining consistent with the standards required within the training course.

### **Supporting Students through Feedback and Access to Reassessment**

An essential component of Challenge Employment & Training LTD assessment policy is timely and constructive feedback. Following each assessment, students receive detailed feedback on their performance, identifying both strengths and areas for improvement. This feedback is intended not only to help students understand their results but also to support their continued learning and development. If a student wishes to appeal their assessment outcome, they have access to a structured reassessment process, ensuring that every student has a fair opportunity to demonstrate their competency.

Our approach also prioritises access and equity, ensuring that all students, regardless of background, are given an equal opportunity to succeed. Challenge Employment & Training Ltd is committed to an inclusive assessment process that recognises the diverse needs of our student body and makes reasonable adjustments where necessary to support equitable outcomes.

### **Commitment to Workplace Relevance and Industry Standards**

The goal of Challenge Employment & Training LTD assessment system is to prepare students for the practical demands of the workforce. Every assessment is designed to reflect the standards expected in real workplace settings, equipping students with not only theoretical knowledge but also the practical skills needed to thrive in their chosen fields. This is achieved by ensuring our assessments are relevant, rigorous, and consistent with industry standards, Challenge Employment & Training Ltd

provides students with a solid foundation for career success, while also supporting the needs and expectations of employers.

Through this commitment to quality and consistency in assessment, Challenge Employment & Training Ltd continues to uphold its reputation as a leader in vocational education, delivering training that meets the highest standards of compliance, integrity, and industry alignment. This policy ensures that each step in the assessment process reflects our dedication to student achievement and industry relevance, confirming our role as a trusted provider in the field of vocational training.

## **Facilities, resource and equipment**

### **Policy and Procedure for Facilities, Resources, and Equipment**

Challenge Employment & Training Ltd is committed to providing facilities, resources, and equipment that are fit-for-purpose, safe, accessible, and appropriate for the delivery of each training product. We recognise that the quality of these resources is fundamental to student success, as they directly support the training and assessment process. This policy ensures that all aspects of our learning environment meet industry standards and regulatory requirements, promoting a productive and safe learning experience.

#### **Identifying Required Facilities, Resources, and Equipment**

To meet the needs of each training product, Challenge Employment & Training Ltd carefully identifies the facilities, resources, and equipment essential for effective training delivery. This includes specifying the types and quantities of resources necessary for each unit of competency and ensuring that these align with the requirements of the relevant training package. In some cases, Challenge Employment & Training Ltd provides these resources directly, while in others, they are sourced through partnerships through third-party providers.

For each training program, Challenge Employment & Training Ltd conducts a thorough review of the physical, digital, and instructional resources needed. This includes evaluating the suitability of learning spaces, tools, and materials required to meet both instructional and safety standards. When a third party provides resources, Challenge Employment & Training Ltd oversees and verifies that these partners meet the same high standards we uphold within our own facilities.

#### **Ensuring Ongoing Suitability and Safety**

Challenge Employment & Training Ltd is committed to the safety and accessibility of all resources and facilities used in training. Regular inspections and maintenance of facilities, equipment, and learning resources are conducted to ensure they remain safe, functional, and accessible to all students. Our staff are trained to identify potential hazards and make timely adjustments to maintain a safe learning environment.

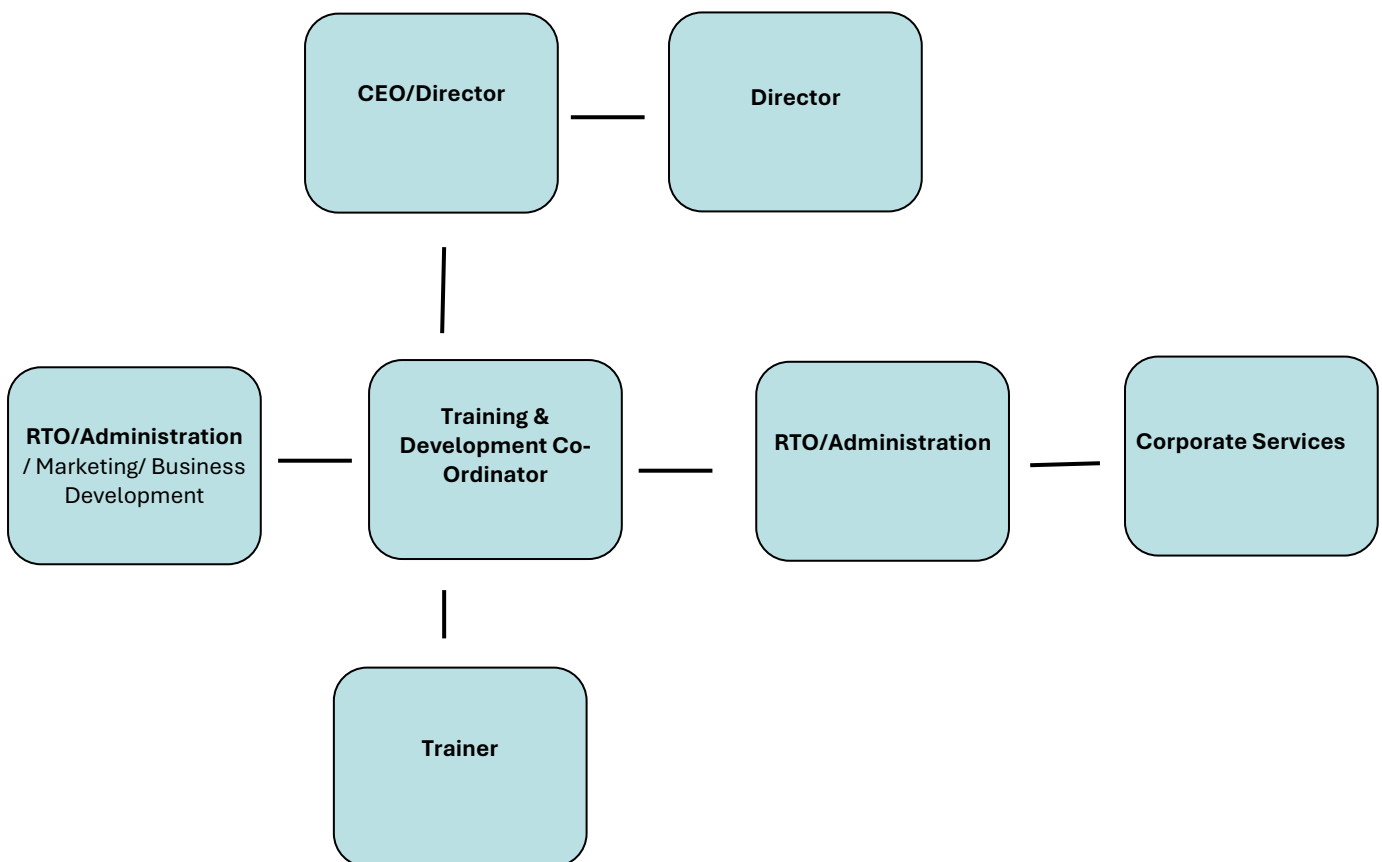
Each piece of equipment is selected based on its relevance to industry standards, ensuring students gain hands-on experience with tools they are likely to encounter in their professional environments. Our facilities are audited / reviewed to ensure that they accommodate students with diverse needs, including adjusting for accessibility wherever required.

#### **Student Access to Necessary Resources**

We understand that access to appropriate resources is critical for effective learning and assessment. Challenge Employment & Training Ltd ensures that each student has access to all necessary resources throughout their training, regardless of the learning environment. In cases where training is conducted off-site, such as in work placements or community-based learning setting , we work closely with partners to verify that students have access to the required equipment and resources.

To support student access, we provide detailed information about the resources available and how students can access them. This ensures students are fully informed and able to make the most of their learning experience. Our trainers are available to address any resource-related concerns and ensure students feel supported in their use of facilities and equipment.

### Organisational structure



### Organisational Communication Structure

This organisation chart illustrates the lines of communication between the management and trainers which ensures decision making which impacts on students is informed by the experiences of trainers and assessors.

## Challenge Employment & Training Ltd Courses

### What courses can I study with Challenge Employment & Training Ltd?

Agriculture, Horticulture and Conservation and Land Management Package  
 Business Services Training Package  
 Community Services  
 Construction, Plumbing and Services Training Package  
 Foundations Skills Training Package  
 Manufacturing and Engineering  
 Metals and Engineering Training Package  
 Retail services Training Package  
 Transport and Logistics Training Package

Currently Challenge Employment & Training Ltd can offer students accredited training in the following

#### Qualifications

**AHC10124** Certificate I in Conservation and Ecosystem Management  
**BSB10120** Certificate I in Workplace Skills  
**BSB20120** Certificate II in Workplace Skills  
**CHC33021** Certificate III in Individual Support  
**CHC43015** Certificate IV in Ageing support  
**CPC10120** Certificate I in Construction  
**FSK20119** Certificate II in Skills for Work and Vocational Pathways  
**MEM20422** Certificate II in Engineering Pathways  
**TLI20421** Certificate II in Supply Chain Operations

#### Skill Sets

**HLTSS0066** Infection control Skill Set (Food Handling)  
**HLTSS00067** Infection Control Skill Set (Transport and Logistics)  
**HLTSS00073** Oral Health Care Skill Set  
**HLTSS00083** Infection Prevent and Control Skill Set  
**SIRSS00022** Management disrespectful, aggressive or abusive customers  
**SIRSS00023** Participate in Work Health and Safety in Retail  
**SIRSS00024** Retail Customers Engagement  
**TLISS00103** Accessing the Rail Corridor Skill Set

### What certification will I receive?

Upon successful completion of your course with Challenge Employment & Training Ltd you will be eligible to receive the following award.

Course	Certification
<b>Qualifications</b>	
AHC10124 Certificate I in Conservation and Ecosystem Management	Qualification
BSB20120 Certificate 1 in Workplace Skills	Qualification
BSB20120 Certificate II in Workplace Skills	Qualification
BSB33201 Certificate II in Individual Support	Qualification
CHC43015 Certificate IV in Ageing Support	Qualification
CPC10120 Certificate I in Construction	Qualification
MEM20105 Certificate II in Engineering	Qualification

MEM20422 Certificate II in Engineering Pathways SIR20216 Certificate II in Retail Services TLI20421 Certificate III in Supply Chain Operations TLI30321 Certificate II in Supply Chain Operations	Qualification Qualification Qualification Qualification
<b>Skill Sets</b> AHCSS00074 Agricultural Chemical Skill Set AHCSS00100 Irrigation Systems Efficiency Skill Set AHCSS00130 Access, Extract and Monitor Water for Irrigation Skill Set AVISS00052 Use and Maintain Minor Mechanical Equipment Skill Set BSBSS00095 Cross-Sector Infection Control Skill Set BSBSS00112 Workplace Technology Skill Set BSBSS00119 Customer Service Skill Set BSBSS00120 Administrative Assistance Skill Set BSBSS00121 Medical Administration Skill Set BSBSS00124 Workplace IT Foundations Skill Set BSBSS00125 Workplace Foundations Skill Set BSBSS00126 Contact Centre Skill Set BSBSS00130 Workplace Cyber Security Foundations Skill Set CHCSS00067 Administer and Monitor Medication Skill Set CHCSS00075 Chronic Disease Self-Management CHCSS00076 Coordinate Client Directed Services CHCSS00122 Client-oriented Service Delivery CHCSS00123 Dementia Support CHCSS00125 Entry to Certificate IV in Disability Support CHCSS00126 Facilitate independent Travel CHCSS00129 Individual Support-Ageing CHCSS00130 Individual Support – Disability CHCSS00131 Individual Support- Home and Community (Ageing) CHCSS00132 Individual Support- Home and Community (Disability) CHCSS00133 Induction to Disability Support CHCSS00134 Leadership in Disability Support CHCSS00135 Mealtime Support CHCSS00137 Palliative Approach HLTSS00065 Infection Control Skill Set (Retail) HLTSS00066 Infection Control Skill SET (Food Handling) HLTSS00067 Infection Control Skill Set (Transport and Logistics) HLTSS0073 Oral Health Care Skill Set HLTSS0083 Infection prevention and Control Skill Set	

Nationally recognised qualifications are made up of individual units of competency. If you do not meet all of the course requirements but have completed the requirements for one or more units of competency, you will be issued an AQF Statement of Attainment for the unit(s) you have completed.

### How is training delivered?

Training courses with Challenge Employment & Training Ltd are delivered by:

- Face to face classroom training
- Online seminars and discussion boards

Workplace training and assessment  
Blended learning

### **What are the prerequisites?**

There are no pre-requisites for the units of competency listed on Challenge Employment & Training LTD current scope of registration.

### **Are there entry requirements?**

Please refer to our website for course information and entry requirements.

## ENROLMENT

### Student Information and Enrolment Policy

Challenge Employment & Training Ltd provides clear, accurate, and comprehensive information to prospective students, ensuring they make well-informed decisions regarding their training programs. Through a structured selection and enrolment process, we support students in understanding their responsibilities, the resources available, and any prerequisites associated with their chosen training products. This approach is aligned with our commitment to transparency, accessibility, and high standards in vocational education.

### Selection and Prerequisite Conditions

Our student selection process ensures that individuals meet the specific prerequisites and entry requirements for each course, facilitating a positive and successful training experience. Challenge Employment & Training Ltd provides detailed information on these prerequisites in all course documentation, which is made available to prospective students before enrolment. This information allows students to determine their eligibility and assist in their readiness for the program.

### Assisting Prospective Students

If a potential student does not meet the prerequisite conditions or entry requirements, Challenge Employment & Training LTD staff guide them through the options available to fulfil these standards or explore alternative training pathways. Our trainers and management team are readily available to address any questions, helping students understand their options and make informed choices regarding their education and training goals.

### Enrolment Procedure

#### Expressing Interest and Initial Contact

When a prospective student expresses interest in one of Challenge Employment & Training LTD training courses, our staff respond by providing the enrolment form, student handbook, and relevant course literature. This information equips the student with an overview of the course and the necessary documentation to proceed.

#### Assessment of Enrolment Applications

All enrolment applications are thoroughly assessed to verify that students meet the set prerequisites and entry requirements. This assessment process is essential to ensure that students have the required foundational knowledge and or qualifications for their chosen program. Students who meet the relevant course requirements receive a confirmation of successful enrolment, along with information related to their induction session, which introduces them to the course and its expectations.

#### Unsuccessful Enrolment Notification

In cases where a student does not meet the prerequisite conditions or entry requirements, they are notified of their unsuccessful enrolment and are invited to contact Challenge Employment & Training Ltd for assistance toward meeting course enrolment prerequisites if possible. Where prospective students are unable to meet prerequisite requirements, our staff provide guidance on alternative options and support services. This guidance is aligned in assisting these prospective students to seek out pathways that align with their unique needs.

## **Pre-Enrolment Questionnaire and Support Services**

### **Assessing Individual Needs**

To support a tailored learning experience, Challenge Employment & Training Ltd provides a pre-enrolment questionnaire to each prospective student. This questionnaire gathers information on the student's background, learning preferences, and any specific requirements they may have. Responses are reviewed by our staff to identify potential support needs, which may include additional resources or tailored services to enhance the student's learning outcomes.

### **Additional Support Services**

Based on the assessment of individual needs, Challenge Employment & Training Ltd offers a variety of support services, including:

#### **Study Support Programs**

Assistance with study skills to improve learning efficiency.

#### **Language, Literacy, and Numeracy (LLN) Support**

LLN programs or referrals to support providers as needed.

#### **Accessible Resources for Disabilities**

Access to specialised equipment or programs for students with disabilities.

#### **Learning Resource Centres**

Facilities that provide additional materials and resources to support learning.

#### **Flexible Scheduling**

Options for flexible delivery to accommodate individual circumstances.

#### **Counselling and Mediation Services**

Support for personal or academic issues, maintaining a positive learning environment.

#### **Information Technology Support**

Technical assistance to facilitate online learning and access to digital resources.

Challenge Employment & Training Ltd is committed to fostering an inclusive learning environment where every student can access the resources and support necessary for their success.

### **Financial Transparency and Obligations**

Prior to enrolment or any fee payments, Challenge Employment & Training Ltd provides each student with a complete breakdown of their financial obligations. This includes detailed information on tuition fees, payment terms, refund policies, and any available government training subsidies. We ensure students are fully informed about the financial commitments associated with their training program, allowing them to make responsible decisions regarding their enrolment.

### **Student Responsibilities and Expectations**

In addition to academic and financial information, Challenge Employment & Training Ltd informs students of any responsibilities or obligations related to their program. This includes requirements for

work placements, necessary materials or equipment, and steps for obtaining a Unique Student Identifier (USI). By outlining these responsibilities clearly, we help students understand the expectations of their course and support their readiness for the training program.

### **Commitment to Ongoing Communication and Updates**

Challenge Employment & Training Ltd ensures that students remain informed throughout their training journey. In cases where changes affect the course structure, such as the transition of superseded or expired training courses, students are notified promptly. We prioritise proactive communication, enabling students to plan their studies effectively and continue their education with confidence.

### **Student Induction and Continued Access to Information**

During the induction process, students receive a detailed orientation to their program, including course structure, assessment methods, and available support services. This information is reinforced through ongoing access to the student handbook, which is available in print and electronic formats on the Challenge Employment & Training Ltd website. By providing continuous access to key information, Challenge Employment & Training Ltd supports students in navigating their course requirements and maximising their learning outcomes.

### **Creating an Inclusive and Transparent Learning Environment**

This policy reflects Challenge Employment & Training LTD commitment to transparency, inclusivity, and student support. Through clear communication, tailored support services, and a structured enrolment process, we strive to create an educational environment that fosters student success and satisfaction. By ensuring students have all necessary information at their fingertips, Challenge Employment & Training Ltd empowers them to take charge of their learning journey with clarity and confidence.

### **Policy on Student Suitability and Pre-Enrolment Advice**

Challenge Employment & Training Ltd is committed to helping prospective students determine the suitability of their chosen training product before enrolment. This process ensures that each student's skills, competencies, and readiness align with the program requirements, promoting successful outcomes and enhancing the learning experience. Through tailored advice and comprehensive pre-enrolment information, Challenge Employment & Training Ltd aims to support informed decision-making and prepare students for a productive learning journey.

### **Assessing Student Suitability Prior to Enrolment**

To support students in choosing the appropriate training product, Challenge Employment & Training Ltd employs a systematic process for reviewing each prospective student's skills and competencies. This includes evaluating their language, literacy, numeracy (LLN) proficiency, and digital literacy when relevant to the program. Our goal is to ensure that each student possesses the foundational abilities necessary for successful engagement with the course content.

#### **LLN and Digital Literacy Review**

As part of the enrolment process, each student completes a LLN and digital literacy assessment. This review provides insight into the student's readiness for the training product and helps identify areas where additional support may be required. By assessing these core skills, Challenge Employment &

Training Ltd ensures that students are equipped to meet the program's demands and can fully participate in learning activities.

### **Personalised Pre-Enrolment Advice**

Based on the review, Challenge Employment & Training Ltd provides tailored advice to each student about the suitability of the training program. If gaps in skills or competencies are identified, the student is informed of these findings along with potential pathways to address them. This advice may include suggestions for preparatory courses, additional resources, or referrals to external support services that can help the student meet the program's requirements.

### **Welcome Letter**

Upon successful enrolment, each student receives a welcome letter from Challenge Employment & Training Ltd. This letter serves as an introductory guide to the training program and contains essential information to help students prepare for their course.

### **Details Included in the Welcome Letter**

#### **Training Information**

Date, time, and location of the program's commencement, enabling students to plan their schedule and make necessary preparations.

#### **Required Resources**

A list of materials, such as textbooks, study guides, or equipment, needed for the course.

#### **Units of Competency**

An overview of the competencies and topics to be covered, giving students a clear understanding of what to expect throughout the training.

#### **Training Format**

Details about the delivery format (online, face-to-face, or blended) to help students prepare for the specific mode of instruction.

By providing this information early, Challenge Employment & Training Ltd ensures that students feel prepared, informed, and supported as they begin their training journey.

### **Comprehensive Student Induction**

Challenge Employment & Training LTD induction program introduces new students to the training environment, available resources, and support services. This structured orientation sets the stage for a successful learning experience, providing students with an in-depth understanding of the program and the support available to them.

### **Key Components of the Induction Program**

#### **Introduction to Staff and Resources**

Students meet their trainers, assessors, and support staff, who are introduced as points of contact for guidance throughout the course. An overview of available learning resources, such as online materials or physical study spaces, is also provided.

#### **Orientation to Facilities**

Students are introduced to the training facilities and resources, physical and online libraries, computer resources, and workshops, to ensure they are aware of and comfortable with the learning environment.

### **Program Outline and Units of Competency**

The specific units included in the course and the qualification outcome are confirmed, giving students a clear view of the course scope and expected achievements.

### **Training and Assessment Methods**

Students learn about the training and assessment methods, understanding the expectations for participation and the criteria for successfully completing the course.

### **Learning and Assessment Resources**

Information about study materials, equipment, and online platforms is provided to ensure students have access to all necessary resources.

### **Traineeship or Apprenticeship Requirements**

For students enrolled in traineeships or apprenticeships, Challenge Employment & Training Ltd outlines specific requirements related to workplace expectations and industry standards.

### **Student Support Services**

A summary of available support services is provided, including assistance with literacy, numeracy, or personal guidance to help students navigate any challenges.

### **Appeals and Complaints Process**

Students are informed about the processes for lodging appeals or complaints, ensuring transparency and support for resolving any issues that may arise.

### **Career Pathways and AQF Options**

Students receive guidance on further education or career opportunities aligned with their qualification, enabling them to envision the broader context of their training.

Through this comprehensive induction program, Challenge Employment & Training Ltd endeavours to ensure students are well-prepared and equipped with the knowledge and resources necessary for a successful training experience.

## **Commitment to Informed and Supported Learning**

Challenge Employment & Training LTD policy for student suitability, welcome communication, and induction reflects our commitment to creating an inclusive, supportive, and well-informed learning environment. By providing structured pre-enrolment advice, detailed welcome information, and a thorough induction program, we strive to empower students to make informed decisions and succeed in their chosen training pathway.

## **Discipline**

Practicing cooperation and mutual respect in all interactions, both internal and external, to maintain high-quality, professional training and assessment services is integral to Challenge Employment & Training LTD training business. This same ethos of disciplined behaviour is expected from students as a contribution to a functional learning environment and as a demonstration of respect toward staff and fellow students.

### **Professional Behaviour**

Challenge Employment & Training LTD management emphasises that all individuals engaged with the organisation, including students, should uphold a professional demeanour. Trainers and staff members are authorised by CE&T Management to address any dissatisfaction with a student's behaviour or performance. They have the authority to take the following actions:

- Issue a warning to the student regarding unacceptable behaviour. The student will be offered an opportunity to engage in a mediation session to facilitate a safe and supportive environment within the course for all students.
- Offer the opportunity for student to voluntarily unenroll from the course. The student will be advised that there is no refund or option to enrol in another course.
- In appropriate cases in line with student standards of behaviour, immediately cancellation from the course .

### **Appeal Procedure for Disciplinary Action**

If a student wishes to object to or appeal against any disciplinary action taken against them, they have the right and opportunity to follow Challenge Employment & Training LTD complaints procedure.

### **Professional Conduct for Staff**

CE&T staff members are expected to uphold a professional and ethical working relationship with all colleagues, management, and students. Breaches of disciplinary standards will be addressed through discussions between the relevant trainer and Challenge Employment & Training LTD management. Appropriate action will be taken based on the situation.

This commitment to maintaining a respectful and professional environment supports effective learning, effective working relationships, and the overall quality of Challenge Employment & Training LTD services. It underscores the importance of clear guidelines and processes for maintaining standards of behaviour and addressing any concerns that may arise.

## **Plagiarism**

### **Definition<sup>1</sup>**

The process or practice of using another's ideas or work and pretending that it is your own.

### **Policy**

Challenge Employment & Training Ltd considers plagiarism as an act of academic dishonesty and a violation of journalistic ethics. Such behaviour is subject to severe penalties, including the possibility of expulsion from the educational program. While conducting research during assessments is acceptable, all sources used must be appropriately and clearly cited. This includes the use of AI tools.

Challenge Employment & Training LTD CEO maintains a rigorous stance against plagiarism, and instances of proven plagiarism will not be tolerated under any circumstances. The organisation places a significant emphasis on upholding academic integrity and fostering an environment of honesty and ethical conduct.

This policy encourages students to engage in original research, acknowledge the contributions of others, and avoid misrepresenting someone else's work as their own, including the use of AI tools. By

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<sup>1</sup> From <https://dictionary.cambridge.org/dictionary/english/plagiarism>

doing so, Challenge Employment & Training Ltd is committed to nurturing a culture of academic honesty, personal responsibility, and respect for intellectual property.

## Use of Artificial Intelligence

Students may not utilise artificial intelligence (AI) chatbots to augment their assessment response. Challenge Employment & Training LTD assessment system is specifically designed to assess students' **own** understanding and knowledge of the required competencies. Assessment responses should reflect the "transfer of learning" achieved through the training program. Students are expected to demonstrate their skills and knowledge at the required depth and breadth, aligning with the Australian Qualification Framework (AQF) level, without incorporating AI chatbot assistance.

Challenge Employment & Training Ltd has implemented measures to identify any responses that may have been generated by AI. In cases where a questionable response is detected, the Plagiarism Policy outlined in the Challenge Employment & Training Ltd student handbook may be applied. Repeated incidents may lead to the application of the Challenge Employment & Training Ltd Discipline Policy. Additional steps to ensure the student's course progress is maintained may also be introduced.

It is crucial to adhere to these guidelines to maintain the integrity of the assessment process and ensure that students' capabilities are accurately assessed based on their own understanding, knowledge, and learning. AI chatbots, including but not limited to: Chats opt, ChatGPT, Bing Chat, Bard, Jasper Chat, Perplexity, Tidio Lyro, Kommunicate, Drift, Infobip, CoPilot and LivePerson, are examples of AI chatbots that students may not use.

## Policy and Procedure for Fair, Flexible, and Reliable Assessment

Challenge Employment & Training Ltd is dedicated to delivering assessments that are both fair and appropriate, ensuring that they accurately judge each student's competency in a manner aligned with the standards of vocational education and training. Our assessment practices reflect a commitment to equity, consistency, and transparency, providing students with a supportive environment in which they can demonstrate their skills and knowledge effectively. By maintaining high standards of assessment, we affirm our responsibility to uphold the integrity of our qualifications and the confidence of our industry stakeholders.

### Principles of Assessment: Fairness, Flexibility, Validity, and Reliability

At the heart of Challenge Employment & Training LTD assessment strategy are the Principles of Assessment, which guide us in developing and administering assessments that are fair, flexible, valid, and reliable.

**Fairness** is a cornerstone of our approach. We recognise that each student's needs and circumstances are unique, and we are committed to making reasonable adjustments that support equitable assessment outcomes. This may include providing alternative assessment options or modifying tasks to meet specific needs without compromising the assessment's rigour. Clear communication between assessors and students is paramount, ensuring that students understand what is expected and feel empowered to succeed. When necessary, students are also given opportunities for reassessment, allowing them to fully demonstrate their knowledge, understanding and competency.

**Flexibility** in our assessments enables us to cater to a diverse student body with varied experiences and learning backgrounds. We respect that competencies can be gained through different pathways, and our assessments are designed to recognise skills and knowledge irrespective of where or how

they were acquired. By tailoring assessment methods to fit the context of the training product and the specific needs of each student, Challenge Employment & Training Ltd supports ongoing competency development, creating a pathway to mastery that aligns with each student's journey.

**Validity** is ensured by aligning our assessments with the specific competencies outlined in each training package. This means that every assessment task is carefully designed to measure what it is intended to, encompassing the full range of skills and knowledge required for competent performance. We emphasise the integration of theoretical knowledge with practical application, allowing students to demonstrate their abilities in scenarios that closely mirror the professional environments they will encounter. Through this approach, Challenge Employment & Training Ltd verifies that students are genuinely prepared to meet industry standards.

**Reliability** is fundamental to maintaining consistent assessment outcomes. Our assessment system includes collaborative measures, such as regular calibration sessions, where assessors align assessment requirements to minimise variability. By standardising our approach, we ensure that assessment results are comparable across different assessors, providing each student with a consistent, fair experience.

### **Rules of Evidence: Ensuring the Integrity of Assessment Outcomes**

To further uphold the quality and accuracy of our assessments, Challenge Employment & Training Ltd strictly adheres to the Rules of Evidence, which mandate that evidence collected during assessment is valid, sufficient, authentic, and current.

**Validity** of evidence is achieved by directly linking assessment tasks to the specific competencies they aim to measure. Each piece of evidence gathered must demonstrate that the student has the required skills and knowledge, providing assurance to both assessors and stakeholders that the student's capabilities align with industry standards.

**Sufficiency** ensures that the quantity and quality of evidence are adequate to make a judgement about competency. This often involves collecting evidence from multiple contexts or occasions, creating a robust record of each student's performance. Where additional evidence is necessary, Challenge Employment & Training Ltd supports students in gathering supplementary information, ensuring a comprehensive assessment process that covers all aspects of competency.

**Authenticity** is strictly upheld, particularly in distance or online assessments where measures are in place to verify that the work submitted is the student's own. Assessors are responsible for confirming the identity of each student and verifying the originality of their submissions, safeguarding the assessment's integrity and maintaining trust in the outcomes.

**Currency** of evidence is also critical; it reflects the need for students' skills and knowledge to be relevant to current industry standards. For this reason, Challenge Employment & Training Ltd prioritises evidence gathered from recent experiences, ensuring that the competencies demonstrated by students are aligned with today's professional expectations.

### **Industry-Relevant Training and Assessment**

Challenge Employment & Training Ltd understands that delivering industry-relevant training and assessment is central to supporting student success and enhancing employment outcomes. To this end, we are committed to a policy of active industry engagement, ensuring our training programs are continually informed by insights and feedback from employers, industry bodies, and community

representatives. This commitment not only meets the requirements of the updated Standard 1.1 but also ensures our students acquire skills that are directly applicable to the current demands of their industries.

## **Objectives**

Overall, Challenge Employment & Training Ltd recognises the significance of combining industry experience with tertiary education to deliver high-quality and relevant training programs. By fostering a culture of continuous improvement and maintaining a continuous improvement register, Challenge Employment & Training Ltd can effectively capture, implement, and share improvement strategies, ultimately enhancing the learning experience for its participants and meeting the expectations of its clients.

The feedback forms provided to students at the end of each program play a crucial role in collecting participant perspectives on the training experience. By actively seeking feedback from students, Challenge Employment & Training Ltd demonstrates its commitment to understanding and meeting the evolving needs and expectations of its clients.

In addition to student feedback, Challenge Employment & Training Ltd also welcomes input from other sources such as risk assessments, student suggestions, complaints and appeals, validation sessions, and audit reports. This inclusive approach ensures that multiple perspectives and opportunities for improvement are considered. By actively seeking feedback and engaging in continuous improvement, Challenge Employment & Training Ltd strives to remain responsive and adaptable in a dynamic educational landscape.

To accurately record industry consultation, Challenge Employment & Training Ltd has developed an Industry Consultation Tool. This tool consists of a series of questions within an industry consultation document, designed to identify the specific needs of stakeholders, such as skills development areas, preferred mode of delivery, assessment methods, and required competencies. This document is shared with key industry stakeholders, and the feedback and information gathered are utilised in the design of the training and assessment strategy for the respective qualification.

Through these practices, Challenge Employment & Training Ltd ensures that its training and assessment programs remain relevant to industry needs, and that students are equipped with the skills and knowledge required for successful employment in their chosen fields.

## **Engagement with Industry and Community**

The foundation of our approach to industry engagement is regular, meaningful consultation with industry representatives. Challenge Employment & Training Ltd identifies relevant stakeholders—via industry experts, employers, or community representatives—and seeks their active participation in reviewing and shaping our training practices. These stakeholders provide critical insights that inform both the initial design and ongoing refinement of our training and assessment strategies, ensuring alignment with current industry practices.

To facilitate this process, Challenge Employment & Training Ltd has established a structured consultation program, where industry stakeholders are engaged at multiple points throughout the training cycle. This program includes scheduled meetings, discussions, and collaborative workshops, where industry representatives are invited to share their perspectives on skill requirements, emerging trends, and preferred methods of training delivery. We document these engagements through formal

meeting records and written acknowledgments, creating a robust record of industry input that guides our decision-making and the student experience.

Each consultation is documented not only to maintain a transparent record of engagement but also to allow for structured follow-up on key points raised. For example, Challenge Employment & Training Ltd uses an Industry Consultation Tool to record stakeholder feedback in areas such as skill gaps, preferred modes of delivery, assessment preferences, and competency requirements. This tool enables us to capture specific, actionable insights from industry partners, which are then incorporated into our training and assessment strategies.

## **Integrating Industry Feedback into Training Practices**

The feedback we gather from industry engagement is not static; it is actively used to shape and evolve our training programs. Industry insights are carefully reviewed and integrated into our strategies, ensuring that all training delivery reflects current practices and anticipated industry changes. This includes updates to course content, instructional techniques, and assessment methods, all tailored to meet the identified needs and expectations of employers and the workforce.

By continuously aligning our training with industry standards, Challenge Employment & Training Ltd ensures that students are not only meeting the requirements of their qualifications but are also equipped with the skills that are most valued by employers. For courses that involve workplace-based training, we incorporate practical tasks and scenarios that replicate real workplace challenges, allowing students to apply their knowledge in settings that mirror the environments they will encounter professionally.

## **Maintaining Industry Relevance**

Challenge Employment & Training Ltd views industry relevance as an ongoing responsibility. To maintain the currency and applicability of our programs, we regularly monitor industry trends and seek updates from our established network of industry partners. This proactive approach ensures that our training remains responsive to evolving workplace demands and continues to provide students with a competitive edge in the job market.

Through this structured engagement and ongoing dialogue with industry representatives, Challenge Employment & Training Ltd reaffirms its commitment to providing quality education that serves the needs of students, employers, and the broader community. By fostering strong connections with industry, we not only enhance the relevance of our programs but also ensure that Challenge Employment & Training Ltd remains a trusted partner in vocational education, consistently delivering training that meets the highest standards of industry alignment.

## **Trainers and Assessors**

To ensure the success of its operations, Challenge Employment & Training Ltd places great importance on effective staff management. The organisation has implemented policies aimed at attracting, developing, and retaining the highest quality staff and trainers.

These policies establish clear and measurable standards of practice that all members of the Challenge Employment & Training Ltd team are expected to adhere to. Principles of fairness and merit guide all staff management issues, ensuring equitable treatment for everyone.

Challenge Employment & Training Ltd embraces a people-focused approach, which involves strong leadership, the selection of skilled and suitable staff members, and setting clear goals for performance and professional development. The organisation also emphasises staff motivation to create an environment that supports individual growth and aligns with the organisation's objectives.

Prior to commencing delivery and/or assessment, it is essential that trainers and assessors possess one of the following credentials, in accordance with the latest standards:

- **TAE40122 Certificate IV in Training and Assessment** or its successor,
- **TAE40116 Certificate IV in Training and Assessment**,
- **TAE40110 Certificate IV in Training and Assessment**, and either:
  - **TAELLN411** (or its successor) or **TAELLN401A** for addressing adult language, literacy, and numeracy skills, and
  - **TAEASS502**, **TAEASS502A**, or **TAEASS502B** for designing and developing assessment tools, or its successor.

Alternatively, trainers and assessors may hold:

- A **diploma or higher-level qualification** in adult education or vocational education and training, or
- A credential issued by a **higher education provider** (as defined by section 16-1 of the Higher Education Support Act 2003), which would allow them to meet the academic requirements for registration as a secondary school teacher in at least one Australian State or Territory, combined with:
  - **TAESS00011/TAESS00019 Assessor Skill Set**, or
  - **TAESS00024 VET Delivered to School Students Teacher Enhancement Skill Set**, or their successors.

All staff delivering and/or assessing training must meet the requirements of the relevant training package, qualification, or accredited course.

Challenge Employment & Training Ltd does not currently work with 'Assessment Only' assessors, if, however, the policy changes in the future, the following will apply.

## Assessors

Assessors at Challenge Employment & Training Ltd are required to hold one of the following credentials:

- **TAE40122 Certificate IV in Training and Assessment** or its successor,
- **TAE40116 Certificate IV in Training and Assessment**,
- **TAE40110 Certificate IV in Training and Assessment**, or
- **TAESS00019 Assessor Skill Set** or its successor,
- **TAESS00011 Assessor Skill Set**,
- **TAESS00001 Assessor Skill Set**, or

Alternatively, assessors may hold:

- A **secondary teaching qualification** and one of the following:
  - **TAESS00011 Assessor Skill Set**,
  - **TAESS00019 Assessor Skill Set** or its successor, or
  - **TAESS00024 VET Delivered to School Students Teacher Enhancement Skill Set** or its successor, or
- A **diploma or higher-level qualification** in adult education or vocational education and training.

Furthermore, if the assessor holds the **TAESS00001 Assessor Skill Set**, they must also hold one of the following to meet the standards:

- **TAEASS502 Design and develop assessment tools** or its successor,
- **TAEASS502A Design and develop assessment tools**, or
- **TAEASS502B Design and develop assessment tools**.

Alternatively, assessors may hold a **credential issued by a higher education provider** (as defined by section 16-1 of the Higher Education Support Act 2003), which would enable the individual to satisfy the academic requirements for registration as a secondary school teacher in accordance with the registration requirements in at least one Australian State or Territory. In addition, they must hold one of the following credentials (or their successors):

- **TAESS00011/TAESS00019 Assessor Skill Set**, or
- **TAESS00024 VET Delivered to School Students Teacher Enhancement Skill Set**.

All assessors must comply with these updated credentialing requirements to ensure the quality and consistency of assessment practices

### **What is a qualification in adult education?**

An adult education qualification has a focus on training and assessing adults. The qualification does not need to include the words 'adult education' in the title; however, units or subjects completed within the qualification need to demonstrate the skills and knowledge required to train adults. The academic transcript or record of results for the qualification will provide the evidence to demonstrate this.

Examples of adult education qualifications include:

- Associate Degree of Vocational Education and Training
- Bachelor of Adult and Vocational Education
- Graduate Diploma in Adult and Vocational Education and Training
- Graduate Diploma of Adult Language, Literacy and Numeracy
- Master of Education degree with an adult education focus
- CASR Part 61 Flight or Simulator Instructor
- Army Recruit Instructor.

Challenge Employment & Training LTD CEO will ensure that all trainers and assessors undertake professional development in the fields of the knowledge and practice of vocational training, learning and assessment including competency-based training and assessment.

## **1C. Actively working towards a training and assessment credential**

Individuals who are actively working towards a training and assessment credential may deliver training and contribute to the assessment process, including conducting assessments and collecting assessment evidence. However, these individuals cannot make final assessment judgements unless permitted under the conditions outlined in section 1B.

To be considered as actively working towards a credential, the individual must meet the following criteria:

- **Enrolment:** The individual must be enrolled in and have commenced training in one of the following training and assessment credentials:
  - **TAE40122 Certificate IV in Training and Assessment** or its successor, or

- **TAE50122 Diploma of Vocational Education and Training** or its successor.
- **Progress:** The individual must demonstrate satisfactory progress in their training program, ensuring they can complete the credential within **two years** of commencement.

These individuals must work under the **direction of a trainer or assessor** who holds one of the relevant training and assessment credentials. While they may contribute to the assessment process, they are not qualified to make independent assessment judgements unless permitted under the guidelines in section 1B.

## 1D Training and Assessment Under Direction

Individuals who hold one of the skill sets listed below or a secondary teaching qualification may deliver training and contribute to assessment, including conducting assessments and collecting assessment evidence, provided they work under the direction of a qualified trainer or assessor. However, these individuals are **not permitted to make final assessment judgements**.

RTOs must ensure that the credentials held by trainers and assessors under this section are relevant to their role, considering the nature of the VET student cohort and the delivery context.

To deliver training and conduct assessment under direction, a person must hold one of the following credentials:

- **TAESS00021 Facilitation Skill Set** or its successor,
- **TAESS00024 VET Delivered to School Students Teacher Enhancement Skill Set** or its successor,
- **TAESS00030 Volunteer Trainer Delivery and Assessment Contribution Skill Set** or its successor,
- **TAESS00029 Volunteer Trainer Delivery Skill Set** or its successor,
- **TAESS00020 Workplace Trainer Skill Set** or its successor,
- **TAESS00028 Work Skill Instructor Skill Set** or its successor,
- **TAESS00022 Young Learner Delivery Skill Set** or its successor,
- **TAESS00015 Enterprise Trainer and Assessor Skill Set,**
- **TAESS00003 Enterprise Trainer and Assessor Skill Set,**
- **TAESS00008 Enterprise Trainer – Mentoring Skill Set,**
- **TAESS00013 Enterprise Trainer – Mentoring Skill Set,**
- **TAESS00007 Enterprise Trainer – Presenting Skill Set,**
- **TAESS00014 Enterprise Trainer – Presenting Skill Set,** or
- **A secondary teaching qualification.**

The RTO must be able to justify the relevance of the person's credential to the specific VET student cohort being delivered to, ensuring that their qualification aligns with the context of training and assessment.

## 1E. Providing direction on the delivery of training and assessment

A trainer and assessor who satisfies the requirements of this section is permitted to provide direction to others delivering training and assessment in accordance with Sections 1C and 1D of this policy, or to experts engaged in accordance with Standard 3.3.

Where a trainer or assessor is providing direction, they are responsible for providing oversight, guidance and quality assurance in respect of a person who does not have the full training and assessment credential to ensure the quality of training and assessment delivered by that person.

The requirements below apply to all trainers or assessors giving direction regardless of whether the person receiving direction is an industry expert, holds a relevant skill set, or is actively working towards a credential.

A person providing direction must hold one of the following credentials:

- **TAE40122 Certificate IV in Training and Assessment or its successor,**
- **TAE40116 Certificate IV in Training and Assessment,**
- **TAE40110 Certificate IV in Training and Assessment,**

A secondary teaching qualification and one of the following credentials:

- **TAESS00011 Assessor Skill Set, or**
- **TAESS00019 Assessor Skill Set or its successor, or**
- **TAESS00024 VET Delivered to School Students Teacher Enhancement Skill Set or its successor,**

A diploma or higher-level qualification in adult education or vocational education and training.

Challenge Employment & Training Ltd does not currently have qualifications from the TAE Training and Assessment Training Package, if, however, the policy changes in the future, the following will apply.

## **2A. Delivery of TAE training and assessment**

To deliver training and assessment for any AQF qualification or skill set from the TAE Training Package or its successor, the person must hold the qualification or skill set at least to the level being delivered. To deliver training and assessment for the TAE40122 Certificate IV in Training and Assessment or its successor or the TAESS00019 Assessor Skill Set or its successor, the person must hold one of the following credentials:

- **TAE50122 Diploma of Vocational Education and Training or its successor,**
- **TAE50116 Diploma of Vocational Education and Training,**
- **TAE50111 Diploma of Vocational Education and Training,**
- **TAE50216 Diploma of Training Design and Development,**
- **TAE50211 Diploma of Training Design and Development, or**
- A higher-level qualification in adult education or vocational education and training.

## **2B. Delivery of TAE training and assessment under direction**

A person who holds one of the credentials listed in this section can deliver training and contribute to assessment (including conducting assessment and collecting assessment evidence) for certain credentials from the TAE training package, provided they work under the direction of a trainer or assessor who holds a relevant Diploma or higher-level qualification (as per section 2C), but cannot make assessment judgements.

To deliver training and assessment under direction for the TAE40122 Certificate IV in Training and Assessment or its successor, TAESS00019 Assessor Skill Set or its successor, or TAESS00024 VET

Delivered to School Students Teacher Enhancement Skill Set or its successor, the person must hold one of the following credentials:

- **TAE40122 Certificate IV in Training and Assessment or its successor,**
- **TAE40116 Certificate IV in Training and Assessment,**
- **TAE40110 Certificate IV in Training and Assessment,**
- A secondary teaching qualification and one of the following credentials:
  - **TAESS00011 Assessor Skill Set, or**
  - **TAESS00019 Assessor Skill Set or its successor, or**
  - **TAESS00024 VET Delivered to School Students Teacher Enhancement Skill Set or its successor.**

## **2C. Providing direction on the delivery of TAE training and assessment**

A trainer and assessor who satisfies the requirements of this section is permitted to provide direction to others delivering training and assessment for a training product from the TAE Training Package in accordance with Section 2B.

Where a trainer or assessor is providing direction, they are responsible for providing oversight, guidance and quality assurance in respect of an individual to ensure the quality of training and assessment delivered by that person.

The RTO is responsible for determining the nature and extent of direction required and any necessary restrictions and ensuring the quality of training and assessment is consistent with the Outcome Standards.

To provide direction related to the delivery of training and assessment for an AQF qualification or skill set from the TAE Training Package, the person must hold one of the following credentials:

- **TAE50122 Diploma of Vocational Education and Training or its successor,**
- **TAE50116 Diploma of Vocational Education and Training,**
- **TAE50111 Diploma of Vocational Education and Training,**
- **TAE50216 Diploma of Training Design and Development,**
- **TAE50211 Diploma of Training Design and Development, or**
- A diploma or higher-level qualification in adult education or vocational education and training.

## STUDENT SUPPORT

### Student Training Support Policy

Challenge Employment & Training Ltd is committed to providing each VET student with timely and reasonable access to training support services, qualified trainers, assessors, and dedicated staff to assist them throughout their training. Recognising that individual support needs vary, Challenge Employment & Training Ltd tailors its support services to help students progress smoothly through their learning journey, ensuring they are equipped to achieve the required competency standards.

#### Determining and Providing Support Services

At the commencement of each training program, Challenge Employment & Training Ltd assesses the support needs of each student. This assessment includes a review of the student's existing skills, any challenges they may face, and any additional resources required to facilitate successful engagement with the training content. Based on this assessment, a customised support plan is established for each student, outlining the specific services and resources available to them.

#### Support Services Available

Challenge Employment & Training Ltd offers a range of support services that are designed to help students overcome learning barriers and reach their full potential. These services may include:

- Access to trainers and assessors for guidance on academic content and assessment requirements.
- Personalised study assistance, including help with study skills and time management.
- Language, literacy, and numeracy (LLN) support where required.
- Information technology support for online learning resources.
- Referral or advising of relevant community and health support services to support students with personal difficulties.

This approach ensures that students receive the support they need to excel in their training program.

#### Access to Trainers, Assessors, and Support Staff

##### Accessibility and Availability

Challenge Employment & Training Ltd ensures that students have clear information about how and when they can access trainers, assessors, and other support staff. All students are informed of regular office hours, contact methods, and expected response times for inquiries. Students can seek support via email, phone, or scheduled in-person meetings.

##### Timely Responses to Student Queries

To maintain a responsive and supportive learning environment, Challenge Employment & Training Ltd is committed to providing timely responses to student inquiries. Trainers and assessors strive to respond to all student queries within 24 hours on weekdays, ensuring that students do not experience unnecessary delays in their learning process.

##### Confidential and Discreet Assistance

In cases where students experience personal challenges, Challenge Employment & Training Ltd provides limited advice on relevant support community and health support services. If a student faces issues that may impact their studies, they are encouraged to contact the Training Manager, who will

provide discreet and confidential assistance. Depending on the nature of the situation, the Training Manager may suggest additional resources, a temporary course deferral, or referral to an appropriate external support agency.

### **Referral to External Support Agencies**

Where a student's needs extend beyond the support services available at Challenge Employment & Training Ltd, they are referred to suitable external agencies. This may include mental health counselling, financial assistance, or additional LLN support. Challenge Employment & Training Ltd collaborates with these agencies to ensure students receive the comprehensive support they need, both academically and personally.

### **Student Information and Handbook**

The Student Handbook, which is provided to all students upon enrolment, contains comprehensive information about the support services available, contact details for relevant staff members, and guidelines for accessing support. By providing clear and accessible information, Challenge Employment & Training Ltd enables students to confidently seek assistance as needed.

### **Policy on Diversity and Inclusion**

Challenge Employment & Training Ltd is committed to fostering an inclusive learning environment that values and supports the diversity of its VET students. This policy aims to ensure that all students feel safe, respected, and encouraged to participate fully in their training. Challenge Employment & Training Ltd upholds an inclusive and culturally safe environment that promotes equity and access for all.

### **Commitment to a Safe and Inclusive Environment**

Challenge Employment & Training Ltd prioritises creating a safe, inclusive, and accessible environment for all students. This approach not only enriches the learning experience but also reinforces the RTO's values of respect and integrity. All students, regardless of their age, gender, cultural background, disability, or other characteristics, are welcomed and supported in their learning journey. Challenge Employment & Training LTD policies are designed to prevent discrimination, eliminate barriers to access, and promote equal opportunities for every individual.

### **Cultural Respect and Support for Aboriginal and Torres Strait Islander Students**

Recognising the unique cultural needs of Aboriginal and Torres Strait Islander students, Challenge Employment & Training Ltd strives to provide a culturally respectful learning environment. This includes:

- Acknowledging the significance of cultural traditions, such as men's and women's business, and adapting training approaches accordingly.
- Being attentive to non-verbal communication cues, such as silence, and providing understanding for unique literacy and numeracy challenges.
- Showing respect in the use of images or representations, particularly where cultural sensitivities, like images of deceased persons, are involved.

Where possible, Challenge Employment & Training Ltd acknowledges the traditional custodians of the land on which it operates, conducting an Acknowledgement of Country during significant events and ceremonies. Guidance from the Local Aboriginal Land Council will be sought when appropriate wording or protocols are required, ensuring that respect is always upheld. Additionally, Challenge

Employment & Training Ltd may arrange a Welcome to Country ceremony for special occasions, inviting local Elders and providing due remuneration in appreciation of their role.

### **Access and Equity in Training and Assessment**

Challenge Employment & Training Ltd ensures that all students who meet entry requirements are admitted to their chosen programs without prejudice or undue barriers. Staff members are trained and committed to providing equitable support, and Challenge Employment & Training LTD management team actively addresses any issues related to access and equity. Students are encouraged to reach out if they have concerns or feel that they have been treated unfairly.

As part of this commitment, all Challenge Employment & Training Ltd staff are briefed on the organisation's access and equity policies. Students are informed of these policies and their rights through the Challenge Employment & Training Ltd student handbook, which outlines available support and avenues for assistance should they need it.

### **Language, Literacy, and Numeracy (LLN) Support**

Recognising that students may enter training with varying levels of core skills, Challenge Employment & Training Ltd helps in language, literacy, and numeracy (LLN) as needed. Each student's LLN requirements are assessed during the pre-enrolment phase or upon request, ensuring that appropriate support is provided from the outset.

Where additional support is identified, Challenge Employment & Training Ltd staff utilise the Australian Core Skills Framework to tailor learning and assessment strategies accordingly. This might include providing LLN tutorials, assistive technology, or flexible learning options. If the required LLN support exceeds the RTO's capacity, students are referred to an external support provider, with any associated costs clearly communicated in advance.

### **Wellbeing Policy and Procedure**

Challenge Employment & Training Ltd is committed to fostering an environment that prioritises the wellbeing of its VET students, recognising that a supportive learning atmosphere contributes significantly to student success and engagement. By proactively identifying the wellbeing needs of students and providing access to relevant support services, Challenge Employment & Training Ltd aims to ensure that students can fully participate in their training and achieve their learning objectives.

### **Commitment to Student Wellbeing**

Challenge Employment & Training Ltd recognises that wellbeing is an essential component of an effective learning experience. Challenge Employment & Training Ltd takes steps to understand and address the unique wellbeing needs of its students. This involves incorporating wellbeing considerations into the design and delivery of all training programs, ensuring students feel supported throughout their educational journey.

### **Identification of Wellbeing Needs**

To respond effectively to the diverse needs of its students, Challenge Employment & Training Ltd implements procedures to assess wellbeing requirements across the VET student cohort. During the enrolment and induction process, information is gathered to help identify any specific wellbeing concerns that may impact a student's ability to participate fully. By engaging with students early on,

Challenge Employment & Training Ltd aims to create a responsive support framework that anticipates and addresses wellbeing challenges before they affect student progress.

### **Provision of Wellbeing Support Services**

Challenge Employment & Training Ltd is committed to providing accessible information regarding available wellbeing support services. Students are informed of the actions they can take, the staff members available to assist them, and external services that may offer additional support. This information is delivered in the induction materials and reinforced during key stages of the training program. By ensuring students are aware of the resources available to them, Challenge Employment & Training Ltd empowers students to take proactive steps in managing their wellbeing.

### **Roles and Responsibilities**

The trainers, assessors, and student support staff at Challenge Employment & Training Ltd play a pivotal role in supporting student wellbeing. They are responsible for:

- Maintaining open communication with students to foster a supportive learning environment.
- Advising students on how to access internal wellbeing resources and, where appropriate, referring them to external support services.
- Monitoring student engagement and wellbeing throughout the program, offering assistance and adjusting support strategies as needed.

### **Continuous Improvement in Wellbeing Support**

Challenge Employment & Training Ltd values feedback as a critical tool for enhancing its wellbeing support strategies. Feedback is actively sought from students at the conclusion of each training program through surveys, feedback forms, and one-on-one discussions. Additionally, insights from student complaints, suggestions, and other feedback mechanisms are analysed to identify opportunities for improvement. Challenge Employment & Training Ltd maintains a continuous improvement register to track and document these initiatives, ensuring that the wellbeing support offered evolves in line with student needs and industry best practices.

By prioritising student wellbeing, Challenge Employment & Training Ltd aims to create an inclusive and supportive training environment, helping students to overcome personal challenges and focus on achieving their learning goals.

### **Commitment to Student Success and Wellbeing**

Challenge Employment & Training LTD training support policy is designed to create a supportive and inclusive environment where all students have the resources and guidance necessary to complete their training successfully. Through tailored support services, accessible trainers and staff, and timely responses, Challenge Employment & Training Ltd upholds its commitment to fostering a positive learning experience that empowers students to achieve their educational and career goals.

Examples of specialist support agencies Challenge Employment & Training Ltd has a relationship with and may engage:

**Covid 19 Mental Health**

What you can do to look after your mental wellbeing and look out for those around you

[Mental Health Support](#)

<b>Head to Health</b>	Digital mental health resources from trusted service providers <a href="https://headtohealth.gov.au/">https://headtohealth.gov.au/</a>
<b>Workplace Wellbeing</b>	Hunter link National 1800 554 654 <a href="https://hunterlink.org.au/">https://hunterlink.org.au/</a>
<b>Reach Out</b>	Reach Out helps supports people with issues such as drug taking, alcohol or gambling or gaming addiction <a href="http://au.reachout.com/tough-times/addiction">http://au.reachout.com/tough-times/addiction</a>
<b>Counselling Online</b>	Counselling Online is a free 24/7 drug and alcohol counselling service in Australia that supports people affected by alcohol and other drugs. For phone contacts in all Australian States refer to: <a href="http://ehespace.org.au/">http://ehespace.org.au/</a>
<b>Head Space</b>	ehespace is an online and telephone service which supports young people and their families going through a tough time. It is specifically targeted at those aged between 12 and 25. Phone: 1800 650 890 (available from 9am – 1am 7 days a week) <a href="http://www.eheadspace.org.au/">http://www.eheadspace.org.au/</a>
<b>Counselling services</b>	Referral to appropriate 24/7 services such as: Beyond Blue ph.: 1300224636 <a href="http://www.beyondblue.org.au">http://www.beyondblue.org.au</a> Lifeline ph.: 131114 <a href="http://www.lifeline.org.au">http://www.lifeline.org.au</a>
<b>Reading and Writing Hotline</b>	<a href="http://www.readingwritinghotline.edu.au/information-and-advice">www.readingwritinghotline.edu.au/information-and-advice</a> Phone: 1300 655 506. There are also numerous adult reading/writing apps for smart phones/tablets aimed at supporting literacy.
<b>LLN Training Courses provided by local TAFE Colleges</b>	These institutes have specialist LLN Teachers to support individual participants own level of development and can be accessed via a Google Search of local TAFEs and course availability.

## COMPLAINTS and APPEALS

### Feedback, complaints and appeals

Challenge Employment & Training Ltd places a strong emphasis on ensuring that every student's learning experience and outcomes meet their satisfaction. The organisation anticipates that any issues or concerns can be resolved through meaningful and respectful communication, which is actively encouraged by Challenge Employment & Training Ltd. In the rare event that this resolution isn't achieved, all students are provided access to comprehensive, fair, and prompt complaint and appeal processes. These processes are outlined in the policy and procedures document.

Challenge Employment & Training Ltd has established a clear and transparent system for handling complaints and appeals, rooted in the principles of natural justice and fairness. This ensures that student complaints and appeals are effectively and efficiently addressed. The organisation's complaints and appeals policy is designed to ensure that students and clients fully comprehend their rights and the responsibilities related to Challenge Employment & Training Ltd courses and third-party relationships.

Any complaints or appeals that arise are seen as opportunities for improvement and growth. As part of the continuous improvement process, Challenge Employment & Training Ltd reviews all complaints and appeals. If corrective action is identified, it is given top priority and promptly implemented. This proactive approach guarantees that the outcomes of the complaints process contribute positively and constructively to the overall operations of Challenge Employment & Training Ltd and the conduct of courses within its vocational program.

By prioritising open communication, fairness, and accountability, Challenge Employment & Training Ltd strives to provide a supportive and effective learning environment for all students, ensuring that their concerns are addressed in a manner that aligns with the organisation's commitment to excellence and improvement.

### Complaint policy

Challenge Employment & Training Ltd has established a comprehensive complaint procedure that is open to all individuals who wish to raise a complaint, appeal, or express objections concerning the conduct of Challenge Employment & Training Ltd. This procedure is designed to handle both formal and informal complaints.

#### The complaint procedure includes

##### Formal and Informal Complaints

The procedure covers both formal and informal complaints. Formal complaints must be submitted in writing to Challenge Employment & Training Ltd management.

##### Acknowledgment and Response

Upon receiving a formal complaint, Challenge Employment & Training Ltd will promptly acknowledge its receipt. The complaint will then be reviewed, and appropriate actions will be taken to address it, including providing a response to the aggrieved person. This response will be provided within five (5) working days of receiving the complaint.

### **Complaint Register**

Challenge Employment & Training LTD management will maintain a complaint register to document the process and resolution of all formal complaints. This documentation ensures transparency and accountability.

### **Continuous Improvement**

Any complaints substantiated through the complaint procedure will be used to inform Challenge Employment & Training LTD continuous improvement process. This emphasises the organisation's commitment to learning from complaints and enhancing its operations.

### **Responsibility of Management**

Challenge Employment & Training Ltd management holds the responsibility of ensuring that the complaint procedure is followed diligently. They are also responsible for assisting students with understanding the complaint procedure and providing access to complaint forms.

### **Scope of Complaints**

The complaint procedure allows students to lodge complaints against various entities, including the RTO itself, third parties, subcontractors, other students, or trainers. Additionally, stakeholders beyond students, such as trainers, may also raise complaints if they feel aggrieved.

By establishing a well-defined complaint procedure, Challenge Employment & Training Ltd demonstrates its dedication to handling complaints and concerns effectively, transparently, and fairly. This process aims to address issues promptly and promote a culture of continuous improvement within the organisation.

## **Appeal Policy**

The appeal process at Challenge Employment & Training Ltd is designed to address a student's right to request changes to decisions or procedures of an official nature, primarily concerning academic or procedural matters.

### **An overview of the appeal process**

#### **Appeal Against Assessment Decisions**

If a student wishes to appeal against specific assessment decisions, the initial step is to discuss the decision(s) with the relevant trainer or assessor and request a re-evaluation. The trainer or assessor will carefully consider the student's appeal, evaluate whether changes are warranted, and communicate their final decision to the student.

#### **Escalating the Appeal**

If the student remains dissatisfied with the trainer or assessor's decision, they have the right to escalate the appeal to the management team. To initiate this formal appeal, the student must submit a written notice of appeal using the provided appeals form, addressing it to Challenge Employment & Training Ltd for referral to the management team.

#### **Submission Deadline**

The notice of appeal must be submitted within five (5) days of receiving notification of the outcome of the trainer or assessor's re-evaluation process. If the appeal is not submitted within this specified timeframe, the original result will be upheld. In cases of emergency circumstances, such as serious illness or injury, a student's appeal may be deferred. In such instances, a medical certificate supporting

the case must be forwarded to management. The notice of deferral must be submitted within three (3) working days from the conclusion date stated on the medical certificate.

### **Management Responsibility**

The responsibility for ensuring compliance with the appeal procedure lies with CE&T management. They are tasked with seeking resolution in reasonable circumstances, which includes assisting and informing students about the appeal procedure and providing access to appeal forms.

### **Review and Continuous Improvement**

All appeals will be reviewed during the monthly management meeting. If deemed appropriate, the outcomes of these appeals will be integrated into the continuous improvement process of Challenge Employment & Training Ltd.

This appeal process ensures that students have a mechanism for seeking review and reconsideration of assessment decisions, and it underscores Challenge Employment & Training LTD commitment to fairness, transparency, and improvement in its educational processes.

## **Complaint/Appeal Procedure**

All individuals who wish to make a complaint, appeal, or express objections regarding the conduct of Challenge Employment & Training Ltd or any third party (including other students, outsourced trainers, subcontractors, staff, trainers, and assessors) are provided access to the following procedure:

### **Informal Complaint/Appeal**

An initial complaint or appeal is preferably addressed through direct communication between the student and Challenge Employment & Training Ltd, either verbally or by appropriate means. All individuals involved or affected by the complaint will receive written notification of the complaint's content or allegations. They will be treated with natural justice and procedural fairness in their responses.

Challenge Employment & Training Ltd management will review the situation, discuss their assessment with the student, and document the outcome of the complaint or appeal. If a student remains dissatisfied with Challenge Employment & Training LTD decision, they have the option to initiate the formal complaint procedure.

### **Formal Complaint/Appeal**

Typically, formal complaints are considered only after the initial informal complaint or appeal procedure has concluded.

A formal complaint or appeal must be submitted in writing, and Challenge Employment & Training Ltd management will record the procedure and its outcome in the relevant register. Upon receiving a formal complaint, the CEO or another designated senior management figure not connected to the complaint will acknowledge its receipt in writing as soon as practically possible.

The CEO will convene a complaint committee to address the complaint. The complaint committee will consist of panel members who have had no prior involvement or vested interest in the complaint or appeal's outcome. Panel members include:

- A representative of Challenge Employment & Training Ltd management
- A staff member from Challenge Employment & Training Ltd
- An independent person unaffiliated with Challenge Employment & Training Ltd (e.g., TBS Consulting)

The individual making the complaint or appeal (complainant/appellant) will be given an opportunity to present their case to the committee. They can be accompanied by one support person or representative.

The staff member(s) involved in the matter will also have the chance to present their case to the committee, accompanied by a support person or representative if desired.

The complaint committee will reach a decision on the complaint or appeal after considering all presented cases. This decision will be made as promptly as possible. The committee will communicate the outcome in writing to all parties involved within five (5) working days of reaching a decision (when do they have to reach a decision by?).

### **Unresolved Complaints and Appeals**

If the complainant remains unsatisfied with the resolution provided through the complaints procedure and exhausts all available steps within the process, they have the option to take their complaint to the Australian Skills Quality Authority (ASQA). The complainant can lodge a written complaint through ASQA's online complaints form.

In cases where the appellant remains dissatisfied with the outcome of the appeals handling procedure, they are advised to seek resolution through external agencies, including:

- An independent agency or consultant within the Vocational Education and Training (VET) sector.
- The Office of Fair Trading, particularly for issues related to consumer protection.
- The [National Training Complaints](#) Hotline at 133 873.

Individuals have recourse to external avenues if they remain dissatisfied with the outcomes of the internal complaint and appeal processes, promoting fairness and accountability in addressing concerns.

## **Delayed processes**

In circumstances where the complaint or appeal process experiences an unusual delay, requiring more than sixty (60) calendar days to complete, Challenge Employment & Training Ltd is committed to maintaining transparency and communication. The following steps will be taken:

### **Initial Communication**

Challenge Employment & Training Ltd will inform the complainant or appellant in writing regarding the delay as soon as it becomes apparent that additional time is needed. This initial written communication will be sent within five (5) days of recognising the delay.

### **Regular Updates**

Following the initial communication, the complainant or appellant will receive regular updates at consistent intervals, outlining the progress of the matter. These updates will also include the reasons necessitating the extended processing time.

## **Record and Review**

Both the complaints and appeals policies of Challenge Employment & Training Ltd emphasise the significance of maintaining accurate documentation by keeping records of all processes and outcomes.

### **Documentation Emphasis**

Both the complaints and appeals policies of Challenge Employment & Training Ltd stress the importance of accurately documenting the entire process and the outcomes of complaints and appeals.

### **Monthly Management Meetings**

All complaints and appeals received will be subject to review during Challenge Employment & Training LTD monthly management meetings.

### **Continuous Improvement**

The outcomes of the complaints and appeals processes can provide valuable insights into areas that might require improvement within Challenge Employment & Training LTD internal operations. Continuous improvement procedures will be initiated based on the results of the complaint or appeal procedure, particularly when factors for improvement within internal operations are identified.

If the root cause of a complaint or appeal indicates a problem with existing Challenge Employment & Training Ltd policies and procedures, the continuous improvement process will facilitate the necessary changes to prevent the recurrence of such issues.

In essence, this approach ensures that Challenge Employment & Training Ltd consistently evaluates its practices, identifies areas for enhancement, and takes proactive measures to prevent similar issues from arising in the future. Through robust documentation, regular reviews, and a commitment to continuous improvement, Challenge Employment & Training Ltd aims to maintain high standards and provide a positive experience for its students and stakeholders.

## **No Guarantees of Qualification or Employment**

### **No Guarantees of Qualification**

Challenge Employment & Training Ltd does not guarantee that a student will obtain a qualification or statement of attainment solely by enrolling or studying at Challenge Employment & Training Ltd. Students must comply with the required standards for training and successfully meet all assessment requirements to complete the course and receive certification.

### **Completion and Employment**

Students will receive the full scope of training they have paid for. However, there is no guarantee of successful course completion, as students must meet all training and assessment standards to complete their qualifications.

Challenge Employment & Training Ltd does not guarantee that a VET student will obtain a particular employment outcome. While the training programs are designed to enhance employability, job outcomes are influenced by external factors beyond Challenge Employment & Training LTD control, including market conditions, employer preferences, and individual circumstances.

A training product cannot be completed in a manner that does not meet the requirements of the Standards. All training and assessment will be conducted in strict compliance with the relevant standards to ensure quality and integrity in the qualifications delivered.

### **Student Support and Alternatives**

Challenge Employment & Training Ltd is committed to working with students to support their educational journey. While the organisation cannot guarantee qualification outcomes, it will take measures to assist students in cases of unforeseen circumstances. Options may include offering pro-

rata refunds of course fees or facilitating the transfer of studies to another suitable Registered Training Organisation (RTO).

The corporate structure, governance, and financial management systems at Challenge Employment & Training Ltd ensure that the delivery of training services is maintained for enrolled students. While Challenge Employment & Training Ltd guarantees the provision of training services, the ultimate responsibility for qualification attainment rests with the student's ability to successfully meet course requirements.

## **Policy for Student Information Access and Awareness**

Challenge Employment & Training Ltd is committed to ensuring that students have access to clear, accurate, and timely information, empowering them to make informed decisions regarding their training journey. We believe that well-informed students are better positioned to achieve their learning goals and navigate their responsibilities within their chosen training programs. This commitment to transparent communication encompasses all aspects of student engagement, from enrolment to course completion, and includes ongoing updates on any changes that may affect students.

### **Providing Comprehensive Information for Informed Decision-Making**

Challenge Employment & Training Ltd provides essential information to students before enrolment, equipping them with a full understanding of the training product, their responsibilities, and the resources available to them. This includes clear details on course code, title, duration, delivery modes, training locations, and any specific entry requirements or obligations, such as work placements or licensing requirements. Additionally, Challenge Employment & Training Ltd provides an overview of any third-party arrangements that may impact the training or assessment process, ensuring students understand who will be involved in their educational experience.

To support transparency and ease of access, Challenge Employment & Training Ltd disseminates this information through multiple channels, including the RTO website, printed materials, and the student handbook. This allows students to review course-related details at their convenience and feel confident about their enrolment decisions.

### **Access to Training and Wellbeing Support Services**

Recognising that student success is influenced by both educational and personal factors, Challenge Employment & Training Ltd provides information on a range of support services. These include academic resources, such as tutoring and study materials, and wellbeing support services to address any challenges that may arise during the course. Information on how to access these services is provided during the enrolment process and reinforced throughout the program, ensuring students know where to turn for assistance at each stage of their learning journey.

## COURSE FEES

### Transparent Information on Fees and Financial Responsibilities

Financial transparency is central to Challenge Employment & Training LTD commitment to student trust and security. Prior to enrolment, each student is provided with a comprehensive breakdown of fees, payment terms, refund policies, and any available government training subsidies. This information is presented in clear, straightforward language, allowing students to understand the full financial implications of their enrolment and make informed decisions about their commitment.

In addition, Challenge Employment & Training Ltd informs students of their financial responsibilities related to course materials, equipment, and any costs associated with withdrawal or obtaining a Unique Student Identifier (USI). By ensuring that all costs and obligations are outlined upfront, we strive to create an environment of trust and transparency that supports students' financial wellbeing.

After paying \$250 in advance to secure their place, students will be asked to make a payment on the first scheduled face to face training day.

At this point the students will have:

- Taken part in the pre-enrolment questionnaire
- Completed the enrolment form
- Provided their USI
- Received their welcome letter.

The students will be provided with:

- The first training day of the course, induction etc
- The course textbooks or learner guide
- Student study schedule
- The first set of assessments and
- Other relevant support materials.

Course	Fee
CHC33021 Certificate III in Individual Support Duration 16 Weeks	\$4,000
CHC43015 Certificate IV in Ageing Support Duration 12-18 months	\$4,000

#### Payment Schedule

Challenge Employment & Training Ltd has developed a payment schedule that extends across the duration of the training program. A total of eight (8) payments will be scheduled across the first half of the training program.

Where the training program is 16 weeks duration, a payment will be made each two (2) weeks.

The amount of each payment will equally divide the course fee.

For example:  $\$4,000 - \$250 = \$3,750$  Then  $\$3,750$  divided into 8 payments =  $\$468.75$

## Corporate Clients - Qualifications

### Payment

The payment schedule for corporate clients will be modelled on the payment schedule that applies to fee for service students and be invoiced in arrears. This means the corporate client will manage the payment in negotiation with Challenge Employment & Training Ltd.

An invoice will be raised within fourteen (14) days of the commencement of the course.

### Fee for Service Students – Short Courses

Each short course offered by Challenge Employment & Training Ltd has a specific course fee. The course fee is the maximum fee that may be charged to the student for their selected training program.

It is Challenge Employment & Training LTD policy that the course fee will be *all-inclusive*. Students will not be 'surprised' by unexpected requirements, fees, or expenses.

### Payment Schedule – Short Courses

#### Program fees are:

AHCSS00074 Agricultural Chemical Skill Set	\$495
TLILIC0003 License to Operate a Forklift Truck	\$575
HLTAIDO Provide First Aid	\$125
CPCWHS1001 Prepare to work safely in the Construction industry (white card)	\$120
AHCMOM213 Operate and Maintain Chainsaws	\$410

#### Payment required in advance

A deposit of 50% of the total course fee is required from each student.

#### Payment balance

The remaining 50% is to be paid at commencement of training.

## Corporate Clients – Short Courses

### Payment

The corporate client will manage the payment in negotiation with Challenge Employment & Training Ltd.

An invoice will be raised within fourteen (14) days of the commencement of the course.

#### Program fees

Per negotiation with the corporate client and Challenge Employment & Training Ltd the course fee will be paid.

#### Payment balance

Invoiced in arrears to the corporate client at completion of the training program.

## Other Fees - Fee for Service and Corporate Clients

**Enrolment fee**

No enrolment fee is applicable.

**Withdrawal fee**

No withdrawal fee is applicable.

**Re-submit fee**

No re-submit fee applies.

**Re-assessment fee**

No re-assessment fee applies.

**Produce partial completion statement of attainment.**

No fee applies to produce a statement of attainment when the student has partially completed the training program and must withdraw.

**Re-print certification**

Where the student requests a new copy of their qualification  
AU\$50 plus \$8.50 postage

**Contact Us**

Challenge Employment & Training Ltd,  
21 Dunlop Street, Collingwood Park 4301  
Phone: 07 3282 8000  
Email: [training@challengeemployment.org.au](mailto:training@challengeemployment.org.au)

**Methods of payment**

Students may make payments to Challenge Employment & Training Ltd by any of the following means:

- EFTPOS
- Credit Card (MasterCard and VISA only)
- Direct Deposit
- Bay and Australia Post BillPay (selected locations only)
- PayPal (selected locations only)

**Refunds**

Challenge Employment & Training Ltd places great importance on protecting fees paid in advance and maintains a fair and reasonable refund policy. Prior to enrolment or the commencement of training and assessment (whichever comes first), Challenge Employment & Training Ltd provides information that outlines the student's rights as a consumer. This includes any applicable statutory cooling-off period (if applicable) and the student's right to obtain a refund in certain circumstances, such as the early termination of the arrangement or if Challenge Employment & Training Ltd fails to provide the agreed-upon services.

**Refund – Before Training commences - Qualifications**

An application for a refund is addressed according to the amount of notice given by the person making the request:

- 14 days' notice prior to the course commencement: 100% refund of fees paid.
- Between 13 days and 7 days prior to the course: 75% refund of fees paid.
- Between 6 days and the commencement of the course: 50% refund of fees paid.

To ensure the availability of funds for refunds, all fees paid in advance are kept separate from the day-to-day operations of the business. This is achieved through the maintenance of a No 2 Account, also known as the deposits account. The No 2 Account serves as a separate repository for funds paid in advance and is not accessible until the respective students commence their training.

By maintaining a separate account and adhering to a fair refund policy, Challenge Employment & Training Ltd demonstrates its commitment to protecting students' fees and providing a transparent and accountable financial system.

#### **Refund – After Training has commenced - Qualifications.**

A student may ask for a refund of the most recent scheduled payment. Challenge Employment & Training Ltd will refund 100% of the most recent scheduled payment.

For example:

*A student has made their scheduled payments up to and including Payment 5. And taken part in the training and assessment delivered at that point in the course.*

*After completing the face-to-face training day that coincides with Payment 5, the student approaches a Challenge Employment & Training Ltd representative and asks for a refund.*

*The refund will be 100% of the most recent scheduled payment made.*

*A 100% refund will be made to the student within 48 hours.*

Challenge Employment & Training Ltd will encourage the student to return to the training program in the future.

#### **Refund – Short Courses**

An application for a refund is addressed according to the amount of notice given by the person making the request:

- 14 days prior to the commencement of the course – 100% refund
- Between 13 days and 7 days prior to the course - 75% refund
- Between 6 days and the commencement of the course – 50% refund

No refund will be made once the student has commenced the training program. The student may discuss the option to return to the same course at a future date with Challenge Employment & Training Ltd.

#### **Corporate Clients**

Any refund of course fees will be negotiated between Challenge Employment & Training Ltd and the corporate client. A fair and equitable refund policy will apply.

## STUDENT PROTECTION

### Prepaid Fee Protection Measures

The CEO of Challenge Employment & Training Ltd is committed to ensuring that all students receive the full range of training services, including training and assessment, assessment-only options, recognition of prior learning, and short courses. Through continuous improvement and quality management practices, the CEO and staff proactively identify and address any anomalies or potential issues that could lead to business interruption or training failure, prioritising the protection of students.

### Protection of Prepaid Fees

Challenge Employment & Training Ltd has established robust financial management policies and procedures to protect prepaid fees. This includes ensuring the refund of prepaid fees if the RTO is unable to deliver the agreed training and assessment.

Any fees paid in advance, including enrolment fees, tuition fees, materials fees, and other mandatory payments, are deposited into the No 2 (deposit) Account. These funds are kept separate from the Operating Account until the commencement of training, ensuring secure handling and availability for refunds when necessary.

Challenge Employment & Training Ltd limits the collection of advance fees to \$1500. This approach aligns with the requirement that no more than \$1500 can be collected in advance from a student. If the total course fee or amount collected prior to training commencement is less than \$1500, a fee protection scheme membership is not required.

In the event of a training interruption or business failure, Challenge Employment & Training Ltd guarantees the delivery of training services but does not guarantee successful qualification outcomes. However, the organisation is committed to supporting affected students by offering options such as pro-rata refunds of course fees or facilitating the transfer of students' studies to another suitable Registered Training Organisation.

### Student Fee Information:

Challenge Employment & Training Ltd operates as a 'fee-for-service' training business, meaning all training programs incur fees. Key points related to fees and fee collection include:

- **Fee Structure:** All fees charged by Challenge Employment & Training Ltd are in accordance with an established fee structure, which is communicated to students. Students are expected to comply with the fee payment requirements unless prior arrangements have been made with Challenge Employment & Training Ltd management.
- **Payment Sources:** Fees can be paid directly by the student or charged to a government agency or employer, if arrangements have been made.
- **Refund Policy:** Information about the refund policy outlines the conditions and procedures for requesting a refund, ensuring students are aware of their rights and options.

### Comprehensive Fee Information

Challenge Employment & Training Ltd ensures transparency and clarity regarding its fee structure and payment terms. Fee information provided to each student includes:

### Total Amount of Fees

A clear statement of all fees applicable to the training program, including course fees, administration fees, materials fees, and any other charges required.

### **Payment Terms**

Clear communication of payment terms, including timing, instalment options, due dates, and any non-refundable deposits or administration fees.

### **Student Protection Measures**

An outline of student protection measures to ensure the completion of training and assessment once studies have commenced, safeguarding students' investments in their education.

### **Additional Service Fees**

Disclosure of fees for any additional services, such as Recognition of Prior Learning (RPL) assessment or issuance of replacement qualification.

### **Availability of Fee Information**

Fee information is made available to students through various channels, ensuring clarity and accessibility:

#### **Website**

Students can access detailed fee information on the Challenge Employment & Training Ltd website, which is prominently displayed and regularly updated.

#### **Program Brochures**

Each program brochure includes specific fee details related to training programs offered by Challenge Employment & Training Ltd.

#### **Promotional Material**

Any advertisements related to training programs will clearly state associated fees and charges, providing prospective students with a comprehensive understanding of their financial obligations.

#### **Direct Communication**

Challenge Employment & Training Ltd may send direct emails to students, providing fee information, payment terms, and other relevant details.

By implementing these measures, Challenge Employment & Training Ltd demonstrates its commitment to student protection, financial management, and the provision of quality training services in a responsible and accountable manner. This approach not only safeguards students' investments but also upholds the integrity of the organisation.

## **Policy on Reasonable Adjustments for Students with Disabilities**

Challenge Employment & Training Ltd is committed to fostering an inclusive learning environment that enables VET students with disabilities to access training and assessment on an equal basis. In recognition of the unique needs of each student, Challenge Employment & Training Ltd strives to make reasonable adjustments that support fair participation, while upholding the integrity and standards of the training and assessment.

### **Disclosure and Confidentiality**

Challenge Employment & Training Ltd encourages students with disabilities to disclose any additional needs they may have to facilitate access to tailored support services and adjustments. All disclosures are treated with strict confidentiality and only shared with relevant staff members on a need-to-know basis. This ensures that students feel safe and supported in discussing their needs without concern for privacy.

## **Definition of Reasonable Adjustments**

Reasonable adjustments are modifications to the way learning and assessment activities are conducted, enabling students with disabilities to perform to the best of their ability. These adjustments may involve:

- Alternative formats of assessment (e.g., verbal responses, extended time, use of assistive technology).
- Physical adjustments to the training environment (e.g., accessible seating, quieter settings).
- Additional support such as having a trainer read assessment questions aloud.

It is essential to note that any reasonable adjustments or modification to assessment collection do not alter the assessment criteria or competency standards. This ensures that all students are assessed against the same standards, preserving the validity and reliability of the assessment outcomes.

## **Procedures for Implementing Adjustments**

### **Initial Consultation and Disclosure**

Upon enrolment, students are requested to disclose any disabilities and discuss possible support needs. A designated staff member will conduct a confidential consultation with the student to determine appropriate adjustments. This consultation is based on the student's needs, their specific learning objectives, and the requirements of the training product.

### **Assessment and Approval of Adjustments**

Each request for adjustment is evaluated to determine feasibility and appropriateness. The Training Manager and relevant trainers collaborate to assess the potential impact on learning outcomes, ensuring adjustments align with the training standards. Adjustments deemed reasonable and viable are documented and implemented with the student's consent.

### **Implementation and Communication**

Approved adjustments are communicated to the student and relevant trainers or assessors before commencement. Adjustments are tailored to facilitate effective learning while ensuring all competency requirements are met. Challenge Employment & Training Ltd staff are available to provide ongoing guidance and support, ensuring the student feels well-supported throughout their training.

### **Non-Feasibility of Adjustments**

In cases where a requested adjustment is not feasible, Challenge Employment & Training Ltd will provide a clear explanation to the student as to why their specific training and learning needs cannot be met. Alternative options may be explored where possible, and the rationale for any limitations is documented to ensure transparency and accountability.

## **Monitoring and Review of Adjustments**

Adjustments are periodically reviewed to ensure they continue to meet the student's needs. Feedback is encouraged from both the student and trainers to assess the effectiveness of the support provided.

Challenge Employment & Training Ltd is committed to continuously improving its support for students with disabilities, fostering an adaptive learning environment that promotes equal opportunity.

## **Commitment to Inclusive Practices**

By adopting reasonable adjustments and maintaining consistent standards of competency, Challenge Employment & Training Ltd demonstrates its commitment to inclusivity and accessibility. This policy supports Challenge Employment & Training LTD mission to empower all students, ensuring that everyone can succeed in their training and achieve their educational and career goals.

## **Unique Student Identifier**

The Unique Student Identifier (USI) scheme, established under the Student Identifiers Act 2014, provides students with a permanent online record of their vocational education and training (VET) achievements. This ensures that students, employers, and registered training organisations (RTOs) can easily verify educational records. Below are the key elements regarding Challenge Employment & Training LTD compliance with the USI scheme.

### **Issuing Certification Documentation:**

Challenge Employment & Training Ltd will issue AQF certification documentation, such as qualifications or statements of attainment, only after verifying the student's USI with the Registrar. This ensures compliance with the Student Identifier scheme.

If a student does not provide a USI, Challenge Employment & Training Ltd will assist them in applying for one to prevent delays in the issuance of certification documentation.

In cases where an exemption applies under the Student Identifiers Act 2014, Challenge Employment & Training Ltd will inform the student prior to enrolment or the commencement of training that their training outcomes will not be available on the Commonwealth database, nor will they appear on any authenticated VET transcript.

### **Verification and Security of USIs**

Challenge Employment & Training Ltd ensures that a student's USI is verified with the Registrar before it is used for any purpose, such as enrolment or reporting.

Strict security measures are in place to protect USI-related information from loss, damage, or unauthorised access. Physical records are kept in locked cabinets, while digital records are backed up securely on a cloud-based system.

### **Management of Exemptions**

If a student is exempt from providing a USI under the Act, Challenge Employment & Training Ltd will clearly communicate the implications of this exemption to the student. Specifically, their training records will not be available on the national USI database, and their achievements will not be accessible via a VET transcript prepared by the Registrar.

### **Reporting Data to NCVER**

All nationally recognised training records reported by Challenge Employment & Training Ltd to the National Centre for Vocational Education Research (NCVER) are linked to the verified USI of the student. This allows for real-time access to training records and ensures the accuracy of the national VET provider collection.

Students can also access their own records online and use this information to create transcripts for purposes such as job applications or further study.

### **Benefits of the USI Scheme**

As the data in the USI system continues to grow, Challenge Employment & Training Ltd will have access to a comprehensive record of students' previous VET achievements nationwide, with the student's permission. This will facilitate better decisions regarding admissions, credit transfers, and eligibility for funding.

The USI scheme will streamline processes for the exchange of student records, benefiting both students and employers by providing a reliable and centralised source of information.

### **Resources for Staff**

The Department of Industry, Science, and Resources offers resources, including a comprehensive guide and video explaining the USI scheme. These resources are available for Challenge Employment & Training Ltd staff to ensure understanding and compliance with the requirements of the USI scheme.

## **Policy and Procedure for Recognition of Prior Learning (RPL)**

Challenge Employment & Training Ltd is committed to providing a pathway for students to gain formal recognition for skills and knowledge acquired through various experiences. Recognition of Prior Learning (RPL) acknowledges the value of learning that has occurred outside formal education settings, allowing students with prior skills and knowledge to progress more efficiently through their training program. This commitment to RPL reflects Challenge Employment & Training LTD dedication to equitable access and the recognition of diverse learning pathways, ensuring students can build on existing competencies to achieve their goals.

### **Supporting Student Access to RPL**

Challenge Employment & Training Ltd offers all VET students the opportunity to seek recognition for prior learning as part of their training journey. Students are informed of this option during enrolment and throughout their studies, ensuring they are aware of the benefits and availability of RPL. The RPL policy is clearly outlined in the student handbook and is discussed with students by trainers and assessors at the start of their course.

The RPL process is designed to be transparent, fair, and accessible. It includes clear guidance on the types of evidence required to support RPL applications, such as certifications, employer references, work samples, and testimonials. By making the RPL process straightforward and well-documented, Challenge Employment & Training Ltd supports students in confidently applying for recognition of their prior achievements.

### **A Structured RPL Assessment Process**

The RPL assessment process at Challenge Employment & Training Ltd is conducted by credentialled assessors who have the skills, knowledge, and experience necessary to evaluate diverse types of evidence. Assessors ensure that all evidence submitted for RPL meets the requirements of validity, sufficiency, authenticity, and currency, aligning with the standards of the relevant training package.

Upon receiving an RPL application, the assessor evaluates whether the evidence provided demonstrates the required competencies. The process includes a detailed review of the student's

skills and knowledge, with consideration for how these align with the units of competency. Where necessary, gap training may be recommended to address any areas where further competency is required. Challenge Employment & Training Ltd strives to ensure that all RPL assessments are conducted in a manner that is fair, consistent, and thorough.

### **RPL fee**

The student will be charged 50% of the scheduled course fee. This includes the initial application, consultation either in person or via phone with a suitably qualified assessor, the RPL assessment and (if successful) certification.

Where the student is not able to achieve the full qualification through RPL and gap training is required, a training plan and costing structure will be mutually agreed upon. The basis of the cost structure will be pro-rata on a unit-by-unit basis based on the scheduled course fee.

### **RPL System**

Challenge Employment & Training Ltd utilises the online Recognition of Prior Learning assessment platform: [RPL Assess](#). An RPL applicant will be provided with access to the platform and given clear instructions on how to upload their evidence. The RPL Assess [Explainer Video](#) will provide more detail.

## **Credit Transfer**

### **Policy and Procedure for Credit Transfer**

Challenge Employment & Training Ltd recognises the importance of acknowledging students' previous achievements and supporting them to progress efficiently through their training. Through our Credit Transfer Policy, we provide students with an opportunity to have their prior training and qualifications recognised, eliminating unnecessary duplication of learning and ensuring a streamlined pathway to qualification completion.

### **Supporting Student Access to Credit Transfer**

At Challenge Employment & Training Ltd, students are informed about the availability of credit transfer during enrolment and throughout their studies. Our staff and trainers ensure that each student understands their right to request credit for previously completed units of competency, as long as they meet the requirements for equivalency. The Credit Transfer Policy is included in the student handbook and is clearly explained during the initial orientation and enrolment process, giving students a clear understanding of how to leverage their prior qualifications.

### **Credit Transfer Eligibility and Application Process**

Credit transfer at Challenge Employment & Training Ltd is granted when a student provides evidence of an equivalent qualification or unit of competency completed with another Registered Training Organisation (RTO). Acceptable evidence includes AQF certification documentation, such as a Certificate or Statement of Attainment, or an authenticated VET transcript. This documentation must demonstrate that the qualification or unit aligns with the training product in Challenge Employment & Training LTD scope of registration, ensuring that the learning outcomes match the requirements of the course.

Students may apply for credit transfer by submitting a Credit Transfer Application Form, accompanied by a certified copy of their qualification or statement of attainment. Applications can be submitted at any time, but it is recommended that students apply before starting their program to facilitate a

smooth transition and an efficient learning pathway. By submitting their application early, students can maximise the benefit of credit transfer, potentially reducing the time and resources needed to complete their qualification.

### **Ensuring Fair, Transparent, and Consistent Credit Transfer Decisions**

The decision-making process for credit transfer at Challenge Employment & Training Ltd is fair, consistent, and fully documented. Upon receiving an application, our administration team verifies the certification and checks for equivalency of units within our scope. This verification process ensures that each credit transfer is awarded based on clear, objective criteria, maintaining the integrity of our qualifications and ensuring that students meet the same standards as those completing units directly with Challenge Employment & Training Ltd.

In cases where partial credit is indicated for a unit, students are advised to consider Recognition of Prior Learning (RPL) to address any gaps. However, credit transfer is only granted for whole units of competency; partial credits are not eligible for this process.

### **No Fees for Credit Transfer**

Challenge Employment & Training Ltd believes in supporting students' educational progression and does not charge fees for credit transfer. This commitment underscores our focus on providing equitable access to credit transfer as a service that facilitates efficient training completion, without additional financial burden on the student.

### **Student Access to Records**

Students have the right to request information about or access to their individual records. Trainers, assessors, or administration staff will provide the requested information or access. Students can request a hardcopy of their individual file, which can be printed from the records within the data management system.

### **Supporting Student Requests**

Challenge Employment & Training Ltd ensures students are comfortable asking for their progress information. Students can approach any trainer, assessor, or administration staff at any time to request a printout of their progress.

### **Student Privacy**

Challenge Employment & Training Ltd places a high standard of care on maintaining student privacy across all business operations, including administrative activities and training and assessment. External individuals acting on behalf of Challenge Employment & Training Ltd are informed of confidentiality procedures and privacy policies before starting work.

### **Compliance with Privacy Laws**

Challenge Employment & Training Ltd commits to complying with legislative requirements, including the Privacy Act 1988 (Commonwealth) and the Australian Privacy Principles (APP) (2014). Detailed explanations of these legislative requirements are provided in the Legislation section of the manual.

### **Disclosure of Student Information**

Challenge Employment & Training Ltd ensures that no student information is disclosed without the student's consent, except as required by law or in adherence to the Standards for RTOs 2025. Written consent from the student is normally obtained for disclosure of information via the enrolment form.

If the student is under 18 years old, written consent from their parent or guardian is obtained. Consent forms and letters are documented for reference.

### **Marketing Communications**

Individuals' rights to opt out of receiving marketing material are observed. Challenge Employment & Training Ltd provides options for unsubscribing from marketing communications on its website and within communications. Marketing communications are conducted following relevant regulations such as Australian Privacy Principle 7 (Direct marketing), the Spam Act 2003 for electronic communications, and the Do Not Call Register Act 2006.

### **Destruction of Records**

The CEO of Challenge Employment & Training Ltd is the sole authorised person to approve the destruction of records. Records can only be destroyed after the specified retention period has passed. Authorisation for destruction must be provided in writing. Documents identified for destruction are to be shredded, ensuring the secure disposal of sensitive information.

### **Ceasing Operation**

If Challenge Employment & Training Ltd ceases operations, records will be transferred to ASQA as per the Department's specifications at the time of closure. This transfer ensures that necessary records are maintained and accessible even after the organisation's operations cease.

### **Retention of Other Records**

Apart from the specific cases mentioned, other records including training records, taxation records, and business/commercial records will be retained for at least seven (7) years. This practice aligns with standard record-keeping requirements for various types of records.

### **Confidential Information Security**

Confidential information obtained by Challenge Employment & Training Ltd, its individuals, committees, or affiliated organisations will be securely stored. This underscores Challenge Employment & Training LTD commitment to protecting sensitive and confidential information throughout its operations.

## COMPLIANCE and GOVERNANCE

### Compliance with Legislation

Registered training organisations are subject to legislation pertaining to training and assessment, as well as business practice. Challenge Employment & Training Ltd will comply with relevant Commonwealth, State, or Territory legislation and regulatory requirements relevant to its operations.

All staff are encouraged to view current legislation online via the Australian Legal Information Institute.

Examples of legislation relevant to the training business and its staff include, but are not limited to:

#### Commonwealth Legislation:

- Copyright Act 1968
- Commonwealth Privacy Act 1988 / Privacy Amendment Act 2012 / Privacy Regulation 2013
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992
- National Vocational Education and Training Regulator Act 2011
  - Standards for VET Regulators 2025
  - Standards for Registered Training Organisations 2025
- Work Health and Safety Act 2011
- Competition and Consumer Act 2010

#### Queensland Legislation:

- Child Protection Reform Amendment Act 2014
- Disability Services Act 2006
- Anti-Discrimination Act 1991
- Fair Trading Act 1989
- Further Education and Training Act 2014
- Work Health and Safety Act 2011

#### Training Authorities/Regulators:

- National VET Regulator (NVR)
- Department of Education and Training
- Department of Employment
- Australian Skills Quality Authority (ASQA)
- Council of Australian Governments Industry and Skills Council (COAGISC)

### Work health and safety policy

The Work Health and Safety Act 2011 (Commonwealth and State legislation) outlines the requirements of an RTO in establishing and maintaining workplace health and safety standards. The requirements of an RTO as specified in the above mentioned Act are to:

- Secure the health, safety and welfare of employees and other persons at work

- Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work
- Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self employed persons
- Provide for the involvement of employees, employers and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards

### **Commitment to Workplace Health and Safety**

Challenge Employment & Training Ltd has established procedures, policies, guidelines, and work instructions to prioritise workplace health and safety across the organisation, including training delivery sites. Promoting awareness of health and safety is a responsibility that is prioritised by Challenge Employment & Training LTD management team. All Challenge Employment & Training Ltd employees and management are obligated to contribute to and assist in maintaining workplace health and safety and risk management operations as part of their roles within the organisation.

Responsibilities of Challenge Employment & Training Ltd Management:

- Challenge Employment & Training Ltd management is responsible for providing a safe workplace, suitable professional development, properly maintained facilities and equipment, and appropriate storage of goods.

Safety Procedures and Standards:

Challenge Employment & Training Ltd follows specific procedures and standards to ensure a safe working and learning environment. Procedures include:

- Maintaining a safe and efficient environment
- Emergency evacuation plans
- Accident/incident reporting
- Risk identification reporting
- Personal protective equipment (PPE) and chemical storage
- Manual handling techniques
- Waste disposal, equipment checks and maintenance
- Fire hazard identification and prevention

### **First Aid and Safety Procedures**

First aid and safety procedures are prominently displayed for all Challenge Employment & Training Ltd staff and students to see.

### **Technology-related Safety**

Strategies are implemented to avoid risks associated with extended work with computers and related devices.

### **COVID – 19 Policy**

While the high-risk environment experienced during the height of the pandemic has passed, it is still possible to contract COVID-19 in Australia. Challenge Employment & Training Ltd acknowledges the evolving nature of the COVID-19 situation. Challenge Employment & Training Ltd has implemented measures in response to the COVID-19 pandemic.

Hygiene Measures:

- Hand sanitisers are available at various locations.
- Hand soap and paper towels are provided.

- Electronic hand dryers have been installed in bathrooms.
- Commercial hand soap is stocked in bathrooms.
- Department of health signage is displayed in bathrooms.
- High-touch surfaces are disinfected twice daily.
- Kitchen area and utensils are cleaned after each use.

**Physical Distancing and Limiting Attendance:**

- Classroom seating is 1 meter apart.
- Students must use their assigned seats and cannot swap.
- Seating is arranged so students do not face each other.
- Class groups are limited to 30 students.

**Mask Policy:**

- Masks are not currently required for staff or students.

**Vaccination:**

- All staff and management are required to be vaccinated against COVID-19.
- Students are strongly recommended to receive the COVID-19 vaccination.

**Air Conditioning and Ventilation:**

- Air conditioning and ventilation systems meet requirements.

**Testing and Self-Isolation:**

- Students are encouraged to request a COVID-19 test if they experience symptoms.
- Students will apply self-isolation principles.
- Negative test results typically take around 24 hours.

**Student Support:**

- Reference to the Student Support policy and procedure is made as needed.

**Assessment for First Aid Units of Competency:**

- On 30th May 2022 the First Aid IRC discussed the current reasonable adjustment following a request from the Australian Resuscitation Council (ARC) to reconsider the current advice. From these discussions the First Aid IRC has advised the Australian Industry and Skills Committee that all reasonable adjustments implemented during the pandemic should be removed before the 1st of September 2022. This means that training and assessment activities undertaken during First Aid and CPR courses will revert to pre-covid conditions.

## **Harassment and discrimination policy**

Under Australian law it is a requirement of every workplace to ensure it provides an environment free from all forms of harassment and discrimination, including victimisation and bullying. In doing so, all staff and students are treated fairly and can feel safe, valued, and respected.

Challenge Employment & Training Ltd promotes a working environment where employees, contractors and clients alike are treated with dignity, courtesy, and respect and as a result has developed a productive and cohesive workplace.

### **Policy**

To create a safe and respectful environment for both staff and students Challenge Employment & Training Ltd addresses harassment and discrimination in the workplace with a step-by-step approach.

Individuals who feel harassed are encouraged to communicate with the offender if they're comfortable doing so. If uncomfortable, individuals can inform a trainer or staff member, who will then follow the organisation's policy and procedures to address the situation. Students and staff have the right to discuss harassment issues with staff without making a formal complaint. Confidentiality is

maintained. The right to lodge a formal complaint is available, and such complaints will be handled according to the organisation's policies.

Key staff are trained in dealing with harassment and discrimination. Communication and mentoring opportunities are provided among staff to ensure proper understanding and application of processes.

#### **Principles:**

The right to work and study in an environment free of harassment and discrimination is acknowledged. Reports of harassment and discrimination are treated seriously and addressed promptly. Confidentiality is maintained, and the process aims for discussion, cooperation, and resolution while minimising damage to the organisation. Support and assistance are provided to both the complainant and the subject of the complaint. Victimisation is not tolerated. The distinction between legitimate feedback and harassment/discrimination is made clear. Frivolous or malicious complaints are discouraged.

#### **Definitions:**

- Harassment is behaviour that's unwanted, offensive, intimidating, or discriminatory.
- Racial harassment involves mistreatment based on race, ethnicity, or nationality.
- Sexual harassment includes inappropriate sexual conduct or advances.
- Bullying involves persistent actions that undermine or intimidate an individual or group.
- Confidentiality pertains to privacy of information.
- Discrimination involves unequal treatment based on characteristics like sex, race, etc.
- Victimisation is unfavourable treatment after involvement in a complaint.

This policy showcases the commitment of Challenge Employment & Training Ltd to maintaining a respectful and inclusive environment and addressing any issues related to harassment and discrimination in a sensitive and effective manner.

### **Working with persons under 18 years of age**

Students under 18 years of age may enrol with Challenge Employment & Training Ltd. According to the law, a child is considered any individual less than 18 years of age.

#### **Pre-Employment Screening**

Management recommends that all staff undergo appropriate pre-employment screening. Mandatory for staff who will be interacting with children. Information about Police checks and Working with Children Checks is available from the [Australian Institute of Family Studies](#).

#### **Protection of Students**

Challenge Employment & Training Ltd ensures students are protected from harm, including bullying, harassment, discrimination, and intimidation. All staff must report any behaviour that could harm students or situations where harm has occurred or is suspected.

#### **Reporting to Relevant Agencies**

If allegations or information suggest that a student has experienced or is at risk of harm, Challenge Employment & Training Ltd will report to the relevant agency. Details required for reporting include the child's information, reasons for suspicion, immediate risk assessment, and contact details.

#### **Child Abuse by External Parties**

If allegations involve child abuse by someone external to the organisation, the CEO or a delegated representative will report the matter to the Police or relevant agency.

## Compliance with Legislation

Challenge Employment & Training Ltd commits to complying with State and Federal legislation concerning working with children.

Challenge Employment & Training Ltd staff and management will safeguard students and comply with legal requirements related to working with minors.

There is no single national framework setting out the requirements for obtaining Working with Children Checks or Police Checks. Each state and territory have their own procedures and it is necessary to fulfill the requirements in the jurisdiction(s) in which you are working. Relevant legislation and state and territory screening programs are explained in this [linked table](#). Including [State and Territory requirements](#).

The difference between a Police Check and a Working with Children Check is that Police Checks identify and release relevant criminal history information relating to convictions, findings of guilt or pending court proceedings. However, due to spent conviction/non-disclosure legislation and information release policies, there are limitations on the information a Police Check can provide (e.g., the Spent Convictions Scheme stipulates that prior convictions are not to be disclosed where 10 years have passed from the date of the conviction). The object of a Working with Children Check is to make an assessment of the level of risk an individual poses to children's safety, Working With Children Checks are more extensive, but also more targeted than Police Checks.

Mandatory reporting is a term used to describe the legislative requirement imposed on selected classes of people (including teachers/trainers) to report suspected cases of child abuse and neglect to government authorities. This linked table provides an overview of the key features of the legislation in each state and territory: who must report, and what must be reported.

## The Copyright Act 1968

Provisions under [Part VB of The Copyright Act 1968](#) allow all educational institutions to copy and communicate third party material to distribute to students, within the limitations of the Statutory Education license. The Copyright Agency Ltd (CAL) administers the Statutory Education license on behalf of the Attorney General's Department.

RTOs holding the Statutory Education License are legally allowed to use a wide range of materials in both hardcopy and digital formats within their training environments. This license grants the ability to use these materials without requiring direct permission from the copyright owner.

### Facilitating Compliance and Governance

The license serves to ensure compliance and good governance within the education and training industry. It offers a framework for RTOs to use materials in their training programs without infringing upon copyright laws.

### Freedom and Flexibility of Sharing

The license allows RTOs to share information and materials freely and flexibly, contributing to effective teaching and learning processes.

Importance of Copyright Compliance: Without the license, educational institutions typically can't reproduce third-party materials unless they have specific licenses or permissions from the creators.

Overall, the Statutory Education License provides RTOs with a legal framework that balances the needs of education and training with copyright compliance. It enables RTOs to utilise a variety of materials while respecting copyright regulations.

## Consumer rights

On 1 January 2011, the Australian Consumer Law commenced, and the Trade Practices Act 1974 was repealed and replaced by the [Competition and Consumer Act 2010](#). The Australian Consumer Law provides for:

- National consumer protection and fair-trading laws
- Enhanced enforcement powers and redress mechanisms
- A national unfair contract terms law
- A new national product safety regime
- A new national consumer guarantees law

An enrolment by a student in a course with Challenge Employment & Training Ltd constitutes a contractual agreement.

### Contractual Agreement

Students enrolling in a training program with Challenge Employment & Training Ltd are entering into a contractual agreement. The organisation aims to ensure that students are fully informed about their rights and responsibilities.

### Clear and Understandable Documentation

Challenge Employment & Training Ltd will design agreements, enrolment forms, or service agreements using a logical format and simple language.

Clarity in Agreements: The documentation will clearly state what the student is agreeing to. Disclaimers will be explained in a clear manner.

### Transparency and Honesty

There will be no misleading or deceptive behaviour in the agreements.

### Voluntary Agreements

Agreements will not be based on actions, omissions, or dialogue (written or verbal) that may force or coerce the student into signing.

### Equity for Disadvantaged Students

Fair dealings will be maintained for students who might be disadvantaged in some way.

The focus here is on ensuring that students have a clear understanding of the terms of their engagement with "Challenge Employment & Training Ltd" and that the agreements are fair, transparent, and devoid of any coercive or misleading elements.

## Privacy principles

The *Privacy Amendment (Enhancing Privacy Protection) Act 2012* (Privacy Amendment Act) made many significant changes to the *Privacy Act 1988* (Privacy Act). These changes commenced on 12 March 2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014 when the [Privacy Principles](#) replaced the National Privacy Principles and Information Privacy Principles.

Privacy principles govern the collection, use, disclosure, and protection of student personal information.

### Collection

Only necessary information is collected for specific operations. Students are informed about the purpose of collecting their details.

### Use and Disclosure

Student personal information is not used or disclosed for secondary purposes without explicit consent, unless exceptions apply.

### Data Quality

Measures are taken to ensure accuracy, currency, and completeness of collected student information.

### Data Security

Measures are taken to protect collected student information from misuse, loss, or unauthorised access, modification, or disclosure.

### Openness

Documentation outlines how student personal information is collected, managed, and used. Students making inquiries are informed about the purpose and procedures of information collection and use.

### Access and Correction

Students have access to their personal information, and errors are corrected upon identification.

### Unique Identifiers

Unique identifiers are assigned only when necessary for operational efficiency. Government identifiers are used only for their intended purposes.

### Anonymity

Students can interact with the business without revealing their identity where practical and possible.

### Trans-border Data Flows

Privacy protection principles apply to data transfers throughout Australia.

### Sensitive Information

Specific consent is obtained to collect sensitive information, such as health, disability status, criminal record, or ethnic background.

### Informing staff and clients

Both staff and students are well-informed about legislative and regulatory requirements relevant to their roles and participation in vocational education and training.

### **Informing Staff and Clients**

Challenge Employment & Training Ltd will communicate legislative and regulatory requirements to both staff and clients. Awareness of these requirements is essential for effective operations and accountability.

### **Compliance and Accountability**

Challenge Employment & Training Ltd recognises that compliance with legislative requirements is foundational to its operations. It contributes to transparency, accountability, and the overall effectiveness of the organisation.

### **Staff Communication**

Staff will be informed about legislative requirements during their induction. Updates to legislation will be communicated through monthly management meetings and written correspondence.

### **Policy and Procedure Updates**

Policies, procedures, tools, and templates will be promptly updated to reflect changes in legislation. This ensures that the organisation's practices align with the most current requirements.

### **Training and Professional Development**

Necessary training will be organised in a professional and timely manner to ensure staff competence and compliance.

### **Online Access to Legislation**

Staff are encouraged to access current legislation online via the Australian Legal Information Institute.

All staff are encouraged to view current legislation online the [Australian Legal Information Institute](#).

## **Reporting**

Under the VET Quality Framework, the Data Provision Requirements are a separate legislative instrument governed by the National Vocational Education and Training Regulator Act 2011. These requirements pertain to the collection and reporting of registration and performance information, including quality indicator data and data derived from the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS).

AVETMISS is the national data standard for VET providers in Australia. It ensures consistent and accurate capturing of VET information related to students, courses, units of activity, and completed qualifications. AVETMISS facilitates national reporting of the VET system and provides comprehensive insights into various aspects of VET students, such as demographics, study locations, course enrolments, outcomes, and funding sources.

As per the Standards for RTOs 2025, all RTOs are now required to collect and report AVETMISS data. Challenge Employment & Training Ltd must adhere to the following obligations:

- Obtain full AVETMISS data in accordance with the requirements specified in the National VET Provider Collection Data Requirements Policy, subject to any applicable exemptions.
- Submit AVETMISS-compliant data as per the specifications outlined in the National VET Provider Collection Data Requirements Policy, subject to any applicable exemptions.

- Comply with any additional data provision requirements specified by the National VET Provider Collection Data Requirements.

Challenge Employment & Training Ltd is responsible for submitting AVETMISS-compliant data for all nationally recognised training where it is the issuing RTO for qualifications or statements of attainment. These reporting requirements align with [ASQA's Total VET activity reporting](#) guidelines. The data collection period spans 12 months of the calendar year, with the report submitted to the [National Centre for Vocational Education Research \(NCVER\)](#) in February of the following year.