

National Skills Student Handbook

1. Welcome

Thank you for choosing **National Skills**. We are a nationally registered training organisation (RTO 45438) committed to delivering high-quality vocational education and training. Whether you are pursuing a qualification through Recognition of Prior Learning (RPL) or completing a full course, our team is here to support you every step of the way.

This handbook provides you with the information you need to understand how your training works, what we expect from you, and what you can expect from us. Please read it carefully and keep it for reference throughout your enrolment.

2. About National Skills

2.1 Our Commitment to You

- Qualified, industry-experienced trainers and assessors who hold current credentials as required by ASQA and the Credential Policy
- Nationally recognised qualifications issued under the Australian Qualifications Framework (AQF)
- Clear, timely, and constructive feedback on your assessments
- Accessible support throughout your enrolment, with trainers and support staff available to assist you
- A commitment to complete your training and assessment once you have commenced your course
- A safe, inclusive, and respectful learning environment

2.2 Regulatory Oversight

National Skills is regulated by the Australian Skills Quality Authority (ASQA) and operates in accordance with the Standards for Registered Training Organisations 2025. These standards set the quality expectations for training, assessment, student support, and governance across the Australian VET sector.

If you have a concern about any training provider, you can contact ASQA at www.asqa.gov.au or phone 1300 644 844.

3. Your Rights and Responsibilities

3.1 Your Rights

As a student of **National Skills**, you have the right to:

- Receive training and assessment that is consistent with the training product you enrolled in
- Be treated fairly, with respect, and without discrimination
- Access clear and accurate information about your course, fees, and support services before and during your enrolment
- Be informed of any changes to your course or the organisation's operations that may affect you
- Access support services, including reasonable adjustments if you have a disability or learning need
- Have your personal information treated confidentially in accordance with the Privacy Act 1988
- Provide feedback, make a complaint, or appeal a decision without fear of retaliation
- Receive your qualification or statement of attainment within 30 days of completing all requirements and paying all fees

3.2 Your Responsibilities

As a student, you are responsible for:

- Treating all students, staff, and stakeholders with respect and courtesy
- Engaging actively with your training and meeting assessment deadlines
- Submitting only your own original work and maintaining academic integrity
- Keeping your contact details up to date and responding to communications from **National Skills**
- Paying your fees in accordance with the agreed payment schedule
- Informing **National Skills** as early as possible if you are experiencing difficulties that may affect your studies
- Complying with all health and safety requirements
- Complying with the policies and procedures of **National Skills** as outlined in this handbook and related documents

4. Enrolment

4.1 Entry Requirements

Some courses have prerequisite requirements, such as prior qualifications or a minimum level of knowledge. Where entry requirements apply, they are published on the **National Skills** website under each course. If you are unsure whether you meet the requirements, please contact our team before applying.

4.2 Licence Requirements

If you are seeking a licence or occupational registration, check with the relevant licensing authority in your state or territory before enrolling. Licensing requirements vary between states and may require completion of specific units or the full qualification.

4.3 Pre-Training Review

Before you enrol, we conduct a pre-training review to assess your existing skills, experience, and language, literacy, numeracy, and digital literacy. This helps us determine whether the course is suitable for you, identify any support you may need, and discuss whether RPL or credit transfer may be appropriate.

4.4 Unique Student Identifier (USI)

You need a Unique Student Identifier (USI) to receive nationally recognised training in Australia. If you do not have one, you can apply at www.usi.gov.au. We will verify your USI during enrolment.

4.5 Identity Verification

We verify the identity of all students at enrolment. You will be asked to provide identification. Any requests for access to your student records (by phone or email) will require written verification.

5. Pathways to Qualification

National Skills offers several pathways to achieving a qualification. Your trainer will help you determine the most suitable pathway during the pre-training review.

5.1 Recognition of Prior Learning (RPL)

RPL assesses your existing skills and knowledge – gained through work experience, life experience, and prior training – against the requirements of a qualification. If you already meet the standard, you may receive credit without repeating the learning.

The RPL process involves:

- An initial conversation about your experience and the types of evidence you can provide
- Submission of evidence (such as work samples, employer references, photos, videos, licences, and existing qualifications)

- Assessment of your evidence against the training product requirements by a qualified assessor
- Additional assessment if needed (such as a professional conversation, practical demonstration, or challenge test)
- Notification of your result for each unit

RPL Completion Timeframe: You have 3 months from the date your RPL assessment commences to complete the process, including submission of all required evidence and payment of all fees. If you need more time, you may apply for an extension (see Section 8.2).

5.2 Full Course

Full course students complete structured training and assessment for each unit of competency. This includes knowledge-based assessments (such as written questions, scenarios, and short answers) and performance-based assessments (such as practical tasks, workplace demonstrations, and portfolio evidence). Full course students have 12 months to complete.

5.3 RPL with Gap Training

If your RPL assessment identifies gaps – areas where your existing skills and knowledge do not yet meet the standard – you may be offered targeted gap training for those specific units. This combines RPL for the units you already meet with focused learning for the units you need to develop. If a large number of gap units are identified, your trainer may recommend enrolling in the full course.

Your access to the gap training units is issued once the final RPL payment has been received. You have another 3 months to complete your gap training once you have been assessed for the RPL component. If the 3 months lapses, and you have not applied for an extension, a statement of attainment will be issued to you for all the units deemed competent to date.

5.4 Credit Transfer

If you have already completed an equivalent unit of competency with another RTO, you may be eligible for credit transfer. To apply, provide your qualification, statement of attainment, or authenticated VET transcript. Credit transfer decisions are documented and communicated to you in writing.

6. How Assessment Works

6.1 Competency-Based Assessment

National Skills uses competency-based assessment. This means you are assessed on whether you can demonstrate the skills and knowledge required by the training product to the standard expected by industry. There are only two outcomes:

Result	What It Means
Competent (C)	You have demonstrated the required skills and knowledge. No further evidence is needed for that unit.
Not Yet Competent (NYC)	You have not yet demonstrated the required standard. Your assessor will provide feedback on the gaps and give you an opportunity to resubmit or be reassessed.

A result of Not Yet Competent is not a failure. It means there are specific areas to address, and you will be supported to improve and try again.

6.2 Principles of Assessment

All assessment is conducted in accordance with these principles:

- Fairness – Assessment takes your individual needs into account, including reasonable adjustments where appropriate, and allows for reassessment
- Flexibility – Assessment recognises skills and knowledge gained from a variety of sources and is appropriate to the context
- Validity – Assessment includes practical components so you can demonstrate skills in a realistic setting
- Reliability – Assessment is consistent across assessors, so the outcome does not depend on who assesses you

6.3 Rules of Evidence

Your assessor evaluates your evidence against four rules:

- Validity – The evidence directly relates to the competency being assessed
- Sufficiency – There is enough evidence to support a confident judgement
- Authenticity – The evidence is your own genuine work
- Currency – The evidence reflects your current skills and knowledge

6.4 Types of Assessment

Assessment may include:

- Knowledge evidence: Written questions, short answers, multiple choice, scenarios, or verbal discussions
- Performance evidence: Practical tasks, workplace demonstrations, observations, or a portfolio of work evidence

Evidence you submit may include workplace documents (authorised by a supervisor), photos, videos, employer references, sample work, or completed tasks.

6.5 Submitting Your Work

- Write in your own words – your assessor needs to see your understanding, not text copied from other sources
- Provide complete answers – write as though the reader is not familiar with your specific workplace
- Reference any external sources – if you use information from published sources, acknowledge them
- Include your details – your full name, course name, and unit code on every submission
- Submit through the student portal – if you have difficulty uploading, contact your trainer for assistance

6.6 Academic Integrity

Plagiarism – presenting someone else’s work, ideas, or output as your own without proper acknowledgement – is a serious breach. This includes copying from published sources, submitting another person’s work, or using AI-generated content without disclosure. Academic misconduct may result in a Not Yet Competent result, a formal warning, or in serious or repeated cases, cancellation of enrolment.

Always express your understanding in your own words. When you draw on external sources, reference them clearly.

7. Support Services

7.1 Your Trainer and Assessor

Your trainer is your primary point of contact throughout your enrolment. They are available to help with:

- Clarifying assessment requirements and expectations
- Providing feedback on your progress
- Explaining course content and pointing you to relevant resources
- Discussing any challenges you are facing

We encourage you to maintain regular contact with your trainer. Experience shows that students who communicate proactively and build a rapport with their assessor achieve the best outcomes. If you are unsure about something, finding it difficult to get started, or need guidance at any point – reach out. That is what your trainer is here for.

7.2 How to Contact Us

You can contact your trainer directly or reach our team through:

- Phone: 1300 417 006
- Email: admin@nationalskills.com.au

7.3 Reasonable Adjustments

If you have a disability, learning difficulty, or any other circumstance that may affect your ability to participate in training and assessment, please let us know – ideally during the pre-enrolment process. **National Skills** will work with you to make reasonable adjustments so that you can participate on an equal basis. All information about your needs is treated confidentially.

7.4 Wellbeing Support

Your wellbeing matters to us. **National Skills** identifies the wellbeing needs of its student cohorts and puts strategies in place to support them, as set out in the Student Wellbeing Policy. We train our staff to recognise signs of distress and to respond sensitively. If you are experiencing personal challenges that affect your ability to study – whether related to mental health, financial hardship, family circumstances, disability, or cultural safety – we encourage you to speak with your trainer or any member of staff. You do not need to manage it alone. We can provide information about external support services, including:

- Lifeline Australia: 13 11 14 (24-hour crisis support)
- Beyond Blue: 1300 22 4636 (mental health support)
- 1800RESPECT: 1800 737 732 (family and domestic violence support)
- Headspace: 1800 650 890 (youth mental health)
- National Disability Insurance Scheme (NDIS): 1800 800 110

7.5 Language, Literacy, Numeracy, and Digital Literacy

If you need additional support with reading, writing, numeracy, or using digital technology, let us know. We can provide assistance or refer you to appropriate support services. Your training may require you to use an online portal, access digital resources, and submit work electronically, so it is important to let us know early if you need help with these skills.

8. Fees and Payment

Each course has a published total fee, which is the maximum amount chargeable. All advertised fees are all-inclusive. Course fees are listed on the **National Skills** website and are confirmed by email before enrolment.

A deposit is required prior to commencement. RPL applications follow a two-stage payment schedule. Full details of all fees, payment terms, and refund entitlements are set out in the Refund and Fee Protection Policy and the Course Fee Schedule, available on request or on our website.

There are no fees for re-submission, re-assessment, or withdrawal. A Statement of Attainment for partially completed units is issued at no additional charge. Fees apply for replacement certification and hard copy certificates – see the Course Fee Schedule for details.

All fees paid in advance are held in a separate account until training commences, protecting your funds in accordance with the Standards for RTOs 2025.

National Skills reserves the right to review and amend course fees at its discretion. Where fees change, the new fee applies to new enrolments and to replacement qualifications. The fee agreed at your enrolment applies to the qualification you are enrolled in, unless you transition to a replacement qualification, in which case Section 11.2 applies. We will give you written notice of any fee change that affects you before it takes effect.

9. Course Progress and Timeframes

Pathway	Standard Timeframe
RPL (Recognition of Prior Learning)	3 months from commencement
Full Course (Training and Assessment)	Refer to the website and course information to view the timeframes for each course.

9.1 Staying on Track

Regular engagement is essential. We expect you to maintain contact with your trainer and make consistent progress. If we do not hear from you for an extended period, we will reach out. If there is no response or activity after our contact attempts, your enrolment may be cancelled and fees may will be forfeited according to our Refund Policy.

9.2 Extensions

If you are unable to complete within the standard timeframe, you may apply for an extension in writing. Extension requests are assessed by management and will attract additional fees. Extensions will be granted at the discretion of the management team and are not guaranteed. You may be asked to provide a plan with milestones for completion. Multiple requests without evidence of progress will be declined.

9.3 Course Hold or Deferral

If unforeseen circumstances prevent you from continuing your module, you may request a temporary hold for up to three months. Requests must be submitted in writing with supporting documentation (such as a medical certificate) and must include your full name, course name and code, the reason for the request, and any supporting documents. Deferrals will be granted at the discretion of the management team and are not guaranteed.

9.4 Withdrawal

If you wish to withdraw, notify **National Skills** in writing. A Statement of Attainment will be issued for any units you have completed. For refunds, refer to the Refund Policy for full details.

10. Results and Certification

10.1 Assessment Feedback

Your assessor will provide constructive feedback on each assessment marked Not Yet Competent or Not Yet Satisfactory. If you receive a Not Yet Competent or Not Yet Satisfactory result, your assessor will explain the gaps and provide direction on what is needed. You will be given an opportunity to address the feedback and resubmit or be reassessed. If you receive feedback that is unclear, contact your trainer to discuss it further.

10.2 Issuance of Qualifications

Qualifications and Statements of Attainment are issued within 30 days of being assessed as competent in all required units, provided all fees have been paid and a valid USI has been provided. **National Skills** aims to issue certificates within 21 days. Certificates are issued electronically.

10.3 Nationally Recognised Qualifications

All qualifications issued by **National Skills** are nationally recognised under the Australian Qualifications Framework (AQF). This means your qualification is recognised by employers, licensing bodies, and other training organisations across Australia.

11. Changes That May Affect You

National Skills will inform you as soon as practicable of any changes to your course or our operations that may affect you. This includes changes relating to the transition of superseded, deleted, or expired training products that you are currently enrolled in.

11.1 Transitioning to a New Qualification

Qualifications are periodically updated, superseded, or removed on the national register (training.gov.au). When this happens, a transition period applies — generally 12 months. Within that period we will either complete you in your current qualification (where you can finish in time) or transition you to the replacement qualification. We will recognise units you have already completed that remain equivalent, so you are not assessed again unnecessarily.

11.2 Fees on Transition

A replacement qualification may contain additional or different units of competency and may have a higher fee than the qualification you enrolled in. Where you transition to a replacement qualification, National Skills reserves the right to charge the difference between the fee you have already paid and the current fee for the replacement qualification, including the cost of any additional units. We will give you written notice of any difference, and the amount payable, before the transition takes effect. Continuing in the replacement qualification is conditional on accepting the transition and paying, or agreeing to a payment arrangement for, the difference. If you do not wish to transition and cannot complete within the transition period, your enrolment will be managed under the Refund Policy.

12. Third-Party Arrangements

In some cases, **National Skills** may engage a third party to assist with the delivery of training, assessment, or support services. Where this applies to your course, you will be informed before enrolment about which services are delivered by a third party, the identity and role of that third party, and how to access support and lodge complaints. **National Skills** remains responsible for the quality of all services delivered on its behalf.

13. Complaints and Appeals

13.1 Providing Feedback

National Skills welcomes your feedback at any time. If you have a concern, raise it with your trainer or any staff member in the first instance. Many issues can be resolved through a simple conversation.

13.2 Making a Complaint

If a concern cannot be resolved informally, you may lodge a formal complaint in writing. Your complaint will be acknowledged within 5 business days and we aim to resolve it within 20 business days. You will be kept informed of progress. Full details are in the Complaints and Appeals Policy.

13.3 Appealing a Decision

If you disagree with an assessment result or any other decision that adversely affects you, you may lodge a written appeal within 20 business days of being notified. Your appeal will be reviewed by someone not involved in the original decision. If you are not satisfied with the outcome, you can lodge a complaint in writing and address it to management at National Skills.

13.4 External Bodies

If your complaint or appeal is not resolved to your satisfaction, you may contact:

- Australian Skills Quality Authority (ASQA): www.asqa.gov.au or 1300 644 844
- National Training Complaints Hotline: 13 38 73

14. Student Code of Conduct

As a student, you are expected to:

- Treat all people with respect and courtesy including all staff members and contractors engaged by National Skills
- Attend and participate actively in scheduled training and assessment
- Submit only your own original work
- Follow all health and safety instructions
- Respect organisational property and resources
- Not engage in discrimination, harassment, bullying, vilification, or intimidation of any kind, including on the basis of race, religion, ethnicity, gender, sexuality, disability, or any other protected attribute (see the Anti-Vilification Policy and Code of Conduct for full details)
- Not attend training under the influence of alcohol or illicit substances
- Use organisational resources responsibly and only for their intended purpose
- Notify **National Skills** of any changes to your personal details or circumstances

Breaches of the code of conduct may result in counselling, a formal warning, suspension, or cancellation of enrolment. You will be given a fair opportunity to respond before any action is taken.

Vilification, including racial or religious vilification and antisemitism, is treated as a serious breach under the Anti-Vilification Policy and Code of Conduct and may result in immediate suspension. In

cases of violent, threatening, or seriously disruptive behaviour, or where a person is under the influence of banned substances, **National Skills** reserves the right to remove the student immediately.

15. Privacy and Confidentiality

15.1 Your Personal Information

All personal information you provide is managed in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. Only staff with a legitimate need will access your information. It will not be disclosed to third parties without your written consent, except where required by law or for regulatory reporting (such as AVETMISS reporting to NCVET).

15.2 Our Training Materials

All training materials and resources provided by **National Skills** are confidential and proprietary. They are for your personal educational use only and must not be copied, shared, uploaded to document-sharing sites, or distributed without written permission. Unauthorised distribution will be pursued under intellectual property laws.

15.3 Your Student Records

Your enrolment details, assessment results, and certification records are stored securely. Assessment evidence is retained for a minimum of two years from completion (for training products completed on or after 1 July 2025). You have the right to request access to your records by providing proof of identification. We recommend that you keep a personal copy of all assessment work you submit. Refer to the Privacy and Confidentiality Policy for more information.

16. Access, Equity and Inclusion

National Skills is committed to providing training that is fair and accessible for all. We foster a safe, inclusive, and culturally safe learning environment. All students have equal access to our programs regardless of gender, cultural or linguistic background, race, disability, age, marital status, pregnancy, sexual orientation, or caregiving responsibilities.

We recognise the unique position of Aboriginal and Torres Strait Islander peoples as the First Nations people of Australia, and are committed to providing a culturally safe learning environment for First Nations students.

National Skills maintains a zero-tolerance approach to vilification in any form, including racial vilification, religious vilification, and antisemitism. All students and staff are entitled to participate in training in an environment free from vilification and intimidation. Cultural, religious, and linguistic diversity is valued and respected. Full details of expected and prohibited behaviours are set out in the Anti-Vilification Policy and Code of Conduct.

If you have any questions or concerns about access and equity, please contact us. Please refer to the Access Diversity and Inclusion Policy for more information.

17. Work Health and Safety

National Skills maintains a safe learning and working environment. Your cooperation is essential. You are expected to:

- Follow all health and safety instructions from your trainer
- Report any hazards, incidents, or unsafe conditions immediately
- Use personal protective equipment (PPE) where required
- Not attend training if you are unwell or experiencing flu-like symptoms
- Follow infection control and hygiene guidelines at all times

If a risk is identified during any activity, the activity will be stopped until the risk is addressed. Refer to the Work Health and Safety Policy.

18. Modes of Delivery

National Skills delivers training through a range of methods, depending on the course and your circumstances:

- Online – Self-paced learning through the online student portal, with assessor support
- Workplace – Training and assessment conducted at your place of work
- Blended – A combination of online learning and face-to-face or workplace-based sessions

The mode of delivery for your course will be confirmed at enrolment. Regardless of the delivery method, you will have access to your trainer for support throughout your enrolment.

19. Glossary of Key Terms

Term	Meaning
AQF	Australian Qualifications Framework – the national framework that classifies qualifications in Australia

Term	Meaning
ASQA	Australian Skills Quality Authority – the national regulator for VET
Competent (C)	You have demonstrated the required skills and knowledge to meet industry standards
Credit Transfer	Recognition of a unit you have already completed with another RTO
Gap Training	Additional training for specific units where RPL did not fully cover the requirements
LLN	Language, Literacy and Numeracy – core communication and numeracy skills
Not Yet Competent (NYC)	You have not yet demonstrated the required standard and are given an opportunity to improve
RPL	Recognition of Prior Learning – assessment of your existing skills and experience against a qualification
RTO	Registered Training Organisation – an organisation approved to deliver nationally recognised training
Statement of Attainment	A document confirming you have completed one or more units of competency
Training Package	A set of nationally endorsed standards and qualifications for a specific industry
Training Product	A qualification, skill set, unit of competency, or accredited course
Unit of Competency	A specific component of a qualification that defines the skills, knowledge, and performance required
USI	Unique Student Identifier – a reference number required for all nationally recognised training in Australia
VET	Vocational Education and Training

20. Key Contacts

Contact	Details
National Skills	1300 417 006
Email	admin@nationalskills.com.au
Website	www.nationalskills.com.au
ASQA	www.asqa.gov.au 1300 644 844
National Training Complaints Hotline	13 38 73
Australian Human Rights Commission	1300 656 419 www.humanrights.gov.au
Lifeline (24-hour crisis support)	13 11 14
Beyond Blue (mental health)	1300 22 4636
1800RESPECT (family/domestic violence)	1800 737 732
Headspace (youth mental health)	1800 650 890

21. Related Policies and Procedures

This handbook provides a summary of key information. Full details are in the following documents, available on request or on our website:

- Refund Policy
- Complaints and Appeals Policy
- Access, Diversity and Inclusion Policy
- Anti-Vilification Policy and Code of Conduct
- Student Wellbeing Policy
- Student Support Policy
- Student Code of Conduct
- Assessment Policy
- RPL and Credit Transfer Policy
- Privacy and Confidentiality Policy
- Plagiarism and Academic Integrity Policy
- Work Health and Safety Policy
- Training and Delivery Policy

22. Legislative Framework

National Skills operates in accordance with all applicable Australian legislation, including:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations 2025 (Outcome Standards and Compliance Standards)
- Privacy Act 1988 (Cth)
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Sex Discrimination Act 1984
- Racial Discrimination Act 1975
- Age Discrimination Act 2004
- Work Health and Safety Act 2011
- Student Identifiers Act 2014
- Modern Slavery Act 2018 (Cth)

Current legislation is available at www.legislation.gov.au.