



NEW
ENERGY
TRAINING

New Energy Training Pty Ltd

A Registered Training Organisation

RTO Number 45919

Student Handbook 2026

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INTRODUCTION

This student handbook has been prepared for prospective and current clients of New Energy Training to provide advice and guidance to students prior to enrolling and during their training.

New Energy Training Pty Ltd is a Registered Training Organisation (RTO) National Provider Number 45919. We offer training in a variety of nationally recognised training programs predominantly in the renewable energy field.

Our training is nationally recognised and on successful completion of your training you will be issued a Nationally Recognised Statement of Attainment in the units of competency you complete. Nationally recognised means your Statement of Attainment is recognised within the Australian Qualifications Framework. We are based in Queensland but train Australia wide. We have three modern and fully quipped training venues in Brisbane, Sydney and Melbourne and mobile training facilities allowing us to deliver quality training in regional areas.

All our Trainers have extensive vocational experience in the training field in which they train. All Trainers have experience and industry background in the training programs they deliver.

To ensure that the training we offer remains relevant and industry focused, we network widely and have developed strategic alliances with companies in the areas in which we deliver training.

These industry areas include:

- Renewable energy
- Electrotechnology
- Mining
- Transport industries
- Health Services

New Energy Training Pty Ltd takes great satisfaction and pride in seeing our graduates start new careers, enhance their professionalism, and gain the confidence that professional training brings.

PRIVACY POLICY

We understand the importance people place on their privacy and personal information. As such we take your privacy very seriously and comply with the requirements of the Australian Privacy Principles (APPs).

New Energy Training is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at [Australian-privacy-principles](#)

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include names, addresses, email addresses, phone and other contact information.

This Personal Information is obtained in many ways including interviews, enrolment forms, online enquiries, correspondence, by telephone, by email, via our website and from other publicly available sources. We do not guarantee website links or the policy of any authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When we collect Personal Information, we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record, or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent or where required or authorised by law.

Refer to **the VET Data Policy** that follows this section.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties such as employers or Job Network Agencies wishing to enroll you. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information will only be disclosed in circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification, or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 6 months and electronic records which we are required by regulating bodies to maintain for 30 years.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing or email trainer@newenergytraining.com.au

New Energy Training will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information, we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete, and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services for you.

If you enrol as a student

As a Registered Training Organisation (RTO), New Energy Training Pty Ltd is required to comply with the National VET Data Policy which follows this paragraph.

NATIONAL VET DATA POLICY

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If we are unable to collect that information, we are unable to enroll you as a student.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing, and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use, and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisation) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details trainer@newenergytraining.com.au.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at [vet-privacy-notice](#)

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact New Energy Training Pty Ltd to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Privacy Policy Complaints and Enquiries

If you have any queries about our Privacy Policy, please contact us at: trainer@newenergytraining.com.au.

STUDENT CODE OF CONDUCT POLICY

This document provides all staff and students with a summary of the behaviour expected from Students while undertaking education and training with New Energy Training Pty Ltd. It applies to the use of the organisation's resources, networks, education, and support services, whilst in class, undertaking on-line activities, vocational placement activities, traineeships, apprenticeships, or any other academic activity associated with the Organisation.

Student Code of Conduct Purpose

New Energy Training strives to provide a supportive, inclusive, rich and positive experience where all learners and staff feel respected, valued and safe. This policy outlines the standards of behaviour expected of learners and the procedures for managing breaches of the Student Code of Conduct. It applies to the use of the organisation's resources, networks, education, and support services, whilst in class, undertaking on-line activities, vocational placement activities, traineeships, apprenticeships, or any other academic activity associated with the Organisation. When attending a course conducted by New Energy Training Pty Ltd at any place where we hold training, we ask all students to be courteous to each other, to our staff and to all people who they encounter in and around the venue. Please consider and abide by these basic rules.

Scope

This policy applies to:

- All staff and learners; and
- The processes, systems and environments involved in the delivery of all of training and assessment services.

General Principles

As an RTO, New Energy Training is committed to:

- Providing a safe, respectful and inclusive environment for all learners and staff.
- Protecting the rights of all individuals.
- Providing adequate training to learners on the acceptable and unacceptable behaviour during the Induction Program.
- Building a culture of acceptance, honesty and respect.
- Observing a zero tolerance to the use of violence, alcohol or drugs on premises at all times.
- Addressing all forms of misconduct and acting promptly and transparently to resolve behavioural issues.

Explanation of the Code

To ensure all learners receive equal opportunity to gain the maximum benefit from their training program, students at all times are expected to:

- Act in accordance with this Student Code of Conduct
- Comply with all Commonwealth, State and Territory legislation and regulatory requirements
- Meet all course requirements to the best of their abilities relevant to the education and training undertaken with the organisation, which may include regular attendance and engagement in learning, academic activities, and meeting the course assessment timelines
- Avoid interfering, or disrupting any training, teaching, learning, assessment, or any other academic activity of the organisation
- Use all learning and support resources and facilities, including IT resources in a manner that does not impede learning, or the learning of other students
- Conduct themselves in a professional manner whilst undertaking vocational placement or other forms of industry related training and assessment activities
- Ensure that the organisation's reputation is not adversely affected
- Comply with all reasonable directions given by the RTO's staff and trainers/assessors
- Avoid plagiarism and any form of cheating
- Attend training days when scheduled
- Treat others with respect, dignity and fairly and accept cultural, gender, race, sexual preference, political affiliation, disability, religious belief and other individual differences of other learners and staff members
- Respect the rights and privacy of other learners and staff members
- Engage in practices that provide a positive, safe and secure environment for all
- Follow all reasonable instructions and directives provided by our staff members
- Attend classes punctually and be responsible for your own learning and development by ensuring that you maintain progress with your learning
- Participate in the training and assessment activities actively and positively
- Seek out help and assistance where required
- Not bring any dangerous items, such as lighters and knives
- Not smoke in or around the training and/or assessment sites
- Maintain the peace of the learning environment
- Be free from any prohibited drugs and substances, including alcohol
- Not be aggressive or behave in a violent manner towards any individual
- Not behave in an offensive, bullying, discriminatory or harassing manner
- Refrain from any activity that deliberately obstructs, offends, harms or injures others
- Make use of our facilities, equipment and resources responsibly and respectfully without intentionally destroying or damaging them
- Abide by all laws, regulations and terms of enrolment

Dress Standards

In consideration of other students, we expect all students to present themselves in a clean and tidy manner. Clothing should be appropriate and not be likely to cause offence to other persons through inappropriate photos or logos. Generally clothing should be clean and tidy, shirts with a collar and closed footwear. Singlet's and or thongs are not acceptable in a classroom environment.

Personal Protective Equipment (PPE) must be worn where required, for example, during electrotechnology assessments. New Energy Training Trainers and Assessors have been instructed to suspend any student placing themselves or others at risk by refusing to follow WH&S instructions including the wearing of Personal Protective Equipment

Discipline

New Energy Training Pty Ltd provides training and assessment services in a spirit of cooperation and mutual respect. If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a student, the trainer has the authority to:

- Warn the student that their behaviour is unsuitable, or
- Ask a student to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

If a student wishes to express a complaint in relation to any disciplinary action taken, they have the opportunity to follow our complaints procedure. We expect that our staff will maintain a professional and ethical working relationship with all other staff, management, and students. Any breach of our disciplinary standards will be discussed with the trainer and New Energy Training Pty Ltd and the appropriate action will be taken.

OCCUPATIONAL HEALTH AND SAFETY POLICY

Introduction

New Energy Training is committed to maintaining a safe and healthy working environment for all employees, contractors, students, and visitors. This policy outlines the obligations and rights of all individuals while on company premises and forms part of our ongoing commitment to workplace safety and legislative compliance.

This policy aligns with the following legislative and industry standards:

- Work Health and Safety Act 2011 & Regulations
- Electrical Safety Act 2002 & Regulations
- AS/NZS 3000:2018 (Wiring Rules)
- AS/NZS 4836:2011 (Safe Working on Low Voltage Electrical Installations)

This policy is subject to regular review and updates to reflect changes in legislation or workplace risk profiles. A copy of this policy is available upon request.

Policy Statement

New Energy Training Pty Ltd is committed to ensuring, so far as is reasonably practicable, that all employees, contractors, students, and visitors are protected from injury and risks to health while present at our workplaces.

We achieve this by:

- Identifying, assessing, and controlling workplace hazards in compliance with WHS regulations.
- Providing adequate safety training, supervision, and resources to all employees and students.
- Enforcing strict adherence to electrical safety regulations, including safe work procedures and personal protective equipment (PPE) requirements.
- Maintaining emergency procedures and ensuring all personnel are aware of their responsibilities.

General Principles

New Energy Training will endeavour to:

- Implement best practices in our approach to WHS matters to keep our students, staff members and visitors safe at all times and out of harm's way.
- Foster a culture of safety by encouraging the reporting of hazards and risks.
- Provide adequate training to ensure staff, students and visitors to enable them to:
 - Familiarise themselves with our emergency response and evacuation plans
 - Be aware of the location of the First Aid facilities
 - Understand that they are responsible for their own actions
 - Be aware to not undertake activities which may cause injury to themselves or others
 - Not smoke or be inebriated when on any training and/or assessment premises

- Not to be under the influence of any drug or other illegal substance
 - Promptly report any potential hazards, risks, accidents and near misses
 - Know when and where to seek assistance, such as cordoning off a spill on tiles
- Systematically identify, assess, control, and monitor hazards.
- Monitor, review and evaluate control hazard measures and risks regularly.
- Establish secure online platforms to prevent cyberbullying or harassment.

Responsibilities of Students and Visitors

Under the Work Health and Safety Act 2011 (QLD), all persons at the workplace, including students and visitors, must:

- Take reasonable care for their own health and safety.
- Ensure their actions do not adversely affect the health and safety of others.
- Follow all reasonable instructions and safety guidelines issued by New Energy Training Pty Ltd to assist in compliance with legal obligations.

Failure to comply with safety requirements may result in disciplinary action, including removal from training activities or the premises.

Harassment and Discrimination Policy

Definitions

The Australian Human Rights Commission defines **bullying** as any verbal, physical, social or psychological abuse by an employer (or manager), another person or group of people. That includes behaviour that intimidates, offends, degrades or humiliates someone. Whilst it can happen to anyone, New Energy Training is committed to do our best to stem out any bullying behaviour within our community. It is important to note that some types of bullying are criminal offences and suspected criminal behaviour will be reported to the local police authorities immediately.

Bullying can include:

- Repeated hurtful remarks or attacks; making fun of one's work.
- Making fun of something someone has done or their personality.
- Sexual harassment, particularly unwelcome touching and sexually explicit comments.
- Excluding behaviours such as stopping one from working with others or from taking part in activities.
- Playing mind games.
- Ganging up on someone.
- Intimidation.
- Deliberately holding back information so that one cannot get their work done properly.
- Pushing, shoving, tripping, and grabbing.
- Attacking or threatening with knives or any type of weapon.

- Initiation or hazing where one is made to do humiliating or inappropriate things in order to be accepted as part of a team.

Discrimination happens when a person, or a group of people, is treated less favourably than another person or group because of their background or because of their:

- Race, colour, nationality or ethnicity;
- Gender orientation, sexual preference, pregnancy or marital status;
- Age;
- Disability; or
- Some other characteristic such as one's political affiliations or religion.

Harassment can be against the law when a person is treated less favourably on the basis of certain personal characteristics, such as race, sex, pregnancy, age, disability, sexual orientation, gender identity or intersex status. It does not need to be a chain of continuous and related incidents; one-off incidents can also constitute as harassment. Examples of harassment include joking about a racial group in an insulting manner, sending sexually suggestive messages to a colleague or student, displaying racially offensive material making derogatory comments about someone's race, and asking intrusive questions about someone's personal life, including their sex life.

General Principles

We are committed to:

- Providing and investing in a safe, inclusive and secure environment through training, awareness campaigns and implementing practices, policies and procedures that are effective to achieve our aim.
- Promoting appropriate standards of conduct at all times to place our learner's wellbeing at the core.
- Building an environment which is safe from any form of discrimination and harassments, where our students, staff and visits are treated with kindness, respect and fairness.
- Treating all reports of bullying, discrimination and/or harassment in a sensitive and just manner.
- Ensuring every person has the right to make a report about bullying, discrimination and/or harassment experienced or witnessed, with no prejudice or repercussions, including providing the reporter as well as any other person(s) involved with protection from any victimisation or reprisal and will treat any and all information shared by the complainant with the strictest of confidentiality.
- Handling all incidents of bullying, discrimination and/or harassment identified by applying the principles of natural justice and will result in actions which reflects the seriousness of the individual circumstances;

- Reporting criminal or unlawful behaviour(s) to the police immediately which can further result in immediate dismissal of one's employment or enrolment with us.
- Taking appropriate actions such as counselling, re-training, apology, conciliation, re-assigning of duties, transfer of class, suspension of employment or enrolment, warning, dismissal of employment or termination of enrolments at the outcome of the investigation of a bullying, discrimination and/or harassment report.

LEGISLATIVE REQUIREMENTS

As a Registered Training Organisation, we are subject to a range of legislation related to training and assessment as well as general business practice including matters such as your safety, privacy, and rights to name a few.

There are also a number of industry specific legislative requirements that may impact on your training.

This legislation is continually being updated, and all staff are made aware of any changes through our internal improvement processes. If you want to view current legislation, follow the Acts by searching on the headings below.

Some of the applicable legislation that may affect your participation in Vocational Education and Training includes. This list is not exhaustive and there may be other legislation applicable:

- [Age Discrimination Act 2004](#)
- [Copyright Act 1968](#)
- [Disability Standards for Education 2005](#)
- [Disability Discrimination Act 1992](#)
- [Human Rights and Equal Opportunity Commission Act 1986](#)
- [Racial Discrimination Act 1975](#)
- [Sex Discrimination Act 1984](#)
- [Privacy Act \(2008\) including the National Privacy Principles](#)
- [Skilling Australia's Workforce Act 2005](#)
- [National Vocational Education and Training Regulator Act 2011](#)

State Based Legislation (Queensland)

- [Fair Trading Act 1989](#) (Advertising and Marketing)
- [Vocational Education, Training and Employment Act 2000](#) (VET Practice and RTO Management)
- [Work Health and Safety Act 2011](#)

FEES AND REFUND POLICY

Our courses attract fees which are charged directly to the student. In some case fees are paid for through the student's employer or through another organisation such as Job Service Australia, participant Agency. It is important for students to understand the funding sources, fees, other pre-requisites, refund policy, and to clarify any concerns with us prior to finalising their enrolment. Our Trainers and Administration staff can answer any questions you have about course fees. All course fees are clearly illustrated on our website, and all students are advised all course fees prior to any enrolment.

Full Fee-Paying Student:

1. In line with ASQA Guidelines, if you are an individual enrolling in one of our courses and where total course fees exceed \$1500.00, we are only able to accept up to \$1500 of the total course fees as pre-payment prior to commencement of your course.
2. Payment options are available but will need to be discussed as part of your Training Schedule.
3. No certificates or Statements of Attainment will be issued until full training fees are paid.

Refund policy (To be publicly available).

1. The full amount of our training fees is clearly identified prior to enrolment. This includes all administration fees and any other costs associated with your training.
2. Full payment of the course fee is to be made on enrolment and prior to commencement of training.
3. ASQA Guidelines, require that when a student's total course fees exceed \$1500.00, the Registered Training Organisation is only able to accept up to \$1500 of the total course fee in prepayment prior to commencement. This applies to individual students only and not to companies. The remainder of the fee will be billed as the course progresses.
4. Payment options are available but will need to be discussed prior to your enrolment and are subject to a fee schedule.
5. New Energy Training retains the right to discontinue the delivery of training and assessment services if fees are not paid in accordance with the agreed-on fee schedule.
6. No Certificates or Statements of Attainment will be issued until full training fees are paid.
7. On enrolment in training in our renewable energy training programs New Energy Training (The RTO) and the student will agree on the date to attend their classroom-based training.
8. Depending on the specific course the student is enrolled in, this could run from 2 – 7 days.
9. The RTO will send you written confirmation of the dates you have selected and agreed on.

10. The RTO has significant expenses in running class-based face to face training including travel, trainer wages, accommodation and behind the scenes administration. Course withdrawals without notice can cause significant loss to the RTO.
11. For that reason, with the exception of students enrolled in *HLTPAT005, Collect specimens for drugs of abuse testing*, any withdrawal by a student from the scheduled face to face class based training date will result in the following additional course fees:
 - Request to change class training dates more than 28 days before the class date commences. Additional fee charged is \$250.00.
 - Request to change class training dates 14 – 28 days before the class date commences. Additional fee charged is \$250 or 10% of course fee whichever is the higher.
 - Request to change class training dates 0 - 14 days before the class date commences. Additional fee charged is 20% of course fee.
 - Failure to attend class date with no notification. May result in cancellation of enrolment or an additional fee charged of 100% of course fee.
12. No refund will be made of fees paid in advance if a student withdraws from a training program once training has commenced.
13. Training commences once the student has accessed the online Learning Management System (LMS) containing the training material or been posted any hardcopy training material.
14. Where a student has commenced training then in certain circumstance instead of withdrawing from a course, students may defer their training until a later date. This option needs to be discussed and agreed to by New Energy Training Pty Ltd. We will try and find a solution where possible.
15. Should a student be unable to complete a course due to illness then arrangements will be made for that student to complete their training at a later date at no additional cost.

ENROLMENT & ASSESSMENT PROCEDURES POLICY

All students are required to complete a written enrolment form with New Energy Training (The RTO) or enrol through our Student Management System where the enrolment form will be completed online.

If your details change at any time, please advise your trainer so they can be updated. This is important if we try to contact you if a training session has to be amended or for sending your certificate on completion of the course.

Identification required when enrolling

As part of the enrolment and audit requirements, you will need to provide a current Driver's License for Identification – copy of front and back and an Australian Medicare Card. This is to provide proof of identity, address, and eligibility for training.

Language, Literacy and Numeracy (LLN) Assistance

If for any reason, you are unable to complete your workbook or have difficulty with some of the questions so that you are assessed as not competent in any specific area then additional training will be provided for you. We encourage you to speak to your Trainer if you are having any difficulties.

We are happy to provide one on one tuition and counselling outside of normal class hours where you are having issues understanding the training, understanding spoken or written English due to English being your second language, or other numeracy and literacy issues. While we can provide individual assistance and support, we cannot provide comprehensive Literacy and Numeracy rectification training. Where a student is simply unable to cope with the training due to Literacy and Numeracy issues, we will provide advice in respect of additional training in this area or refer you to a local TAFE for a suitable training program to improve your literacy and numeracy skills.

Recognition of Prior Learning

All students have the right to apply for recognition of prior learning (RPL). RPL is an assessment process where partial or full credit can be granted for learning previously completed through structured or unstructured training, work experience or by some other means. You must be able to show, through an assessment process, that the knowledge and skills you have are current and can be applied at the time you apply. Your skills will need to be validated by your current and or a previous employer.

RPL Assessment Procedure

- Students who believe they are entitled to Recognition of Prior Learning toward any or all Units of Competency making up any qualification or part thereof are able to discuss their application prior to enrolment with the RTO enrolment staff or Trainers.

- Staff will forward an RPL Screening Form to the student to complete prior to any RPL application being taken further.
- The Trainer/Assessor will review the RPL Screening Form once completed and liaise with the student to provide support and counselling as necessary with a view to providing the student with guidance and encouragement in their application.
- If the student lacks sufficient evidence to proceed with an RPL application the Trainer will advise them of this fact.
- The student can appeal this decision.
- New Energy Training will provide the student with specific unit material and assessment requirements as listed in training.gov.au. The student shall then collate any documentary evidence to support such an application. Such documentary evidence may include but is not limited to:
 - Full work history resume
 - Certified copies of prior qualifications
 - USI Student Transcript
 - Workplace references evidencing the skills being sought for RPL
 - Evidence of non-accredited workplace training
 - Third Party reports demonstrating the required skills
 - Observation of demonstrated skills
 - Other evidence which may substantiate prior learning
 - Full documented record of interview with Trainer/Assessor
- Students are advised that such evidence may be challenge tested through reference checking and other accepted methods of confirming contents including demonstration of skills in a workplace or simulated workplace environment.
- Once the Trainer/Assessor has received the application along with supporting documents the Trainer/Assessor must satisfy themselves that the student possesses sufficient skills, experience and knowledge to meet the competency standards of the specific units of competency being sought.
- The Trainer will advise the student of any area in which the application is deficient and to invite further documentary evidence.
- An assessment interview will be held as it is imperative the assessor verbally question the student as to their ability so that the student is able to verbally corroborate the documentary evidence presented as evidence of the prior learning.
- The student will be required to attend any mandatory practical assessment required in the assessment criteria of the unit they are seeking RPL in. The face to face assessment of practical activity will take place will at one of New Energy Training's training venues.
- The student can only be assessed as competent when the assessor has satisfied themselves that the student has satisfied all of the relevant competency standards.

- A successful application for RPL will result in the issuing of the certificate or a statement of attainment.
- Students declined Assessment Only/Recognition of Prior Learning are able to appeal against the assessment.

Credit Transfer

If you have completed structured training which had modules or units with content identical to the ones you are enrolling in, you may be eligible for a credit transfer.

National Recognition

When you undertake nationally recognised training with New Energy Training Pty Ltd, your qualification is valued equally throughout Australia. This is because all RTOs in Australia agree to nationally recognise all awards issued by any other RTO in the country.

Assessment Processes

In the true sense of workplace relevant competency-based training, we use a number of assessment methods when assessing your competency. We believe that these offer you the most realistic training outcomes so you can apply skills easily in the workplace.

For each unit of competency, you are required to achieve a level of competency that allows your Trainer/Assessor to grade you as “competent”. Your assessment is conducted through a variety of methods, which may include:

- | | |
|---------------------------------------|---|
| • Written and Oral Questions | • Completion of workplace documentation |
| • Observation of practical activities | • Third Party Reports where required |
| • Student activity | • Completion of Student Workbook, |
| • Scenarios | |
| • Role-plays | |

In accordance with the current VET Standards our assessment processes will be valid, reliable, flexible, and fair. Judgments to determine competence will be made by examining evidence gathered from a range of sources, using a variety of assessment methods. Clear information about the assessment process and evidence requirements will be provided and participants will be encouraged to participate in collecting evidence of their own competence. Assessment processes will provide for the recognition of competence no matter how, where or when it has been acquired. Should you be deemed “not competent” in any area, additional training will be provided to you and an opportunity will be given for you to undertake the assessment again.

Flexible Delivery and Assessment Procedures

New Energy Training Pty Ltd recognises that not all students learn in the same manner, and that with an amount of “reasonable adjustment” students who may not learn best with traditional learning and assessment methods will still achieve good results.

New Energy Training Pty Ltd will make any necessary adjustment to meet the needs of a variety of students. For example, the inability to complete a written assessment is not seen as an inability to meet competency when the student can verbally demonstrate competency. These adjustments may include having someone read assessment materials to students or they may include having someone record the student’s spoken responses to assessment questions.

New Energy Training Pty Ltd undertakes to assist students achieve their required competency level where the adjustment is reasonable and is within our ability. Where we cannot assist a student, we will refer them, where possible, to an agency that can assist.

Qualification Certificate and Statements of Attainment

Your Trainer will verify that you have met the requirements of the training package for your course and then request that your Qualification and Record of Results be finalised.

Statements of Attainment are forwarded to by email to the Internet address provided on your enrolment form or if a hard copy is required a fee of \$50.00 is charged due to the cost of processing and postage.

COMPLAINTS AND APPEALS POLICY

Purpose

New Energy Training is committed to maintaining a fair, transparent, and accessible complaints and appeals process. This policy ensures that all complaints and appeals are handled in accordance with the principles of natural justice, procedural fairness, ensuring timely resolution and supporting continuous improvement initiatives by using feedback to enhance our practices, operations and services.

Definitions

A **complaint** is a dissatisfaction expressed regarding services, staff, other learners, or third-party providers with New Energy Training. It may involve matters concerning the quality of our courses, the efficiency of our systems and processes, the conduct of another learner, interactions with one of our staff members, or a third-party marketing our courses.

Staff members should do their best to address, acknowledge and resolve issues that arise as they occur. Where it is not possible, the individual should be encouraged to lodge a complaint. A complaint can be made in any form and does not need to be formally documented by the complainant in order for the RTO to act on it. There is no time limitation on a person who is

seeking to make a complaint. A complaint can be made verbally to the Trainer or by emailing trainer@newenergytraining.com.au or by phoning our Head Office on 1300 463 936.

An **appeal** is a formal request to review a decision made by New Energy Training relating to assessment judgements or other decisions made by us or a third party which adversely impacts the appellant. An assessment appeal can be made verbally to the Trainer or by emailing. An appeal must be made within **20 business days** from the date the decision is informed to the individual. An appeal against assessment can be made verbally to the Trainer or by emailing trainer@newenergytraining.com.au or phoning our Head Office on 1300 463 936.

General Principles

New Energy Training commits to the following principles when handling complaints and appeals:

- Resolve all complaints and appeals within 30 calendar days. If additional time is required, the complainant or appellant must receive updates fortnightly on the progress.
- Handle all complaints and appeals at no cost to the complainant or appellant.
- Record and securely maintain all complaints and appeal documentation in the Complaints and Appeals Register.
- Strict confidentiality is upheld – only authorised personnel have access to the Complaints and Appeals Register and related documentation.
- Ensure no negative consequences or discrimination will result from lodging a complaint or appeal and the principles of natural justice and procedural fairness are observed:
 - The complainant or appellant is entitled to be heard with access to all relevant information with the right of reply;
 - Have their matter heard and reviewed by an unbiased decision-maker; and
 - The decision must be made based on evidence, logical reasoning and proper considerations.
- Provide support mechanisms, including allowing individuals to be accompanied by a support person during meetings and regular check-ins to assess their mental and emotional wellbeing.
- Cooperate with external agencies or statutory bodies investigating the handling of complaints and/or appeals.
- If a complaint concerns a staff member, they will not be involved in the investigation.
- Provide advice regarding access to an independent reviewer if the complainant or appellant is dissatisfied with the internal process.
- Utilise complaints and appeals as opportunities for continuous improvement and take immediate corrective action to mitigate recurrence; and

- Ensure this policy is publicly available, and easily accessible by our prospective and current learners, clients, staff and third parties – published in our Student Handbook and on our website.

The RTO will:

- Take all complaints seriously
- Regard complaints as a source of feedback
- Take the opportunity of learning from complaints
- Record all details of complaints including the resolution adopted
- Identify potential causes of complaints and appeals and take appropriate corrective action to eliminate or mitigate the likelihood of recurrence
- Use complaints to assist in continuous improvement

Complaint submission

- Students or other parties wishing to lodge a complaint or an appeal against assessment can do so in the first instance with their Trainer/Assessor.
- The Trainer/Assessor will endeavour to resolve the matter to the satisfaction of both parties.
- If resolved at this level the Trainer/Assessor will advise details of the issue with the General Manager and advise how the matter was resolved.
- Details of the issue and any resolution will be recorded in the Complaints Register.
- A note is to be left on the student's or staff member's file (if applicable) regarding the complaint.
- If the matter cannot be resolved at this early stage the student or other party can lodge their complaint directly by emailing trainer@newenergytraining.com.au or phoning our Head Office on 1300 463 936.
- The student or other party may also bypass the Trainer and lodge their complaint directly by emailing trainer@newenergytraining.com.au or Head Office phone on 1300 463 936.
- The General Manager will cause an investigation to be made into the complaint following the company's complaint resolution processes.
- Where the complainant is dissatisfied with the outcome or the handling of the complaint, or where following an investigation the complaint or appeal is unable to be resolved the complainant or appellant is to be advised of further channels to which they may take their complaint. Such channels include:
 - The Queensland Training Ombudsman
 - ASQA.

STUDENT SUPPORT, WELFARE AND GUIDANCE POLICY

Introduction

In the event that you are experiencing any difficulties with your studies please talk to your trainer, or another team member of New Energy Training. We will provide whatever assistance we can to assist you to complete your training.

Student Support Process

- For students studying online or at a distance, student phone support is available during normal business hours Monday to Friday 0730 – 1600.
- Phone 1300 463 936 and listen for the student support line extension.
- Messages can be left outside of these hours and are cleared daily.
- The administration and support staff may be able to resolve simple issues with you at the time the call is received.
- If a trainer is unavailable at the time you call and if the matter is non urgent but requiring Trainer input, the staff member concerned will book a one on one Trainer appointment for you over the phone.
- If a trainer is unavailable at the time you call and if the matter requires more urgent attention a message will be emailed to the Duty Trainer and a trainer will contact, you within 24 hours.
- The Duty Trainer will call you back within 24 hours for an initial assessment and to identify if the matter can be dealt with over the phone.
- If the matter cannot be dealt with at the time of the phone call a time and date will be scheduled for a one on one video tutorial.
- Some complex matters may be able to be left for the scheduled class-based face to face training.

Other Support Services

New Energy Training is unable to supply counselling services outside of our training delivery, but should you be experiencing any personal difficulties impacting on your training feel free to discuss this with your Trainer or any team member of New Energy Training. We will work with you to provide what assistance we can.

If your needs exceed our support capacity, we will refer you to an appropriate external agency. As you will be aware there are a number of external support agencies who can assist you with personal issues.

Police/Fire/Ambulance	Ring 000
Interpreting Services	13 14 50 TIS National Contact
Poisons Information Centre	13 11 26
Alcohol and Drug Information	1800 177 833 (24-hour counseling and information
Serv	QLD only)
Domestic Violence helpline	1800 811 811
Family Drug Support	1300 368 186
Lifeline	13 11 14
Men's Line Australia	1300 789 978
Pregnancy Counselling Australia	1300 737 732
Pregnancy Support Australia	1300 792 798
Quitline	13 78 48
Relationships Australia	1300 364 277
Salvation Army Helpline	13 72 58
Statewide Sexual Assault Helpline	1800 010 120
Suicide Call Back Services	1300 659 647

ACKNOWLEDGEMENT DECLARATION

Before you complete and sign your course enrolment form, please make sure that you have read this handbook and understand its contents. If you do not understand anything, please ask. By filling in and submitting the enrolment form, you acknowledge that you have read and understood this student handbook.