



Student Handbook (Domestic)

Version 4.0 (01/06/2026)



Table of Contents

1. Introduction	7
2. About Signature Training College	7
3. Our Services	8
4. Mission, Vision and Objectives	9
5. Learner Rights and Responsibilities	9
Learner Rights	9
Learner Responsibilities	9
6. Pre-Enrolment Information and Suitability	10
Pre-Enrolment Information Provided	10
Entry Requirements	10
Industry and Regulatory Requirements	11
Suitability Assessment	11
Learner Support Needs Identification	11
7. Training Package Requirements	12
Structure of Qualifications	12
Competency-Based Training and Assessment	12
Compliance with Training Package Requirements	12
8. Learning Volume	13
Components of Learning	13
Duration and Volume of Learning	13
Technology Requirements	13
9. Student Expectations	14
Conduct and Behaviour	14
Attendance and Participation	14
Assessment and Deadlines	14
Compliance with RTO Policies	14
10. Unique Student Identifier (USI)	15
What is a USI?	15



Requirement for Enrolment.....	15
Creating a USI.....	15
Providing Your USI	15
Privacy and Security	15
11. Language, Literacy and Numeracy Support.....	16
LLN Assessment	16
Support Strategies	16
Reasonable Adjustments.....	16
Referrals.....	16
12. Access, Equity and Inclusive Learning	17
Access and Equity Principles	17
Inclusive Learning Environment	17
Reasonable Adjustments.....	17
Support for Disadvantaged Learners	17
Complaints and Equal Opportunity	18
13. Health and Wellbeing Support	18
Academic Support.....	18
Wellbeing Support	18
Referral to External Services	18
Support Access	18
14. Workplace Health and Safety	19
Learner Responsibilities	19
Hazard and Incident Reporting.....	19
Safe Learning Environment.....	19
Workplace and Practical Training	20
15. Privacy and Personal Information	20
Collection of Personal Information	20
Use and Disclosure of Information.....	20
Storage and Security.....	21
Access and Correction	21



Privacy Complaints	21
16. Fees and Charges	21
Fee Information	21
Payment Arrangements	22
Additional Fees	22
17. Refund Policy	22
Refund Eligibility	22
Cooling-Off Period	22
Special Circumstances	23
Refund Process	23
Consumer Protection	23
18. Complaints and Appeals	23
Lodging a Complaint or Appeal	23
Acknowledgement and Timeframes	23
Principles of Procedural Fairness	24
Record Keeping	24
External Appeals	24
Continuous Improvement	24
19. Assessment of Principles and Methods	24
Principles of Assessment	25
Rules of Evidence	25
Assessment Methods	25
Assessment Outcomes	25
Reassessment Policy	25
Reasonable Adjustment	26
Assessment Conduct	26
Appeals of Assessment Decisions	26
20. Academic Integrity and Learner Conduct	26
Academic Integrity Requirements	27
Forms of Academic Misconduct	27



Plagiarism.....	27
Collusion	27
Cheating.....	27
Contract Cheating.....	27
Falsification of Evidence	27
Misuse of Artificial Intelligence (AI)	27
Consequences of Academic Misconduct	28
Maintaining Integrity in Assessment	28
Appeals	28
21. Recognition of Prior Learning (RPL)	28
What is RPL?	28
RPL Application Process	29
Evidence Requirements	29
Assessment and Outcomes.....	29
Fees and Support	29
22. Credit Transfer.....	30
23. Issuing Qualifications	30
Types of Certification.....	30
Conditions for Issuance.....	30
Issuance Timeframe	30
Re-Issue of Certification	30
Record of Results	31
Compliance	31
24. Access to Records.....	31
Access to Academic Records.....	31
Request Process	31
Fees	32
Record Retention	32
Privacy and Confidentiality	32
25. Third-Party Arrangements	32



Scope of Third-Party Services	32
Approval and Agreements	33
Monitoring and Quality Assurance	33
RTO Responsibility	33
Learner Information	33
Compliance	33
26. Continuous Improvement and Governance	34
Continuous Improvement Approach	34
Sources of Feedback	34
Internal Reviews and Audits	34
Governance and Oversight	34
Implementation of Improvements	34
Commitment to Quality	35
27. Legislative Responsibilities	35
Key Legislative Frameworks	35
Workplace Health and Safety (WHS)	35
Privacy Legislation	35
Equal Opportunity and Anti-Discrimination	36
Consumer Protection	36
Compliance Responsibilities	36
28. Version Control	37



1. Introduction

This handbook provides comprehensive information about your rights, responsibilities, and the services provided by Signature Training College. It outlines all key requirements for participation in training and assessment, including learner support, assessment processes, complaints and appeals, fees, and certification. This handbook is designed to ensure that all learners are fully informed prior to enrolment and throughout their study. It provides clear, accurate and up-to-date information about:

- course requirements, units of competency and packaging rules;
- entry requirements, including any language, literacy and numeracy expectations and industry prerequisites (e.g. police checks, Working with Children Checks or vaccination requirements where applicable);
- training delivery modes, duration, attendance expectations and volume of learning;
- assessment processes, methods, evidence requirements, reassessment opportunities and timelines;
- learner support services, including academic, LLN, wellbeing and referral services;
- all fees and charges, payment terms, refund conditions and any additional costs;
- complaints and appeals processes, including internal procedures, timeframes and external escalation options; and
- certification outcomes, including conditions for issuance and reissuance of AQF qualifications.

This information enables learners to make informed decisions prior to enrolment, understand their rights and obligations, and actively engage in training and assessment processes. The handbook also ensures that learners are aware of how to access support, raise concerns, and seek resolution where required.

The handbook supports the protection of learner rights by ensuring transparency, accessibility of information, and procedural fairness. It ensures learners have access to appropriate support services, are assessed fairly and consistently, and are treated in accordance with the principles of natural justice. It promotes successful course completion and compliance with the RTO Standards 2025, the VET Quality Framework, and the National Vocational Education and Training Regulator Act 2011.

2. About Signature Training College

Welcome to Signature Training College. This handbook provides comprehensive information for domestic students who are undertaking nationally recognised training in Australia under the Standards for Registered Training Organisation (RTO) 2025.



It is designed to help you understand how to successfully commence, participate in, and complete your course while meeting the legal requirements as a student. This handbook explains your rights and obligations as an international student, including your entitlement to a safe, supportive, and high-quality learning environment.

In addition, this handbook outlines the College's responsibilities to you, the services available to support your academic and personal wellbeing, and the framework used to deliver and assess your training. You will find important information about course requirements, attendance and progress expectations, assessment processes, support services, complaints and appeals procedures, and the protections available to you under Australian law.

You are encouraged to read this handbook carefully before and during your studies and refer to it whenever needed to ensure you remain informed, compliant, and supported throughout your learning journey with Signature Training College.

3. Our Services

Signature Training College delivers the following nationally recognised qualifications:

Qualification Code	Qualification Name
CHC33021	Certificate III in Individual Support
CHC40315	Certificate IV in Ageing Support
CHC43121	Certificate IV in Disability Support
CHC52025	Diploma of Community Services
CHC53315	Diploma of Mental Health
CHC53415	Diploma of Leisure and Health
CHC30125	Certificate III in Early Childhood Education and Care
CHC50125	Diploma of Early Childhood Education and Care
BSB50420	Diploma of Leadership and Management
CPP30321	Certificate III in Cleaning Operations
FSK20119	Certificate II in Skills for Work and Vocational Pathways
SIT60322	Advanced Diploma of Hospitality Management
SIT50422	Diploma of Hospitality Management
SIT40422	Certificate IV in Hospitality
SIT30622	Certificate III in Hospitality
SIT30816	Certificate III in Commercial Cookery
SIR30216	Certificate III in Retail
HLT37315	Certificate III in Health Administration
HLT33115	Certificate III in Health Services Assistance
SHB30121	Certificate III in Beauty Services

All qualifications are delivered in accordance with nationally endorsed Training Packages, industry requirements, and regulatory standards.



4. Mission, Vision and Objectives

Mission: Deliver high-quality, industry-relevant training that supports employment outcomes.

Vision: To be a leading provider of vocational education producing skilled, job-ready graduates.

Objectives:

- Maintain compliance with regulatory standards
- Ensure training meets industry needs
- Support learner success and progression

5. Learner Rights and Responsibilities

Learner Rights

As a learner at the Signature Training College, you have the right to:

- Receive training and assessment that meets the requirements of the relevant Training Package and RTO Standards 2025
- Be provided with clear, accurate, and current information prior to enrolment, including course requirements, fees, duration, delivery mode, and outcomes
- Be treated fairly, respectfully, and without discrimination at all times
- Be informed of your progress and receive timely feedback on assessment outcomes
- Access appropriate support services, including LLN, academic and wellbeing support
- Have your personal information protected in accordance with the Privacy Act 1988
- Submit complaints and appeals without fear of disadvantage or victimisation
- Access your training records and results within a reasonable timeframe
- Receive AQF certification documentation within required regulatory timeframes
- Be informed of any changes that may affect your course or enrolment

Learner Responsibilities

As a learner, you are expected to:

- Actively participate in training and assessment activities
- Complete all required assessment tasks by the due dates
- Submit only your own work and maintain academic integrity



- Follow all policies and procedures of Signature Training College
- Treat staff and other learners with respect and professionalism
- Comply with workplace health and safety requirements
- Provide accurate and complete information during enrolment and training
- Notify the College of any issues that may affect your ability to complete your training
- Maintain satisfactory attendance and progress

Failure to meet these responsibilities may result in academic intervention, disciplinary action, or cancellation of enrolment.

6. Pre-Enrolment Information and Suitability

Signature Training College ensures all prospective learners are provided with clear, accurate, and sufficient information prior to enrolment to enable informed decision-making, in accordance with the RTO Standards 2025.

Pre-Enrolment Information Provided

Before enrolment, learners will receive information including (but not limited to):

- **Qualification details:** units of competency, packaging rules, elective choices and course outcomes
- **Course duration and delivery:** mode (face-to-face, blended, workplace-based), timetable/attendance requirements, and expected volume of learning
- **Assessment requirements:** types of assessment (e.g. written tasks, observations, projects), evidence requirements, reassessment opportunities and timeframes
- **Fees and charges:** total course fees, payment schedules, non-tuition costs (e.g. materials, uniforms), refund conditions and additional fees (e.g. re-assessment, re-issuing certificates)
- **Support services:** available LLN, academic and wellbeing supports and how to access them
- **Employment pathways:** typical job roles and further study pathways relevant to the qualification
- **Certification conditions:** requirements for issuance of AQF certification including successful completion, fee payment, and valid USI

Entry Requirements

Each course may have specific entry requirements. These may include:

- Minimum age requirements (if applicable)
- Language, literacy and numeracy (LLN) levels appropriate to the qualification



- Prior qualifications or work experience (where applicable)
- Access to a computer, digital devices and internet

Detailed course-specific entry requirements, licensing requirements, work placement requirements and industry prerequisites are provided in the relevant Course Information Sheet available prior to enrolment.

Industry and Regulatory Requirements

Certain courses may require learners to meet additional industry requirements prior to or during enrolment, including:

- Police Check (National Police Certificate)
- Working with Children Check (WWCC)
- First Aid Certificate
- Vaccinations or medical clearances

Where relevant, learners will be informed of these requirements prior to enrolment.

Suitability Assessment

Signature Training College conducts a suitability assessment prior to enrolment to ensure the course is appropriate for the learner. This may include:

- Review of LLN assessment results
- Discussion of learning goals, career outcomes and expectations
- Consideration of prior education, skills and experience
- Identification of any barriers to completion (e.g. work commitments, personal circumstances)
- Review of digital literacy skills required for participation in training and assessment
- Assessment of access to appropriate technology, devices and internet connectivity where required

Learner Support Needs Identification

Where a learner is identified as requiring support, appropriate assistance will be provided prior to and during training. This may include:

- Additional LLN support
- Modified learning strategies
- Referral to external support services



Enrolment will only proceed where it is determined that the learner is suitable for the course and that adequate support can be provided to assist successful completion.

7. Training Package Requirements

All qualifications delivered by Signature Training College are based on nationally endorsed Training Packages that define the skills, knowledge, and performance standards required by industry.

Structure of Qualifications

Each qualification is made up of:

- **Core units:** mandatory units that must be successfully completed
- **Elective units:** units selected according to Training Package packaging rules and course requirements

Learners must successfully complete all required units of competency to be eligible for the award of a qualification or Statement of Attainment.

Competency-Based Training and Assessment

Training and assessment are conducted using a competency-based approach. This means learners are assessed on their ability to demonstrate the required skills and knowledge in real or simulated workplace conditions.

Assessment outcomes are recorded as:

- **Competent (C):** the learner has met all required standards
- **Not Yet Competent (NYC):** further evidence or development is required

Learners assessed as Not Yet Competent will receive feedback and be provided with opportunities for reassessment in accordance with the Assessment Policy.

Compliance with Training Package Requirements

The College ensures that all training and assessment:

- Complies with current Training Package requirements
- Meets industry standards and expectations
- Aligns with regulatory and licensing requirements where applicable

Training materials and assessment tools are regularly reviewed to ensure they reflect the most current version of the Training Package and support high-quality learning outcomes.



8. Learning Volume

Courses include a combination of structured learning, self-directed study, workplace practice (where applicable), and assessment activities to support the development of knowledge and practical skills.

Components of Learning

- **Structured learning:** Trainer-led sessions such as classroom training, workshops, online learning sessions, and facilitated activities
- **Self-study:** Independent study including reading materials, completing learning activities, research, and revision tasks
- **Workplace practice:** Practical application of skills in a real or simulated workplace environment, including work placement or vocational placement requirements where applicable
- **Assessment activities:** Tasks designed to measure competency, including written assessments, practical demonstrations, projects, and observations

Duration and Volume of Learning

The duration and volume of learning for each qualification are determined based on:

- The Australian Qualifications Framework (AQF) guidelines
- The complexity of the qualification level
- The learner's prior experience and existing skills

The College ensures that the amount of training and assessment provided is sufficient for learners to effectively develop the required competencies and achieve successful outcomes.

Technology Requirements

Learners undertaking online or blended delivery must have access to:

- A computer or suitable device
- Reliable internet access
- Current web browser software
- Microsoft Office or equivalent software where required

These changes would bring the handbook much closer to what auditors expect under learner information, support, suitability and consumer protection obligations under the 2025 Standards.



9. Student Expectations

Signature Training College expects all learners to demonstrate responsible, respectful, and professional behaviour throughout their training and assessment.

Conduct and Behaviour

Learners are expected to:

- Treat trainers, staff, and other learners with respect and professionalism
- Contribute to a safe, inclusive, and supportive learning environment
- Follow all College policies, procedures, and lawful instructions

Attendance and Participation

Learners must:

- Attend all scheduled training sessions, including face-to-face, online, and workplace-based activities
- Actively participate in learning activities and discussions
- Notify the College of any absence or inability to attend

Assessment and Deadlines

Learners are required to:

- Complete and submit all assessment tasks by the specified due dates
- Follow all assessment instructions and requirements
- Submit work that meets required standards and is their own

Compliance with RTO Policies

Learners must comply with all relevant policies, including:

- Academic Integrity requirements
- Workplace Health and Safety (WHS) requirements
- Complaints and Appeals procedures

Failure to meet these expectations may result in academic intervention, disciplinary action, or, in serious cases, suspension or cancellation of enrolment.



10. Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a nationally recognised reference number that is required for all learners undertaking accredited vocational education and training (VET) in Australia.

What is a USI?

The USI is a unique 10-character identifier that:

- Creates a secure online record of your nationally recognised training and qualifications
- Allows you to access your training records and results at any time
- Ensures that your qualifications are recorded in the national VET system

Requirement for Enrolment

All learners must have a valid USI before:

- Enrolling in nationally recognised training
- Receiving a Statement of Attainment or Qualification

Signature Training College is unable to issue certification until a valid USI is provided and verified.

Creating a USI

Learners can create their USI by visiting the official USI website:

- <https://www.usi.gov.au>

You will need valid identification (such as a passport, driver's licence, or Medicare card) to create your USI.

Providing Your USI

Learners must provide their USI to the College at the time of enrolment or as soon as possible thereafter. The College will verify the USI with the national system to ensure accuracy.

Privacy and Security

The USI system is managed by the Australian Government and your personal information is protected under relevant privacy legislation. Signature Training College will maintain confidentiality of your USI and associated records in accordance with the Privacy Act 1988.



A valid USI is required for enrolment in nationally recognised training and for issuing certification

11. Language, Literacy and Numeracy Support

Signature Training College is committed to identifying and supporting the language, literacy, and numeracy (LLN) needs of all learners to ensure successful participation in training and assessment.

LLN Assessment

All learners undergo an LLN assessment at enrolment to determine their current skill levels and suitability for the chosen course. This assessment assists the College in identifying any support needs early and ensuring that learners are placed in a course appropriate to their abilities.

Support Strategies

Where LLN needs are identified, the College will provide appropriate support, which may include:

- Additional learning support sessions or tutoring
- Adapted learning materials and resources
- Simplified instructions and additional explanations from trainers
- One-on-one assistance or mentoring where required

Reasonable Adjustments

The College may implement reasonable adjustments to support learners, such as:

- Additional time to complete assessment tasks
- Alternative assessment methods or formats
- Use of assistive technologies or resources

All adjustments are applied without compromising the integrity of the unit of competency or assessment requirements.

Referrals

Where required, learners may be referred to external specialist services for additional LLN support.

The College is committed to ensuring all learners are provided with the opportunity to develop the necessary LLN skills to successfully complete their training and achieve their qualification outcomes.



12. Access, Equity and Inclusive Learning

Signature Training College is committed to providing an inclusive learning environment that ensures all learners have equitable access to education, training, and support services, regardless of their background or individual circumstances.

Access and Equity Principles

The College ensures that:

- All learners are treated fairly, respectfully, and without discrimination
- Training and assessment services are accessible to all eligible learners
- Barriers to participation are identified and addressed where possible

Inclusive Learning Environment

The College promotes an inclusive culture by:

- Respecting diversity, including cultural, linguistic, and social differences
- Providing a safe and supportive learning environment free from harassment or discrimination
- Encouraging participation and engagement from all learners

Reasonable Adjustments

Where required, reasonable adjustments are made to support learners with specific needs. These may include:

- Modified learning materials or delivery methods
- Additional support from trainers or support staff
- Adjusted assessment conditions (e.g. extra time or alternative formats)

All reasonable adjustments are implemented without compromising the integrity of the unit of competency or assessment requirements.

Support for Disadvantaged Learners

Additional support may be provided to learners who:

- Have disabilities or medical conditions
- Face language, literacy, or numeracy challenges
- Experience social or economic disadvantage



Complaints and Equal Opportunity

Learners who believe they have experienced discrimination or unfair treatment may access the Complaints and Appeals process outlined in Section 18.

Signature Training College is committed to promoting fairness, equality, and inclusion in all aspects of training and assessment.

13. Health and Wellbeing Support

Signature Training College is committed to supporting the health, wellbeing, and overall success of all learners throughout their training and assessment journey.

Academic Support

The College provides a range of academic support services to assist learners in achieving their learning outcomes, including:

- Additional assistance from trainers during and outside scheduled sessions
- Access to learning resources and study support materials
- Guidance on assessment requirements and study techniques

Wellbeing Support

The College recognises that personal wellbeing is essential to successful learning. Learners may access support for:

- Managing stress, workload, and study-life balance
- Adjusting to the learning environment
- Addressing personal or emotional challenges that may impact study

Referral to External Services

Where appropriate, learners may be referred to external organisations that provide specialised support services, including:

- Counselling and mental health services
- Community support organisations
- Medical or professional services

Support Access

Learners are encouraged to speak with their trainer or College staff if they require support. All requests for support will be treated confidentially and handled with sensitivity.



Signature Training College is committed to fostering a supportive, safe, and learner-focused environment that promotes both academic success and personal wellbeing.

Learners can access support services by contacting:

- Student Services Email: info@stc.edu.au
- Student Services Phone: 02 8896 2036
- Campus Address: Suite 1 Level 1 191 Church St, Parramatta NSW 2150
- Support Hours: 9 am to 5 pm Monday to Friday

Where internal support is insufficient, learners may be referred to appropriate external support services.

14. Workplace Health and Safety

Signature Training College is committed to providing a safe and healthy learning environment for all learners, staff, and visitors in accordance with Workplace Health and Safety (WHS) legislation.

Learner Responsibilities

Learners are required to:

- Follow all WHS policies, procedures, and instructions provided by the College
- Take reasonable care for their own health and safety and that of others
- Use equipment and facilities safely and correctly
- Wear required personal protective equipment (PPE) where applicable

Hazard and Incident Reporting

Learners must:

- Report any hazards, risks, or unsafe conditions immediately to a trainer or staff member
- Report all accidents, injuries, or near misses as soon as possible

All incidents will be recorded and managed in accordance with WHS procedures.

Safe Learning Environment

The College ensures that:

- Training environments are safe and regularly monitored
- Equipment is maintained and fit for purpose



- Learners are provided with safety instructions and guidance prior to undertaking activities

Workplace and Practical Training

Where training occurs in simulated or real workplace settings:

- Learners must comply with site-specific safety requirements
- Supervisors and trainers will monitor safe practices
- Risk assessments are conducted where required

Failure to comply with WHS requirements may result in removal from activities, disciplinary action, or cancellation of enrolment where serious breaches occur.

15. Privacy and Personal Information

Signature Training College is committed to protecting the privacy, confidentiality, and security of all personal information collected from learners in accordance with the Privacy Act 1988 and relevant data protection legislation.

Collection of Personal Information

The College collects personal information that is reasonably necessary for the delivery of training and assessment services. This may include:

- Personal identification details (e.g. name, date of birth, contact information)
- Enrolment and academic records
- Unique Student Identifier (USI) information
- Assessment outcomes and training progress

Use and Disclosure of Information

Personal information is used for purposes including:

- Managing enrolment and training delivery
- Recording competency outcomes and issuing certification
- Reporting to government agencies as required by law (e.g. National VET Data Collection)

Information will only be disclosed to third parties where:

- Required by law or regulatory bodies
- Authorised by the learner
- Necessary for training and assessment delivery (e.g. work placement providers)



Storage and Security

The College ensures that all personal information is:

- Stored securely in electronic and/or physical formats
- Protected from unauthorised access, loss, or misuse
- Maintained in accordance with record-keeping requirements

Access and Correction

Learners have the right to:

- Access their personal information held by the College
- Request corrections to inaccurate or incomplete records

Requests for access or correction should be made in writing and will be processed within a reasonable timeframe.

Privacy Complaints

If a learner believes their privacy has been breached, they may lodge a complaint in accordance with the Complaints and Appeals process outlined in Section 18.

The College is committed to ensuring that all personal information is handled responsibly, transparently, and in compliance with legislative requirements..

16. Fees and Charges

Signature Training College is committed to providing clear, transparent, and accurate information regarding all fees and charges in accordance with the RTO Standards 2025 and Australian Consumer Law.

Fee Information

Prior to enrolment, learners will receive detailed information about all applicable fees, including:

- Total course tuition fees
- Payment plans and schedules
- Non-tuition costs (e.g. learning materials, uniforms, equipment)
- Additional fees such as reassessment, late payments, and certificate re-issuance

All fees are outlined in the enrolment agreement and must be understood and agreed to before enrolment is confirmed.



Payment Arrangements

Learners may be offered flexible payment plans. Payment terms include:

- Fees must be paid according to the agreed schedule
- Instalments must be paid by the due dates specified
- Receipts will be issued for all payments

Failure to make payments may result in:

- Suspension of training and assessment services
- Withholding of results or certification
- Cancellation of enrolment

Additional Fees

Where applicable, additional fees may be charged for:

- Reassessment beyond the allowable attempts
- Replacement or re-issue of certificates
- Recognition of Prior Learning (RPL) applications

All additional fees will be communicated in advance.

17. Refund Policy

Signature Training College maintains a fair and equitable refund policy that complies with Australian Consumer Law and ensures learners are treated consistently and transparently.

Refund Eligibility

Refunds may be granted under the following circumstances:

- **Course Cancellation:** If the College cancels the course, learners will receive a full refund of all fees paid
- **Withdrawal Before Commencement:** Learners withdrawing prior to course start may be eligible for a full or partial refund (less any administration fees)
- **Withdrawal After Commencement:** Refunds are generally not provided after the course has commenced unless exceptional circumstances apply

Cooling-Off Period

Where applicable, learners are entitled to a cooling-off period under Australian Consumer Law, allowing them to withdraw from the agreement within a specified period.



Special Circumstances

Refund requests may be considered where learners experience:

- Serious illness or injury (supported by medical evidence)
- Compassionate or compelling circumstances (e.g. family emergencies)

Each case is assessed individually based on supporting documentation.

Refund Process

- All refund requests must be submitted in writing
- The College will review and provide a written outcome
- Approved refunds will be processed within **28 days**

Consumer Protection

This policy does not remove or replace the learner's rights under Australian Consumer Law.

18. Complaints and Appeals

Signature Training College is committed to providing a fair, transparent, and accessible complaints and appeals process in accordance with the RTO Standards 2025. All complaints and appeals are handled in a timely and equitable manner and in accordance with the principles of natural justice and procedural fairness.

Lodging a Complaint or Appeal

Learners may lodge a complaint or appeal regarding any aspect of their training, including:

- Training delivery or assessment outcomes
- Staff conduct
- Administrative processes
- Enrolment, fees or services provided

Complaints and appeals may be submitted in writing, via email, in person, or using the official Complaints and Appeals Form.

Acknowledgement and Timeframes

- All complaints and appeals will be acknowledged in writing within **24 hours** of receipt
- The process will commence within **7 working days**
- A written outcome will be provided within **14 days**
- All complaints and appeals will be finalised within **60 calendar days**



Where additional time is required, learners will be informed in writing of the reasons for the delay and provided with regular updates on progress.

Principles of Procedural Fairness

Signature Training College ensures that:

- All parties are treated with respect and without bias
- Learners have the opportunity to present their case
- Decisions are based on evidence
- A support person may be present during any stage of the process

Record Keeping

All complaints and appeals are documented and stored securely. Records include:

- Details of the complaint or appeal
- Actions taken
- Outcomes and decisions

These records are used to support continuous improvement.

External Appeals

If a learner is not satisfied with the outcome of the internal process, they may seek an independent external review. External options include:

- **National Training Complaints Service (NTCS):** 13 38 73
- **NSW Fair Trading:** for consumer-related complaints

Signature Training College will cooperate fully with any external investigation or review.

Continuous Improvement

Outcomes from complaints and appeals are analysed to identify opportunities for improvement and are recorded in the Continuous Improvement Register.

Learners will not be disadvantaged or victimised for lodging a complaint or appeal.

19. Assessment of Principles and Methods

Signature Training College ensures that all assessments are conducted in accordance with the RTO Standards 2025 and complies with the Principles of Assessment and Rules of Evidence.



Principles of Assessment

All assessments are:

- **Fair:** Learners are informed about the assessment process and provided with opportunities to demonstrate competence
- **Flexible:** Assessment is adapted to meet individual learner needs where appropriate
- **Valid:** Assessment accurately reflects the requirements of the unit of competency
- **Reliable:** Assessment outcomes are consistent regardless of assessor or context

Rules of Evidence

Evidence collected for assessment must be:

- **Valid:** Directly related to the competency being assessed
- **Sufficient:** Enough evidence is gathered to make a judgement of competency
- **Authentic:** The learner's own work
- **Current:** Demonstrates recent knowledge and skills

Assessment Methods

Assessment may include (but is not limited to):

- Written assessments and knowledge questions
- Practical demonstrations and observations
- Workplace tasks and projects
- Case studies and simulations
- Third-party reports (e.g. supervisor feedback)

Learners will be provided with clear instructions, assessment criteria, and due dates for each assessment task.

Assessment Outcomes

Assessment results are recorded as:

- **Competent (C)** – all requirements met
- **Not Yet Competent (NYC)** – additional evidence required

Learners will receive timely feedback on assessment outcomes to support improvement.

Reassessment Policy

If a learner is assessed as Not Yet Competent (NYC):

- They will be provided with feedback outlining gaps in performance



- They will be given the opportunity to resubmit or be reassessed
- A maximum of **two reassessment attempts** will be provided at no additional cost (unless otherwise specified)

Further attempts may incur additional fees and may require re-enrolment.

Reasonable Adjustment

Where required, reasonable adjustments may be made to assessment to accommodate individual learner needs. This may include:

- Adjustments to assessment format or method
- Additional time to complete tasks
- Use of assistive technology

All adjustments will maintain the integrity of the unit of competency.

Assessment Conduct

Learners must:

- Follow all assessment instructions
- Submit work by required deadlines
- Ensure all work is their own

Failure to comply may result in assessment being deemed invalid.

Appeals of Assessment Decisions

If a learner disagrees with an assessment outcome, they may access the Appeals process outlined in Section 18 of this handbook.

Appeals regarding assessment decisions should be lodged within 20 working days of receiving the assessment outcome.

20. Academic Integrity and Learner Conduct

Signature Training College is committed to maintaining the highest standards of academic integrity and ensuring that all assessment outcomes are valid, reliable, and attributable to the learner. This section relates solely to learner conduct and academic integrity requirements and does not include administrative matters such as fees, charges, or refund arrangements, which are addressed separately in Sections 16 and 17.



Academic Integrity Requirements

Learners are required to:

- Submit work that is entirely their own
- Acknowledge all sources of information appropriately
- Follow instructions provided for each assessment task
- Avoid any form of academic misconduct

Forms of Academic Misconduct

Academic misconduct includes, but is not limited to:

Plagiarism

Presenting another person's work, ideas, or data as your own without proper acknowledgement. This includes copying text, images, or content from books, websites, or other learners.

Collusion

Unauthorised collaboration with another person to complete an assessment task that is required to be completed individually.

Cheating

Any dishonest behaviour to gain an unfair advantage, including copying during assessments or using unauthorised materials.

Contract Cheating

Submitting work completed by another person or third-party service (including paid services or online providers) as your own.

Falsification of Evidence

Providing false or misleading information, including fabricated workplace evidence or third-party reports.

Misuse of Artificial Intelligence (AI)

The use of artificial intelligence tools (e.g. ChatGPT or similar systems) where not permitted, or without appropriate acknowledgement, is considered academic misconduct. Learners must only use AI tools where explicitly allowed and must follow instructions provided by trainers and assessors.



Consequences of Academic Misconduct

If a learner is suspected of academic misconduct:

- The matter will be investigated in accordance with procedural fairness principles
- The learner will be given an opportunity to respond
- Evidence will be reviewed before a decision is made

Depending on the severity, consequences may include:

- Re-assessment or resubmission
- Additional training requirements
- Formal warning
- Cancellation of assessment results
- Suspension or cancellation of enrolment

Maintaining Integrity in Assessment

To ensure fairness and integrity:

- Identity of learners may be verified during assessments
- Assessments may be conducted under supervision
- Third-party evidence may be validated

Appeals

Learners have the right to appeal decisions relating to academic misconduct in accordance with the Complaints and Appeals process outlined in Section 18.

All breaches of academic integrity are recorded and may be used to inform continuous improvement processes.

21. Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process that allows learners to have their existing skills, knowledge, and experience formally recognised against the requirements of a unit of competency.

What is RPL?

RPL recognises learning that has occurred through:

- Previous formal education or training
- Work experience
- Informal or life experiences



This process enables learners to avoid unnecessary training where they can already demonstrate competency.

RPL Application Process

Learners who wish to apply for RPL must:

- Submit an application form
- Provide relevant evidence to support their claim of competency
- Participate in an assessment process, which may include interviews or practical demonstrations

Evidence Requirements

Evidence provided for RPL must:

- Be relevant to the unit of competency
- Be current and demonstrate recent skills and knowledge
- Be authentic (the learner's own work)
- Be sufficient to allow a judgement of competency

Examples of evidence may include:

- Work samples or portfolios
- Resume and job descriptions
- References or third-party reports
- Certificates or transcripts from previous training

Assessment and Outcomes

RPL applications are assessed by qualified assessors. Outcomes are recorded as:

- Competent (C)
- Not Yet Competent (NYC)

Learners will receive feedback on the outcome of their RPL application. Where competency is not demonstrated, gap training or further assessment may be required.

Fees and Support

Fees may apply for RPL assessments and will be communicated prior to application. Learners will be provided with guidance and support throughout the RPL process.

Signature Training College ensures that all RPL assessments are conducted in accordance with the RTO Standards 2025 and the Principles of Assessment and Rules of Evidence.



22. Credit Transfer

Signature Training College recognises AQF qualifications and Statements of Attainment issued by other Registered Training Organisations.

Learners may apply for Credit Transfer by providing:

- Certified copies of statements of attainment or qualifications
- Academic transcripts where applicable

Where equivalence can be confirmed, Credit Transfer will be granted and the learner will not be required to undertake training or assessment for the recognised units.

23. Issuing Qualifications

Signature Training College issues nationally recognised AQF certification documentation in accordance with the RTO Standards 2025.

Types of Certification

Learners who successfully complete their training will receive:

- **Qualification Certificate:** issued when all units of competency within a qualification are successfully completed
- **Statement of Attainment:** issued where one or more units of competency have been successfully completed (partial completion)

Conditions for Issuance

Certification will only be issued where the learner has:

- Successfully achieved competency in all required units (for full qualification)
- Paid all outstanding fees
- Provided and had a valid Unique Student Identifier (USI) verified

Issuance Timeframe

Certification documentation will be issued within **30 calendar days** of the learner meeting all requirements.

Re-Issue of Certification

Learners may request a replacement copy of their certificate if it is lost or damaged. A re-issue fee may apply.



Record of Results

All certifications issued includes a record of results listing all units of competency completed and the outcome achieved.

In accordance with regulatory requirements, student qualification and statement of attainment records are retained for a minimum of 30 years.

Compliance

Signature Training College ensures that all certification:

- Meets the requirements of the Australian Qualifications Framework (AQF)
- Is accurate and only issued to learners who have met all requirements
- Is recorded and reported to the national VET system

The College maintains accurate records of all certification issued in accordance with regulatory and record-keeping requirements.

24. Access to Records

Signature Training College ensures that learners have access to their training and assessment records in accordance with the RTO Standards 2025 and applicable privacy legislation.

Access to Academic Records

Learners have the right to request access to their personal and academic records, including:

- Enrolment details
- Assessment of outcomes and results
- Qualification and certification records

Request Process

To access records, learners must:

- Submit a request in writing (via email or official form)
- Provide sufficient identification to verify their identity

The College will process requests within a reasonable timeframe, generally within **10 working days**.



Fees

Access to records is generally provided at no cost. However, a fee may apply for:

- Re-issuing certificates or statements
- Providing copies of archived records

Any applicable fees will be communicated in advance.

Record Retention

Signature Training College maintains records in accordance with regulatory requirements, including:

- Retaining qualification records for a minimum period as required by law
- Ensuring secure storage and protection of all learner information

Privacy and Confidentiality

All requests for records are handled in accordance with the Privacy Act 1988. Personal information will only be released to:

- The learner
- An authorised representative with written consent
- Regulatory bodies where required by law

The College is committed to ensuring that all learner records are accurate, secure, and accessible when required.

25. Third-Party Arrangements

Signature Training College may engage approved third-party organisations to deliver training and/or assessment services on its behalf. The College retains full responsibility for the quality, compliance, and outcomes of all services delivered under these arrangements.

Current approved third-party providers are listed in the Course Information Guide and on the College website.

Scope of Third-Party Services

Third-party providers may be used for:

- Delivery of specific units or course components
- Workplace-based training or supervision
- Assistance with assessment activities where appropriate



Approval and Agreements

All third-party providers are:

- Formally approved prior to engagement
- Assessed for qualifications, experience, and industry relevance
- Engaged under a written agreement outlining roles, responsibilities, and compliance requirements

Monitoring and Quality Assurance

Signature Training College monitors all third-party providers through:

- Regular audits and performance reviews
- Validation and moderation of assessment practices and outcomes
- Collection of learner feedback

RTO Responsibility

The College ensures that:

- All training and assessment complies with Training Package requirements and RTO Standards 2025
- Learners receive consistent quality training regardless of delivery location
- Any identified issues are addressed through corrective actions

Learner Information

Where third-party providers are involved, learners will be informed of:

- The name and role of the third-party provider
- The services they will deliver
- How to access support, complaints, and appeals processes

Compliance

Signature Training College remains fully responsible for:

- Meeting all regulatory and quality standards
- Protecting learner rights and interests
- Accurate reporting and record-keeping

All third-party arrangements are regularly reviewed to ensure ongoing compliance and high-quality training outcomes.



26. Continuous Improvement and Governance

Signature Training College is committed to ongoing continuous improvement and effective governance to ensure the quality, relevance, and compliance of all training and assessment services in accordance with the RTO Standards 2025.

Continuous Improvement Approach

The College adopts a systematic approach to continuous improvement by:

- Collecting and analysing data from training and assessment activities
- Reviewing learner performance, completion rates, and outcomes
- Evaluating trainer and assessor performance
- Monitoring feedback from learners, staff, and industry stakeholders

Sources of Feedback

Continuous improvement is informed by a range of feedback sources, including:

- Learner surveys and course evaluations
- Complaints and appeals outcomes
- Industry consultation and employer feedback
- Trainer and staff input
- Validation and moderation activities

Internal Reviews and Audits

The College conducts regular internal reviews to ensure quality and compliance, including:

- Training and assessment validation
- Compliance audits against RTO Standards 2025
- Review of policies, procedures, and resources

Governance and Oversight

Effective governance is maintained through:

- Management oversight of training operations and compliance
- Regular review meetings and reporting structures
- Maintenance of a Continuous Improvement Register to track actions and outcomes
- Implementation of corrective and preventive actions where issues are identified

Implementation of Improvements

Where opportunities for improvement are identified:



- Actions are documented and assigned to responsible staff
- Timeframes for completion are established
- Outcomes are monitored and reviewed to ensure effectiveness

Commitment to Quality

Learners are encouraged to provide feedback through surveys, course evaluations, informal discussions and the complaints and appeals process. Feedback is reviewed and used to improve training and support services.

Signature Training College is committed to maintaining high standards of education and ensuring that all services remain responsive to learner needs, industry expectations, and regulatory requirements.

Continuous improvement processes ensure that training delivery remains current, effective, and aligned with best practice in the vocational education and training sector.

27. Legislative Responsibilities

Signature Training College complies with all relevant Commonwealth and State/Territory legislation, regulations, standards, and guidelines applicable to the delivery of vocational education and training (VET) in Australia.

Key Legislative Frameworks

The College operates in accordance with, but is not limited to, the following:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2025
- Australian Qualifications Framework (AQF)
- Education Services for Overseas Students (ESOS) Act 2000 (where applicable)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (where applicable)

Workplace Health and Safety (WHS)

The College complies with Workplace Health and Safety legislation to ensure:

- Safe training environments
- Risk management practices
- Protection of learners, staff, and visitors

Privacy Legislation

All personal information is managed in accordance with the Privacy Act 1988, ensuring:



- Confidentiality and secure storage of learner information
- Appropriate use and disclosure of personal data
- Protection against unauthorised access and misuse

Equal Opportunity and Anti-Discrimination

The College is committed to complying with relevant equal opportunity and anti-discrimination legislation to ensure fair and equitable treatment of all learners.

Consumer Protection

Signature Training College complies with Australian Consumer Law to ensure learners receive accurate information, fair treatment, and access to refunds and complaint processes where applicable.

Compliance Responsibilities

The College ensures that:

- All staff are aware of and comply with legislative requirements
- Policies and procedures are regularly reviewed to reflect legislative changes
- Training and assessment practices meet regulatory and industry standards

Signature Training College is committed to maintaining full compliance with all applicable legislation and ensuring that learners are protected and supported throughout their training.



28. Version Control

This document is reviewed regularly to ensure it remains current and compliant.

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this policy.

Responsible Officer	CEO
Implementation Officer	Academic/RTO Manager
Last Approval	29.05.2026
Review Date	29.05.2027
Approved by	Chief Executive Officer
Associated Documents	
Version Control	
Version 4.0	

OFFICE USE ONLY			
Written/reviewed by	Authorised for release by	Version number	Signature of authorising person
Jeevanjot Minhas	Jeevanjot Minhas	4.0	Jeevanjot Minhas
VERSION HISTORY			
Version:	Date of Effect:	Brief Summary of Change:	
1.0	05/02/2017	Initial release	
2.0	30/03/2021	Review of document	
2.1	18/12/2022	Review and reissued	
3.0	16/03/2023	Update of courses in scope	
3.1	16/02/2024	Update of Authorised Signatory	
3.2	12/11/2025	Formatted to comply with style guide, control copy required and update of superseded courses.	
3.3	30/03/2026	Updated course information (typos corrected and superseded courses removed), added campus addresses, and included Health and Wellbeing Policy section.	
3.4	29/05/2026		
4.0	01/06/2026		