



AURORA
TRAINING AND PROFESSIONAL SERVICES



STUDENT HANDBOOK

Aurora Training & Professional Services
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Aurora Training & Professional Services would like to pay our respect and acknowledge Aboriginal and Torres Strait Islander peoples as the traditional custodians of the land, rivers and sea. We acknowledge and pay our respects to the elders; past, present and emerging of all nations.

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Welcome

Your Learning Journey with Aurora Training & Professional Services

Welcome to Aurora Training & Professional Services, your pathway to education excellence. As a recognised leader in adult education, endorsed by federal and state authorities, our commitment to quality education shines through our students' achievements.

We offer accredited qualifications that empower you and Statements of Attainment (skillsets) that matter. By enrolling in your chosen course, you have unlocked a world of opportunities that will shape your future with qualifications that elevate your career prospects and transform your life's journey.

Your success is our priority, whether you're pursuing accredited programs or exploring specialised courses. Join us and journey towards your future success!

Achieve More and Fast Track Your Future Success!

At Aurora Training & Professional Services, we're here to guide you on your learning journey.

Ready to excel? Here's how it works:

- Be assessed based on real-world skills, matching industry standards.
- Gain hands-on skills and abilities that matter in today's workplace.
- Unleash a range of abilities:
 - Perform tasks like a professional.
 - Tackle unexpected challenges with assurance.
 - Shine in different work setups and adapt skills across varying contexts.
 - Showcase vital skills, including communication, teamwork, problem-solving and more.

Choose from the various disciplines we offer including Leadership and Management, Project Management, Business Services, Community Services, Individual Support, Ageing and Disability, Work Health and Safety, Hospitality, Retail, General Insurance and Employment Services. Our dynamic learning environment ensures safety, diversity and equality.

Your trainers are world-class industry professionals, dedicated to your success. They are recognised for their experience and industry knowledge. They're up-to-date, skilled and always learning - ready to guide you.

Step confidently towards success with Aurora Training & Professional Services!

Student Support

You can contact Student Support, Monday to Friday between 8.30am and 4.30pm.

Phone: 1300 818 172

Email: studentsupport@auroratps.edu.au

Section 1 - Starting Your Learning Journey

Student Selection and Enrolment

At Aurora Training & Professional Services, we're here to make sure you're set up for success. Our selection process is all about being fair and inclusive, finding the best fit for you.

Fair Criteria

We match your skills to the right program based on workplace performance and competency to ensure you're in the right course.

Easy Entry

To ensure you're prepared for success, we'll always let you know ahead of time if your course has specific requirements.

No Discrimination









We value diversity and treat everyone equally, no matter your gender, ethnicity or background.

Funding Options

Depending on the program, you might qualify for government support. If not, don't worry, we've got different payment options.

To apply for enrolment in your chosen course, you must complete the enrolment application form and a Language Literacy, Numeracy and Digital Literacy (LLND) assessment. We will review your enrolment application and LLND assessment for both course suitability and your eligibility for training. Once your enrolment is approved, we'll reach out and walk you through the next steps to commence your training.

Once your enrolment application is accepted, you're good to go if you:

-  Qualify for funding (if applicable) or pay the course fees.
-  Provide appropriate identification.
-  Meet any prerequisites and have the skills necessary to successfully complete the course.
-  Agree to follow our policies, procedures and our Student Code of Conduct.
-  Ensure any additional fees and charges have been paid.
-  Undertake an induction/orientation session.
-  Sign your training plan which is your study contract.
-  Welcome – your learning journey starts now!

Your USI

Your Unique Student Identifier (USI) is your government issued individual education number. It is a digital record of any nationally recognised training you have achieved in Australia since January 1, 2015. It is mandatory that all students provide their USI upon enrolment.

You can find, create or update your USI by visiting usi.gov.au/students/create-your-usi or find your linked USI in [your myGov account](#).

Language, Literacy, Numeracy and Digital Literacy Assessment (LLND)

A LLND assessment helps to identify your skills and abilities in reading, writing and oral English, as well as your digital literacy skills. LLND skills are crucial for learning and workplace success.

You will be asked to complete a LLND assessment to identify any educational needs that might affect your progress. If your LLND assessment indicates a risk of course non-completion, we will discuss this with you and explore potential solutions, such as deferring enrolment for skill development or considering a different course. Employers will also be consulted if the student is a trainee.

Delivery Methods

We understand that everyone learns differently and that work and personal commitments vary. At Aurora Training & Professional Services, we offer flexible study options so you can choose the approach that works best for you.

Classroom

Trainer-led learning in a face-to-face or virtual classroom.



Students using online or virtual learning platforms receive information via email on how to access the online portal once they have completed their enrolment.

Flexible

Self-guided learning with online, softcopy or hardcopy resources.



On-the-Job Learning

We know that practical skills develop best in real workplaces. That's why on-the-job learning can be an important part of your training. The following sections show how workplace experience helps you apply what you learn, build confidence and get job-ready.

Work Placement

Students can gain practical experience in a workplace setting to complement their classroom-based or self-guided learning. Aurora Training & Professional Services coordinates work placement for eligible students with our industry partners.

For workplace requirements, please see **page 09**.



Employment-Based Traineeships.

An employment-based traineeship provides a hands-on, immersive training opportunity for employees in full-time or part-time roles to gain a nationally recognised qualification. Trainees complete their coursework during scheduled study time within their work hours, through either classroom-based or flexible delivery modes. Our trainers work collaboratively with employers to support trainees in developing skills directly relevant to their job role. Workplace assessments are conducted for selected units of competency to ensure trainees can demonstrate their skills in a real-world setting.



Fees, Payments and Refunds

Before enrolling you will receive information about your course fees and our refunds policy. Payment is to be made in Australian dollars by the specified due dates on the tax invoice, with a maximum upfront fee of \$1,500 (no GST). If the course fee exceeds \$1,500, a payment plan is available with the balance paid at halfway through your course. Payment methods accepted include Credit Card, Direct Debit (by Ezidebit) and Direct Bank Transfer.

Late payment of course fees incur additional charges. If fees remain unpaid 14 days after the final notice, you may be suspended from your course, be unable to receive your certification, and if you are a trainee or apprentice, your non-payment can be reported as a breach of your Training Contract. If payment is overdue by more than 30 days, Aurora Training & Professional Services may pause your training until all outstanding fees are paid.

Prior to your enrolment you will be advised of any additional fees attached to your training program. Additional fees include the costs associated with any mandatory checks/clearances, any equipment you need to purchase and/or any licensing fees.

For refund eligibility, please refer to our website for the Student Fees, Charges and Refund Policy. Refunds will be paid directly to either the student or the person or organisation/business that originally made the payment. It is very important that you clearly understand the terms and conditions in our Refund Policy and clarify any questions you may have prior to finalising your enrolment and before commencing training.

We are committed to safeguarding student fees and, as part of this commitment, Aurora Training & Professional Services does not accept individual payments exceeding \$1,500 (GST not applicable) prior to the course start.

New South Wales: [NSW Fair Trading](#)

Queensland: [Office of Fair Trading](#)

Traineeships

If tuition fees are applicable to traineeship training, the employer will be invoiced for these fees on behalf of the student as outlined in the Training Proposal Agreement with the employer.

Credit Transfer

To receive a Credit Transfer for previous VET studies, we must first verify your transcript. If your transcript was issued by another RTO, you'll need to give us permission to access your USI records, or we can contact the issuing RTO to confirm your results. To apply, download the Credit Transfer Application Form from our website or contact Student Support for the form. If the unit you completed has been superseded, you may still receive a Credit Transfer if it is listed as equivalent on the National Register. If it is not equivalent, we may need mapping evidence, or you can apply for Recognition of Prior Learning (RPL).

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a way to receive credit for skills and knowledge you already have. This may come from past work, training, or life experience. To apply, you need to fill out an RPL form, pay any fees, and give us evidence of your skills. Evidence could be certificates, work samples, or references from employers. You may also have a short interview or be asked to show your skills. If you want more information about RPL or the fees, please contact Student Services.

Course Duration

You must complete your course within the set duration to avoid extra fees. If you do not finish all units within this timeframe, you will receive a Statement of Attainment for the units you have completed. If you need more time, you can apply in writing to Student Support for a course extension, which must be discussed prior to your application, to ensure it is possible. An Extension/Suspension Fee may apply unless you can provide evidence of compelling circumstances beyond your control. Please see our Fees & Charges on the website for details.

Authority to Publish

During enrolment, you are asked to sign an Authority to Publish form. This is optional and will not affect your enrolment. If you choose to sign it, you give Aurora Training & Professional Services permission to use your photo or quotes for promotional purposes. Images may be edited for design and used without further consultation but will be stored securely and handled according to our privacy procedures. If you are under 18, a parent or guardian **must** sign the form for you.

Sharing your experience helps inspire and inform future students, and we appreciate your support.

Consumer Protection, Privacy & Data Protection

Aurora Training & Professional Services is committed to protecting your rights as a consumer through accurate information, transparent operations, and quality training and assessment. Our Consumer Protection Statement outlines key areas such as information provision, fee protection, withdrawals and refunds, complaints and appeals, customer feedback, privacy, and training discontinuation. We collect personal information for education, administration, legal and reporting obligations, employer updates and duty of care purposes. Your privacy is protected under the Australian Privacy Principles and relevant laws. Students and staff may access or correct their personal information at any time.

Records of AQF certification documentation and Statements of Attainment are securely retained for 30 years. For more information, refer to our Privacy Policy or contact Student Support.

Your Personal Property

If you bring personal property to our training facilities, you do so at your own risk. We cannot be held responsible for any loss, damage or other issues related to your personal property.

Change of Your Details

Please contact Student Support if any of your personal details change, such as your phone number, email address, home address, etc. We need your up-to-date contact details so we can stay in touch with you during your course.

If you legally change your name, you are required to provide official documentation as evidence. You must also update your USI profile. Your legal name will be used on your transcript, qualification and all formal records.



Workplace Requirements

Some qualifications require mandatory workplace learning and assessment. For these courses, you will need a National Criminal Record Check (NCRC), Working with Children Check (WWCC) and a recent immunisation record. Details are available on the course flyer or course information webpage and in your work placement pack provided prior to enrolment.

Before starting work placement, you'll receive a Work Placement Code of Conduct that explains the behaviour expected in the workplace. Some workplaces may not accept students with past offences such as violence, sexual offences, fraud or theft, which could affect your ability to complete the course. If you think this might affect you, please contact Student Support for confidential advice.

Aurora Training & Professional Services prioritises safety for students and the public. If your skills, conduct, or wellbeing pose a risk, or if you breach the Code of Conduct, you may be removed from placement, affecting course completion.

Your Work Placement Coordinator will confirm tasks that match your skills and course outcomes. You must be physically and mentally fit to perform these safely. Discuss any concerns with us before enrolment. Aurora Training & Professional Services provides Voluntary Workers Compensation and Public Liability Insurance for approved work placements.



Section 2 - Progressing in Your Learning Journey

Attendance and Active Participation

Face-To-Face Attendance

Your attendance and active participation in all learning activities are essential for success in your assessments. If you are unable to attend a class, you must contact your Trainer/Assessor or Student Support on the day, if not earlier. A medical certificate may be required if you are not well. You are responsible for catching up on any missed work.

You are expected to actively participate and make progress throughout your enrolment. This means engaging in class and online activities, discussions, group work, research, projects and assessments, as well as completing any directed or self-directed study.

We are committed to your success in this course, so please follow these steps.

- Attend a minimum of 85% classes to learn from your trainer and fellow classmates.
- Actively participate in your learning by asking your trainer questions and seeking clarification on topics, where needed.
- Always undertake self-study where required. This will be assigned by your trainer and may require you to access the Internet.

Virtual classroom participation

Active participation in our virtual learning environment is essential for your success. If you are enrolled in a virtual class, you must attend regularly, log in on time, and take part in discussions, group work and interactive activities. This keeps you engaged with course content and connected to your trainer and peers.

Participation means more than just showing up — it involves asking questions, contributing to discussions and completing assessments thoughtfully. If you experience challenges attending or participating, contact your Trainer/Assessor or Student Support. You are responsible for having the required technology and Internet access to complete your studies successfully.

Online participation

Studying online gives you flexibility to balance learning with work, family and other commitments. You can learn at your own pace and on your own schedule. To succeed, you need to be active and consistent. Log in regularly, complete readings and activities, take part in discussions and submit your work on time.

If you need help or have questions, contact Student Support. Staying connected with your trainer and support team will help you stay on track and succeed in your studies. It is your responsibility to provide the appropriate technology equipment and a viable Internet connection so you can successfully complete your studies.

Study Smarter

Tips for success in your online and virtual courses

1. Set SMART study goals

Specific: Define when, where how and what you will study weekly.

Measurable: Determine your dedicated study time each week and monthly unit completion goals.

Achievable: Ensure your goals are realistic and regularly compare your plans with your actual progress.

Relevant: Confirm that your goals align with your coursework completion strategy - study smarter, not harder.

Time-bound: Set time limits for each task and track your progress to meet coursework deadlines.

2. Create a study schedule

You may not always find time to study, but you can make time! Create a study schedule that allows you enough time to read the materials, answer the knowledge assessment and complete the performance evidence (even the role plays). Plan your study sessions and stick to a schedule. Consistency is key to success.

3. Find your ideal study spot

Do you work best at the kitchen table, in a coffee shop, or at the library? Find your study spot and set up the tools around you to help you focus.

Some more tips for a focused environment:

- Drink a cold beverage through a straw.
- Try the Pomodoro method: Set a study timer for 25 minutes, put away distractions, get the work you can do, then take a five-minute movement break and repeat the cycle.
- Find your study playlist such as nature sounds, heavy metal, low-fidelity music (Lo-Fi), or white noise.

4. Take notes during the class

Copy the knowledge assessment questions into your notebook or a Word document. While reading through the materials (either with your trainer or on your own), use the knowledge questions as a guide for notetaking.

Not only does this save time completing the assessment, but it also motivates you to stay focused throughout the unit!

The following tips will help you get the most out of your online learning and stay organised as you complete your assessments.

1. Role Plays

- **Do not record your own role plays.**
Role plays should always be completed **with your trainer.**
- When you finish your practical tasks and upload everything, **submit the unit.**
Your trainer will review your work and then **contact you to book your virtual role play session.**

2. Make Access Easy

- **Pin the online portal** to your internet browser so you can open it quickly.
- **Use two tabs** at the same time — one for your learning resources and one for your assessment questions. This saves time and makes study easier.
- **Use the search bar** in your learning resources to quickly find information you need.

3. Make the Most of Your Submissions

- You get **3 submission attempts** for each unit.
- Use your first attempt to answer all questions as best you can.
Your trainer will mark your work and give you helpful feedback.
- **Don't delete your original answers** unless they are completely incorrect.
Add to them instead — trainers often just need a little more information.

4. Getting Help From Student Support

If you're unsure about a question, prepare your request for support while you study:

- Start a draft email and include the **unit name.**
- **Copy and paste the question(s)** you need help with, including the question numbers.
- Try all questions first. If you need to skip one temporarily, type a few characters so you can move on — just return to it later.
- When you're ready, **send your draft email to Student Support.**

5. Save Your Work

- Always **save your answers as you go** so you don't lose any progress.

6. Complete All Evidence Before Submitting

- Make sure you have completed:
 - the **knowledge questions**, and

- all **task documents**

- Once you submit, your trainer will then contact you to book the **role play** (if required for that unit).

7. Support for Your First Unit

- If you are unsure about the **Performance Evidence (Simulated Tasks)**, you can book a support session. Let us know a few days/times that suit you, and we will arrange a Teams meeting to guide you through it.

8. Optional Quick Quiz

- At the end of your learning resources, you may see a **quick quiz**. This is just for practice and does **not** affect your assessment result.

9. Performance Evidence Matters

- Performance Evidence tasks are **just as important** as the knowledge questions.
- They help you put your learning into practice and show that you can perform the tasks correctly in a real or simulated workplace.



Trainees

Active engagement with your study materials is the key to a successful learning experience. As a trainee, it's important to use your study time effectively and stay on track with your course. Regularly reading your learning materials, watching related videos, and completing the practice activities will help you better understand the topics.

Make sure you follow the due dates in your Training Plan for all assessments — submitting your work on time helps you stay on track and successfully complete your course. You're also responsible for having the right technology, equipment, and a reliable internet connection to complete your studies.

If you're having any difficulties or have questions about your learning or assessments, contact your trainer/assessor or Student Support. Talking early about any challenges helps us support you and keep your learning on track.

We're required to let the government funding body in your state know if something may affect your traineeship, such as:

- You're not being released to attend formal training or assessment
- You're not making every effort to achieve competency

Your state training authority will then contact your employer and/or you to help resolve the issue. If you have any questions about your training, please contact Student Support.



Assessment

Classroom students: you must submit all assessment tasks within the timeframes given by your trainer. Your trainer will explain assessment dates, times, requirements and conditions on the first day of training for each unit. You can also find information about your assessment schedule in your course timetable. If you miss an assessment, contact Student Support as soon as possible to discuss your situation. In some cases, you may be asked to provide evidence, such as a medical certificate.

For online students: you must submit your assessments prior to the due date stated in your Training Plan.

All students: If you are not successful on your first attempt, your assessor will provide feedback and give you two more opportunities to demonstrate competency. If you are still not competent after these re-attempts, you may need to re-enrol in the unit to continue your studies. A separate fee will apply.

Qualified trainers and assessors are responsible for determining your competence. You will receive your assessment results along with supportive feedback. If you disagree with an assessment decision, you have the right to appeal within seven (7) days. Your first step is to talk with your trainer or assessor and request a review.

Every student has the right to learn and be assessed in an environment that is safe, respectful and free from bullying, harassment or disruption. If you behave in a disorderly, offensive or aggressive manner towards another person, you may not be allowed to sit the assessment.

Your assessments will include a variety of different assessment strategies, for example your assessment may include:

- written tasks
- questioning, projects
- practical demonstration
- work placement
- roleplays
- case studies
- observation
- portfolio
- interviews
- quizzes
- closed book assessment.



Medical Conditions

If you have a medical condition such as epilepsy, diabetes, or any other ongoing health issue, please let us know at enrolment or as soon as possible. This information helps us provide the right support and make sure your learning environment is safe for you and others.

Some prescription or over-the-counter medications can affect your alertness or coordination, which may make it unsafe to use equipment, machinery or handle chemicals. If this applies to you, please talk to your trainer and Student Support so we can put the right arrangements in place.

Your privacy is important to us. Any personal or medical information you share will be kept confidential and handled in accordance with the Privacy Act 1988 (Cth). Your trainer may need to inform Student Support, but we will never share your information with anyone else without your permission.

Work Health and Safety

We are committed to keeping your learning and work environment safe and healthy for everyone. We follow the Work Health and Safety (WHS) laws and our own safety rules to make sure you are protected.

If you are a trainee in your workplace, your employer is mainly responsible for safety in the workplace.

Before you enrol, we'll let you know if your course has any special requirements such as personal protective equipment (PPE) or a uniform. You must wear the required clothing and safety gear as directed (for example, steel-capped boots) or you won't be able to attend that class or activity.

You also have a responsibility under the Work Health and Safety Act 2011 and the WHS Regulation 2017 to take reasonable care of your own health and safety, and that of others. Always:

- Follow your trainer's or supervisor's instructions
- Use equipment safely and correctly
- Report any unsafe conditions, hazards, injuries or incidents straight away
- Turn off mobile phones or devices during class unless your trainer has approved their use.

If you need an ambulance, the cost will be your responsibility.

Smoking is not permitted inside buildings or near entry doors, in line with NSW law.

If you see something unsafe, tell your trainer, supervisor or Student Support immediately.

Reporting Accidents and Critical Incidents

If you are injured or involved in an accident during training or work placement, report it straight away to your trainer or workplace supervisor. Even minor injuries must be reported so we can keep you safe and provide support. Contact Student Support as soon as possible. They will email you an Accident Report Form to complete and email back to Student Support.

If a serious incident or emergency occurs (for example, serious injury, threat to life, property damage or death):

1. Inform your trainer immediately, and/or call 000 for emergency services (fire, ambulance or police).
2. Contact Student Support as soon as possible to report what happened.
3. Student Support will email you a Critical Incident Report Form to complete and return.

Changes To Your Study Program

Changing circumstances may require a change to your study program. Aurora Training & Professional Services reserves the right to cancel a course or to change a training schedule if circumstances change. Should this occur, we will notify you and offer alternative arrangements where possible. In the event of a course cancellation initiated by Aurora Training & Professional Services, you will be reimbursed the student fee in accordance with our Refund Policy. It is important to note that we do not accept responsibility for any losses, expenses or inconveniences arising from these changes.

Other changes may result from:

Withdrawal from study

We are here to support your journey toward your career goals, and we'd be disappointed to see you leave. However, we recognise that situations can change, so if you're thinking about withdrawing from your studies, please talk to your trainer or reach out to Student Support.

If you decide to withdraw, you must notify us in writing. Contact Student Support for the Request to Withdraw or download it from our website. You may be eligible for a refund based on our Refunds Policy. Remember, not submitting a withdrawal application will keep your enrolment active, which you may incur additional fees.

Suspension of studies

Once you've enrolled and started a course, suspending your studies is generally not permitted except for compassionate grounds or compelling circumstances backed up by evidence. We'll do our best to support your training continuation where possible.

Trainees

In specific cases, trainees with their employer's consent, may seek a suspension of their training plan. The applicable form must be submitted to the appropriate State Training Authority for approval. Your trainer, Student Support or the Apprenticeship Network Provider (ANP) can guide you through the process and provide the necessary form.

All other students

To apply for a suspension of studies, submit a written request to Student Support and negotiations will follow. Suspension of your studies cannot exceed 6 months from the date you lodge your request. Please see Fees & Charges on our website for the Extension/Suspension payable. This fee may be waived for compelling circumstances beyond the students control with appropriate evidence.

Course transfer

Transferring from one course to another will result in your initial course being cancelled and a new enrolment in the transferred course. We are required to notify any third parties involved (ANP, employer for trainees, and government departments) about your transfer.

Should the transfer be likely to incur additional course fees and charges, you will be advised before being transferred. There is no administration/application fee for a course transfer; however, you must contact Student Support and inform them of your decision to transfer.

Extension to training plan

As you are progressing through your allocated time and find you are not progressing as suggested by your training plan, please speak to Student Support to discuss your options.

Trainees

In specific cases, trainees with their employer's consent, may seek an extension or temporary suspension of their training plan. The applicable form must be submitted to the appropriate State Training Authority for approval. Your trainer, Student Support, or the Apprenticeship Network Provider (ANP) can guide you through the process and provide the necessary form.

All other students

Students who are not trainees, may apply in writing for an extension to their training program, however there is a maximum period for which a training plan can be extended. If you find you need to extend your training plan, you must apply in writing, providing appropriate substantiating evidence. This does not guarantee you an extension to your training plan as there are other mitigating factors that must be considered if an extension is granted. Please see Fees & Charges on our website for the Extension/Suspension Fee payable. This fee may be waived for compelling circumstances beyond the student's control where substantiating evidence has been provided.

Transitioning from a superseded course transfer

At times qualifications become superseded and we are required to update accredited qualifications to align with industry needs, rendering older qualifications obsolete. If you're enrolled in a superseded qualification, we may need to transfer you to the updated version.

While the updated qualification may have a longer duration, this transfer is free of charge. If the change doesn't align with your current circumstances, please discuss your options with your trainer or Student Support.

Academic Integrity

Academic integrity means acting with honesty, responsibility and respect for others' work. It's about being ethical in everything you do during your studies and taking pride in doing your own work.

Make sure you read the Student's Code of Conduct so you understand what academic integrity means and what counts as a breach of it.

Copyright Infringement

All Aurora Training & Professional Services training and assessment materials are protected by the **Copyright Act 1968**. You must not copy, share, or reproduce these materials without permission.

AI as a Research Assistant

AI tools (for example, ChatGPT, Copilot, Gemini, Claude) can help you explore ideas, create outlines or find new ways to understand a topic. However, you must not use AI to write your assessment answers or copy and paste AI-generated text into your work. Always write answers in your own words, using your research, course materials, personal experience and/or your reflection. Make sure you read the Appendix "Use of AI in Student Assessments" to fully understand where you can and can't use AI.

Units with Special Conditions

Some units have special training or assessment requirements. These might include:

- Training or assessments held at another location
- Assessment by a third-party provider
- Use of special equipment (for example, a commercial kitchen)

If you miss your scheduled assessment or are not yet competent, extra fees or waiting times may apply before you can try again.

This applies to units such as First Aid, forklift or truck licences, RSA/RCG, and hospitality or hygiene units. These situations can delay your progress or course completion.

Before you enrol, you'll be told about any units with special conditions or extra costs.



Section 3 – Student Support

Your trainer and our staff are here to help you succeed. If you find the course hard, are struggling to manage your time, or have any other study problems, please reach out to the Student Support team.

We can support you by:

- Checking your progress
- Helping with learning or technical issues
- Reviewing your training plan
- Talking through your training activities

If you stop participating in your studies, a Student Support team member will contact you to see how we can help. Please use this opportunity to tell us about any challenges affecting your attendance — we're here to support you in achieving your goals and completing your course.

If you're a trainee in the workplace, your trainer will regularly check on your progress. This might be through phone calls or face-to-face visits.

Reasonable Adjustment

Reasonable adjustments are changes we can make to help all students have an equal chance to learn and succeed. These changes are based on your individual needs and may include things like:

- Different training methods
- Extra time or alternative formats for assessments
- Adjustments to your learning environment

If you have any needs or challenges that may affect your studies, please talk to your trainer or Student Support as soon as possible so we can organise the right support for you.

Reasonable adjustments don't give unfair advantages; they make sure everyone has fair and equal access to learning and assessment.

Student Safety and Wellbeing

Aurora Training & Professional Services is committed to providing a safe, respectful and supportive learning environment for every student. Your wellbeing is important to us and we take all reasonable steps to ensure you can learn, participate and succeed without experiencing harm, discrimination, harassment or unfair treatment.

We follow the 2025 Standards for RTOs, Work Health and Safety legislation and the National Principles for Child Safe Organisations, and all other relevant laws to create a positive and safe training environment whether you study online, in a classroom or in a work placement.

Our Commitment to Your Safety and Wellbeing

We will:

- Provide a learning environment that is safe, inclusive and free from bullying, harassment, discrimination and violence.
- Ensure training and assessment environments (including online sessions and work placements) meet WHS requirements.
- Make sure trainers, assessors and staff are appropriately trained to support student wellbeing and respond to safety concerns.
- Treat all reports of harm, discomfort or safety issues seriously and respond promptly.
- Protect your privacy and only share information when required to support your safety or comply with the law.

- Offer reasonable adjustments and support services for students who may be experiencing personal, learning or wellbeing challenges.
- Provide clear communication pathways so you know who to contact if you have a concern, feel unsafe or need help.
- Regularly review our safety and wellbeing processes to ensure they remain effective and aligned with current standards and legislation.

If You Ever Feel Unsafe or Need Support

You are encouraged to speak up at any time. If something doesn't feel right, or if you are concerned for yourself or another student, please tell:

- Your trainer/assessor
- Student Support
- General Manager

You can talk to us in person, by phone or by email. If you prefer, a trusted friend or family member can contact us on your behalf.

If anyone is in immediate danger, call 000.

Student Safety and Wellbeing – Additional Requirements for Students Under 18 Years of Age

Students under 18 may require additional safeguards. Because of this, we apply strengthened child-safe procedures to ensure extra protection, supervision and support.

Our Additional Commitments for Students Under 18

We will:

- Follow the National Principles for Child Safe Organisations to ensure young people are safe, respected and supported.
- Screen and train all staff, trainers and assessors who work with students under 18 to ensure they are suitable and understand child-safe responsibilities.
- Provide appropriate supervision including online learning/virtual classroom environment, face-to-face delivery and workplace visits.
- Respond quickly to any concerns, reports or signs of harm, neglect, bullying or unsafe behaviour.
- Keep personal information private and share it only with authorised people when required to protect your safety.
- Communicate with parents/carers when required, or when it is in the best interest of the young person's safety and wellbeing.
- Follow emergency procedures and the Four Critical Actions for Child Safety (Respond, Report, Contact, Support) if a serious concern is raised.

If You Are Under 18 and Feel Unsafe

Please speak to:

- Your trainer/assessor
- Student Support
- The General Manager (Child Safety Contact Person)

You can talk to us directly, or a parent/carer or trusted adult can contact us for you. We will listen carefully, take your concerns seriously, and act to make sure you are safe.

Summary

Every student has the right to feel safe, respected and supported. Aurora Training & Professional Services will always:

- Protect your right to safety
- Support your wellbeing and learning
- Respond promptly to concerns
- Maintain your privacy
- Provide extra safeguards for students under 18

Your safety comes first. If you ever feel unsafe, worried or unsure please speak up. We are here to help you.

External and Urgent Support

If you are in immediate danger or someone else is, call 000 or go to the nearest hospital emergency department.

If you are concerned about your mental health, please talk to a trusted adult, such as a doctor, psychologist, or counsellor. They can help you understand what you are going through and develop a plan to get better.

If you are feeling unsafe and need immediate help for a mental health issue,

For NSW students, call the Mental Health Line on 1800 011 511. The Mental Health Line is a 24/7, state-wide telephone service that can connect you with a mental health professional. Anyone can call the Mental Health Line to get help and support.

For Queensland students, call the mental health access line on 1300 642 255 (1300 MH CALL). The service is available 24 hours a day, 7 days a week and will link to the caller's nearest Queensland Public Mental Health service.

The Suicide Call Back Service (1300 659 467) is a 24/7 crisis support service for people at risk of suicide, for their carers and those bereaved by suicide.

Lifeline also offers a 24-hour telephone counselling service on 13 11 14 providing crisis support.

Students needing extra support with language, literacy and numeracy (LLN) may wish to contact:

- [Reading Writing Hotline - 1300 655 506](https://readingwritinghotline.edu.au/) <https://readingwritinghotline.edu.au/>
- [NSW Adult Literacy and Numeracy Council](http://www.nswalnc.org.au/) <http://www.nswalnc.org.au/>
- [Qld Language, literacy and numeracy learning](https://www.qld.gov.au/education/further-ed/short-courses/literacy) <https://www.qld.gov.au/education/further-ed/short-courses/literacy>
- [Australian Council of Adult Literacy \(ACAL\)](https://acal.edu.au/wp/) <https://acal.edu.au/wp/>

Students requiring urgent non-academic help may consider accessing the following services:

- **[Lifeline –13 11 14](#)**
AVAILABLE 24/7
Lifeline provides all Australians with Crisis Support and suicide prevention services.
- **[The Salvation Army –13 72 58](#)**
The Salvation Army offers social services for addiction, aged care, disasters and emergencies, housing and more.
- **[Alcohol and Drug Information Service \(ADIS\) NSW – 1800 250 015](#)**
AVAILABLE 24/7
The Alcohol and Drug Information Service (ADIS) offers a toll-free and confidential counselling helpline dedicated to assisting NSW residents dealing with issues related to alcohol and/or drug misuse.
- **[Victims of Crime Support Line Victims Support Service –1800 633 063](#)**
MONDAY – FRIDAY, 9AM – 5PM
The Victims Support Scheme offers counselling, financial aid and a recognition payment to individuals who have experienced an act of violence or modern slavery.
- **[Services Australia – 13 24 68](#)**
MONDAY – FRIDAY, 8AM – 5PM

Services Australia is a government agency that administers programs such as Centrelink, Medicare, Child Support and other government services.

- **[Domestic Violence Hotline](#) – 1800 656 463**

AVAILABLE 24/7

Domestic Violence Hotline is a helpline for women and people who identify as female in New South Wales. It offers crisis counselling and referrals.

- **[MensLine Australia](#) – 1300 78 99 78**

AVAILABLE 24/7

MensLine Australia is a free telephone and online counselling service for men in Australia.

- **[1800RESPECT](#) – 1800 737 732**

AVAILABLE 24/7

1800RESPECT is a national counselling line for anyone in Australia who has experienced or is at risk of family, domestic violence, or sexual assault.

- **[Daisy](#) – MOBILE APP**

Daisy is a free app developed by 1800RESPECT that includes safety features to help protect the privacy of people using it and provides information on support services in your local area. Daisy can be downloaded for free from iTunes or Google Play.

- **[QLife](#) – 1800 184 527**

7 DAYS A WEEK, 3PM – MIDNIGHT

QLife is a free and anonymous service that provides LGBTIQ+ people and their loved ones with peer support and referral services. It is usually open in the afternoon to late.

- **[NSW Ageing and Disability Abuse Helpline](#) – 1800 628 221**

MONDAY – FRIDAY, 9AM – 4PM

Ageing and Disability Abuse Helpline promotes the rights of older people and adults with disability to live free from abuse in their family, home and community.

- **[Qld Elder Abuse Helpline](#) 1300 651 192 (if you are in Queensland) or (07) 3867 2525 (rest of Australia)**

This website is managed by the Department of Families, Seniors, Disability Services and Child Safety.

- **[The National Disability Abuse and Neglect Hotline](#) – 1800 880 052**

The National Disability Abuse and Neglect Hotline, is a free, independent and confidential service for reporting abuse and neglect of people with disability.

- **[Multicultural NSW](#) – (02) 8255 6767**

MONDAY – FRIDAY, 9AM – 4PM

Multicultural NSW implements policy and legislation to support diversity and promotes community harmony and social cohesion in New South Wales.

- **[Multicultural Affairs Queensland](#)** <https://www.dwatsipm.qld.gov.au/our-work/multicultural-affairs>

Contact is through the website.

- **[ReachOut](#) - ONLINE COMMUNITY** <https://au.reachout.com/>

AVAILABLE 24/7

ReachOut provides safe and stigma-free support services and community for culturally and linguistically diverse parents, teachers and people under the age of 25.

- **[Counselling Online](#)** <https://www.counsellingonline.org.au/>

Free online counselling service where you can communicate with a professional counsellor about your own alcohol and drug use, or if you are concerned about a family member, relative or friend.

Supporting Australia's First Nations People

Aurora Training & Professional Services is committed to ensuring that Aboriginal and Torres Strait Islander students feel safe, respected and supported throughout their learning journey. We recognise the unique histories, cultures, languages and contributions of Australia's First Nations Peoples, and we aim to provide a training environment that is culturally safe, inclusive and free from discrimination.

This commitment aligns with the 2025 Standards for RTOs, which require RTOs to support diverse learners, address barriers to participation, and ensure all students experience a safe and culturally respectful learning environment.

Our Commitment to Cultural Safety and Respect

To support First Nations students, we will:

- Provide a culturally safe and welcoming environment where identity, culture and connection to Country are respected.
- Listen to and consult with First Nations learners and use feedback to improve our training and support practices.
- Remove barriers to participation by offering flexible delivery, individualised support and reasonable adjustments where appropriate.
- Respond to racism, discrimination or cultural harm promptly and seriously, ensuring students feel safe to speak up without fear of judgement.
- Ensure staff receive training on cultural awareness, cultural safety and trauma-informed practices.
- Respect cultural protocols, including obligations relating to community responsibilities, cultural practices and family commitments.
- Provide access to support services that understand the cultural and social needs of First Nations learners.
- Acknowledge Country and promote respect for First Nations cultures across our organisation.
- Regularly review our practices and policies to ensure we continue to meet the needs of First Nations students in line with the 2025 Standards for RTOs.

Support for First Nations Learners

Our Student Support team can work with you to:

- Identify any learning or support needs
- Adjust your training plan if community or cultural responsibilities arise
- Connect you to culturally safe wellbeing, health and community services
- Provide learning and LLND support or extra guidance if needed
- Assist with workplace learning arrangements (if applicable)

You can talk with us privately at any time if you need help, feel unsafe or experience cultural disrespect.

Helpful contacts for First Nations People:

- [Office For Aboriginal And Torres Strait Islander Health \(OATSIH\)](#)
Comprehensive list of Aboriginal health services in each state and territory.
<https://www.health.gov.au/topics/aboriginal-and-torres-strait-islander-health?language=und>
- [WellMob](#) <https://wellmob.org.au/>
Online resources to help support the social, emotional and cultural wellbeing of our Aboriginal and Torres Strait Islander community.
- [13YARN](#) Phone 13 92 76

For 24/7 confidential crisis support from an Aboriginal or Torres Strait Islander crisis supporter. This is your story; your journey and we will take the time to listen. No shame, no judgement, safe place to yarn. We're here for you.

- [Aboriginal Contact Line](#) – **1800 019 123** Available Monday to Friday excluding public holidays. A confidential service for Aboriginal and Torres Strait Islander people who have experienced family violence, sexual assault, or any violent crime.
- [Australian Indigenous HealthInfoNet](https://healthinonet.ecu.edu.au/) <https://healthinonet.ecu.edu.au/>
Contributing to improving the health of Australia's Aboriginal and Torres Strait Islander people and assisting in 'closing the gap' by facilitating the sharing and exchange of relevant, high-quality knowledge.

Government Funded Training Support

Students (or their employers) may be able to access financial support from the government to help pay for Aurora Training & Professional Services courses. The government offers a range of funding programs for training and education. The current funding is the Smart and Skilled Program (NSW only). We can help you find out more about government funding available to you and eligibility requirements before you enrol. Contact Student Support for more information.

Smart and Skilled (NSW)

The NSW Smart and Skilled program helps people gain skills and qualifications to improve their job opportunities. It offers subsidised training for eligible students, including apprentices and trainees, so they can learn industry-relevant skills and build meaningful careers.

You may not have to pay the student fee if you meet certain conditions:

- Aboriginal and Torres Strait Islander students who live or work in NSW, or in postcodes that border NSW, are eligible for a fee exemption.
- Students who are eligible for Smart and Skilled and receive a Disability Support Pension, or have a diagnosed disability confirmed by a health professional, are also exempt from fees.
- Students who are dependents, spouses, or partners of someone receiving a Disability Support Pension do not have to pay the student fee.

You must provide proof of your eligibility for a fee exemption or concession when you enrol. Fee changes cannot be made after your training is finished or if you withdraw from your course.

<https://skills.education.nsw.gov.au/>

<https://education.nsw.gov.au/skills-nsw/students-and-job-seekers/low-cost-and-free-training-options/smart-and-skilled-training>

Section 4 – Your rights and responsibilities

Student Code of Conduct

As a student, it is your responsibility to treat fellow students, trainers and staff with respect and fairness, ensuring your conduct does not compromise the reasonable freedom of any person to study or work in a safe environment. This expectation applies across various settings, including classrooms, the workplace and online or virtual classrooms. Aurora Training & Professional Services is committed to providing a secure and respectful learning environment and we expect all individuals, staff, trainers and students to adhere to Australian and state laws as well as the regulations set by statutory bodies in addition to following our policies, procedures, directions and guidelines.

As a student, you have the right to:

- be treated fairly and with respect
- learn in a safe and supportive environment
- have your personal information kept confidential
- receive feedback on your progress in a timely and professional manner
- ask for credit transfer or recognition of prior learning or experience
- have your assessment results and other decisions reviewed
- make complaints or suggestions without fear of being penalised
- be informed about your course timetable, assessment requirements, safety rules and support services.

As a student, you have the responsibility to:

- adhere to Aurora Training & Professional Services policies and procedures
- attend class on time
- adhere to your training plan, this is your individualised learning pathway to success
- advise your trainer/assessor or Student Support if you need to miss a class
- keep training venues and equipment clean and tidy
- show great care of all training equipment, tools and resources. Treat them like your own
- not disrupt, disrespect, use abusive language, gestures or threats towards trainers, other students, members of our staff or any other persons representing our organisation
- act appropriately and sensibly at all times to ensure your own safety and the safety of others
- follow safety rules, including wearing PPE and dressing appropriately
- understand what you need to do to pass your course, including checking assessment requirements, due dates and the number of assessment tasks you need to complete to be competent in a unit
- ensure your holidays and other commitments don't conflict with your training and assessment dates
- advise Student Support within seven (7) days if your contact information changes
- advise Student Support of any learning needs you have, including any difficulties that are affecting your learning or if you need extra help
- meet expectations for submitting assignments, attendance and communications.

As a student, you must not:

- damage, steal, modify, misuse or waste Aurora Training & Professional Services' property
- behave in a way that might offend, embarrass, threaten, or harm other students, your trainer/assessor, our staff or other persons, including by sending inappropriate SMS messages, cyberbullying or sharing inappropriate digital content such as pornography
- copy someone else's work or cheat on your assessment. This includes copying from another student, copying from books, websites or other reference sources (without appropriate referencing), using Artificial Intelligence to generate assessment answers, contracting a commercial cheating service, or having another person complete an assessment for you
- infringe copyright, including by copying Aurora Training & Professional Services' course materials or other copyrighted materials
- use Aurora Training & Professional Services technology equipment inappropriately, such as, for illegal acts or installing other software unless instructed by your trainer/assessor
- use offensive, abusive, or threatening language or actions
- harass students, staff, or other people in person, over the phone, online or through social media
- use cameras or recording devices, including mobile phones, without the consent of the person being photographed or recorded
- be under the influence of alcohol or illegal drugs in the learning environment
- join an online or virtual class while driving a vehicle or operating machinery.

Rights Reserved

Aurora Training & Professional Services reserves the right to:

- prevent you from attending classes or accessing online learning materials
- withhold any academic documents for completed units or qualifications
- cancel your enrolment
- conduct training and/or assessment at a different location or delivery pattern than advertised if circumstances change
- change the date, time for a whole or any part of a course
- cancel your enrolment if:
 - you fail a unit more than twice
 - you are unable to demonstrate academic competency through assessments, work placement or practical work tasks.

Aurora Training & Professional Services reserves the right to withdraw or cancel your enrolment where:

- you have used Generative Artificial Intelligence (Ai) such as ChatGPT, Claude, Co-Pilot, Gemini, etc, inappropriately in an assessment. (Refer to Appendix C for appropriate and inappropriate use of Generative AI)
- you have failed to pay your fees. You must meet your financial obligations to maintain your enrolment
- you have become uncontactable during your studies with us. It is your responsibility to ensure your contact details remain current during the duration of your course. Contact Student Support to update your contact details
- you have not progressed with your studies as indicated in your Training Plan
- you have violated the Code of Conduct. This includes serious breaches such as harassment, bullying, discrimination, abusive, threatening or aggressive behaviour and being a danger to yourself or others
- you have undertaken academic misconduct, such as cheating, plagiarism or other forms of academic dishonesty
- you have failed to consistently meet academic performance requirements for your course of study
- you have failed to comply with our policies and procedures and you become a danger to yourself or others.

Aurora Training & Professional Services is not responsible for any loss, expense or inconvenience these changes may cause.

Bullying, Harassment and Discrimination

Aurora Training & Professional Services is committed to providing a safe, fair and respectful place to study and work. Bullying, harassment and discrimination are not accepted under any circumstances.

If someone's behaviour makes you feel uncomfortable or unsafe, you can:

- Tell the person that their behaviour is not okay (if you feel safe to do so), or
- Speak to your trainer or Student Support as soon as possible.

You also have the right to make a formal complaint through our *Grievances, Complaints and Appeals Policy*.

We take all reports seriously and do not tolerate any form of bullying, harassment, discrimination or poor behaviour.

Your Feedback

At Aurora Training & Professional Services, we're dedicated to giving you the best training experience possible. Your thoughts matter to us, so we want to hear what you have to say. You can share your feedback with us by phone, email or short surveys you will be asked to complete as you progress through your course. You may be asked to give feedback through testimonials, Google Reviews and external surveys, such as the ASQA Learner Questionnaire and surveys from Training Services NSW.

NSW Student Outcomes Survey and the NCVER National Student Outcome Survey.

We take your feedback seriously and commit to taking action. Our team may reach out to you to get more details regarding your feedback. Your input is essential, so that we understand your needs, support you in reaching your goals and to make improvements for the future.

Making a Complaint

At Aurora Training & Professional Services, we aim to provide high-quality education and training and your feedback helps us improve. You can share your thoughts with us anytime — whether it's a complaint, compliment or suggestion.

If you have a concern or complaint, please let us know by:

Filling out our feedback form on our website (Student Feedback Centre, Client Feedback Centre),

Completing a Complaints Form and emailing it to us, or

Calling Student Support to provide your feedback or register a complaint.

We handle all complaints and appeals fairly, honestly and professionally. Once you make a complaint, we ask that you work with us in good faith to find a solution. If you need help understanding the process, our Student Support team is here to assist you.

Appeals Process

If you disagree with a decision we've made, such as your assessment result or special consideration request, you can appeal.

To do this:

Complete the Assessment Outcome Appeal Lodgement Form and email it to Student Support within 7 days of receiving your result.

A qualified assessor will review your appeal within 10 working days.

If you're still not satisfied after this review, you can contact:

ASQA (National VET Regulator): 1300 701 801

NSW Smart and Skilled students: Department of Education Customer Support Centre – 1300 772 104

Queensland students: Queensland Training Ombudsman – 1800 773 048 or visit trainingombudsman.qld.gov.au/contact

For full details, see our Grievance, Complaints and Appeals Policy and Procedure.

Privacy of Information

We collect your personal information to:

- manage your enrolment, training and assessment,
- meet legal and government reporting requirements,
- keep your employer informed of your progress (if relevant), and
- ensure we meet our duty of care to you.

We follow Australian privacy laws and keep your information confidential and secure. Your details will not be shared with anyone who isn't authorised.

You can ask to see or correct your personal information at any time by writing to Student Support. (This includes requests from your employer or employment service provider.)

We are required to share some student and training information with government agencies for official purposes like planning, research, funding and reporting. These agencies may also share information with other authorised organisations for lawful reasons.

Access to Records

Aurora Training & Professional Services will keep AQF certification documents and/or Statement of Attainment records for 30 years.

Throughout your training, you can check your results with your trainer/assessor. Your results will also be recorded in your USI record. We report to the USI Registry every three months.

Once you finish your studies or have withdrawn from your course, you will receive a transcript. This document will outline your enrolled course, the units of competency you've taken and the results you achieved.

Section 5 – Graduation and Beyond



Graduation

To successfully graduate from your course, you will need to achieve overall competency in your course through the following unit of competency outcomes:

- **Competent:** awarded when you have demonstrated the ability to perform skills and tasks that meet the training package requirements and industry sector standards.
- **Credit Transfer:** transfer of credit for unit(s) obtained from another RTO.
- **Recognition of Prior Learning (RPL):** granted where you have successfully completed, through the skills recognition pathway, an RPL assessment for a unit of competency.

If you receive a grade of **Not Yet Competent (NYC)**, it means you will need to undertake further training and/or assessment to meet training package requirements. You may incur additional fees to re-attempt the NYC unit(s).

Learning Pathways

We trust the training you have received has provided you with a strong foundation for your professional goals and aspirations. As alumni, you are always welcome to return and further your studies through our continuing education programs and courses. Many graduates find that coming back after a few years in the workforce provides valuable new perspectives and helps them gain skills to advance their careers. Our wide range of professional development courses are designed to meet the evolving needs of today's professionals. Whether you want to expand your skills, switch career paths, or advance to new roles and leadership positions, we have options to help you achieve your goals. Our experienced instructors and industry-focused training delivers practical knowledge you can apply immediately in your current or future jobs. We invite you to come back and let us help you reach new heights in your career.

Issue of Awards

If you have successfully completed all requirements of your course and all fees have been paid, you will receive a transcript within 28 calendar days of being assessed as competent in the training program you enrolled in.

If you have not completed all units in a qualification, you will receive a Statement of Attainment for the units of competency where you have been deemed as competent.

If you require a certification to be re-issued due to loss or damage, please contact Student Support. There will be a fee to re-issue a certificate or a Statement of Attainment.

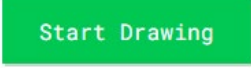
Appendix A – Glossary of Terms

Bullying	Bullying is a repeated, intentional and aggressive behaviour aimed at causing harm, distress, or discomfort to another person, often involving a power imbalance between the aggressor and the victim. This behaviour can occur in various contexts, such as places of study, workplaces, or online environments.
Classroom based training	A traditional educational approach where learning activities, lectures and discussions take place in a physical classroom setting, typically led by an instructor or trainer
Discrimination	Discrimination is the unjust or prejudicial treatment of individuals or groups based on certain characteristics such as race, gender, age, religion or other factors leading to unequal opportunities or unfavourable actions against the targeted individual(s).
Distance education	Delivery of educational content and instruction to students who are geographically separated from their instructor or educational organisation. Typically, resources are be delivered by mail or email and communications is via phone or email.
Mixed mode learning / blended learning	Combines traditional face-to-face instruction with online or digital learning components. This approach integrates in-person classroom interactions with technology, offering a flexible and diverse learning experience that can include both synchronous and asynchronous activities.
On-the-job training	A method of acquiring skills and knowledge while actively performing tasks in a real work environment, allowing students to learn through practical experience and direct application of the job's requirements
Plagiarism	The act of presenting someone else's ideas, words, or work as your own without proper acknowledgment or permission. This includes copying and pasting from sources without citation, paraphrasing without giving credit and submitting someone else's work as your own. Plagiarism is considered a serious academic offense and can result in consequences such as academic penalties or even expulsion, as it undermines the principles of originality, honesty and intellectual integrity in academic and professional settings.
Racial or sexual harassment	Racial harassment involves unwelcome conduct or discriminatory behaviour directed at an individual based on their race, ethnicity, or nationality, creating a hostile or intimidating environment. Sexual harassment refers to unwanted and inappropriate conduct of a sexual nature, including advances, comments, or actions that create an uncomfortable or offensive atmosphere in the workplace or other settings.
Self-paced online learning	The student independently progresses through educational content at their own speed, without the need for real-time interaction or fixed schedules, offering flexibility and autonomy in the learning process.
Victimisation	Victimisation is the act of singling out an individual for mistreatment, harassment, or harm based on their perceived vulnerability or previous experiences, creating a situation where the person becomes a target of ongoing negative actions or behaviours.
Virtual classrooms	Online education conducted through web-based platforms, allowing students to participate in interactive lectures, discussions and activities remotely, often in real-time, with the guidance of an instructor.
Workplace learning	This is a broad term encompassing the ongoing acquisition of knowledge, skills and competencies by employees within their professional environment, often through a combination of formal training, informal interactions and experiential learning opportunities on the job.

Appendix B - How to insert an electronic signature

There are several ways to insert an electronic signature, this fact sheet will demonstrate a very simple way to add your signature to a document.

1. Go to <http://www.autodraw.com>. If this is your first visit, you will see the start page as shown below. Just click on

the  button. You will not see this screen again the next time you visit the site.

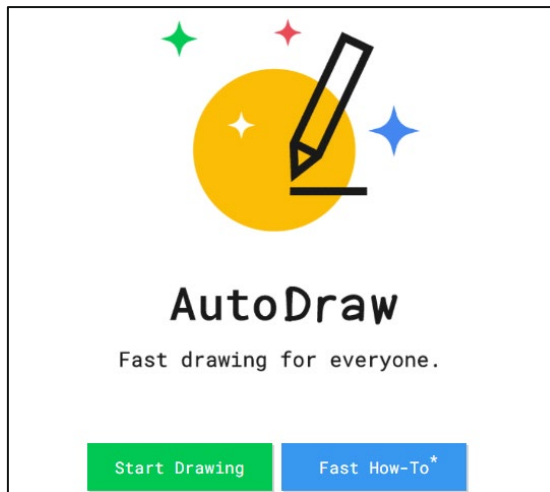


Figure 1 Start page

2. When you are in the application, you will see a blue circle on the left hand side of the screen. Click on the blue circle to get a flyout menu that allows you to change the colour of your pen. Select the black dot to create your signature in a black pen.

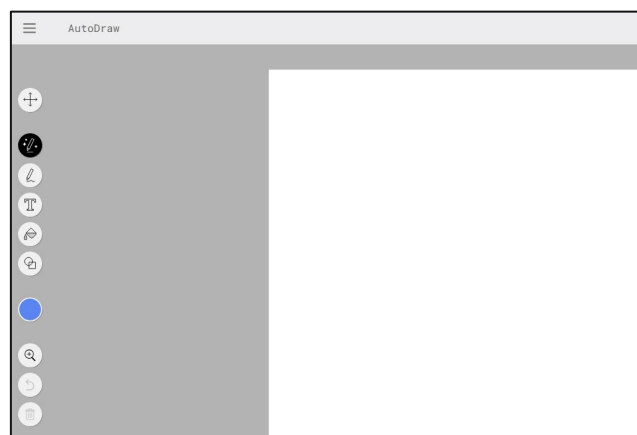


Figure 2 Changing the blue pen

3. Click and drag your mouse across the white canvas to create your signature

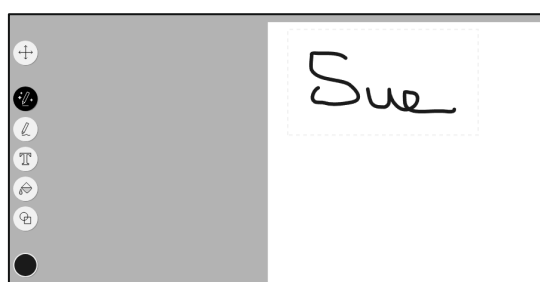


Figure 3 Use the mouse to create your signature

- Use the snipping tool and drag around your signature to capture your signature to your computer (save it to the Desktop, filename "signature")



Figure 4 Windows snipping tool

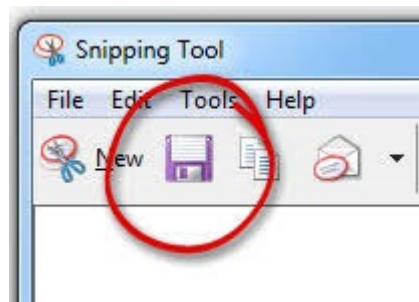


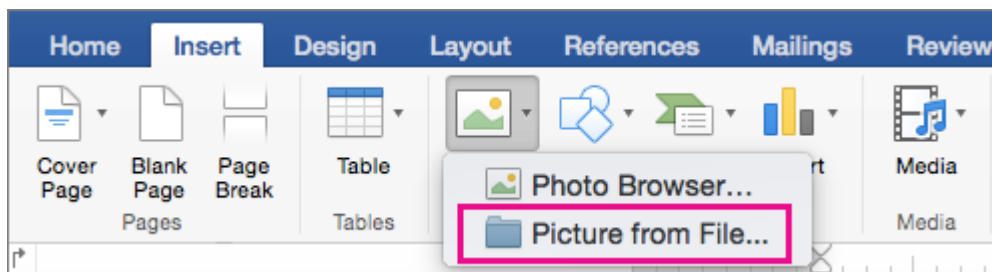
Figure 5 Save your snipped signature

- In Microsoft Word, click where you want your signature to appear.

Student's name	Signature:	Date:
		

Figure 6 The circle shows you where you need to click

- Select the Insert ribbon -> Picture -> This device ->
- Select the file "signature" from your desktop to insert the image of your signature.



source: <https://support.microsoft.com/en-us/office/insert-pictures-3c51edf4-22e1-460a-b372-9329a8724344>

Appendix C - Use of Generative AI in Student Assessments

What is Generative AI

Generative Artificial Intelligence (AI) refers to tools that create new text, images, data or ideas when you type in a prompt. Examples include ChatGPT, Copilot, Gemini, Claude and similar tools.

AI can be helpful for learning support, but it must never replace your own thinking or writing.

Acceptable Use of AI

You may use AI tools for learning support if you:

- Use AI to help you understand topics or concepts.
- Use AI to check spelling, grammar, or formatting.
- Use AI to translate or make text easier to read if English is not your first language.
- Use AI to generate ideas or create study notes in your own words.

If you use AI, you must:

- Review and rewrite everything in your own words.
- Acknowledge the tool you used, for example:
"Grammar checked using Microsoft Copilot."

Unacceptable Use of AI

You must **not** use AI tools to:

- Write or rewrite assessment answers for you.
- Generate examples, case studies, or reflections that you then submit as your own.
- Create fake data, workplace evidence, or records.
- Paraphrase or copy AI content to make it look like your own.
- Avoid completing learning activities yourself.

Doing any of the above is academic misconduct, like cheating or plagiarism.

Why It Matters

ASQA and Aurora Training & Professional Services require all assessments to be:

- Authentic – your own work.
- Valid and reliable – showing your real skills and knowledge.
- Fair – the same rules apply to everyone.

Using AI in the wrong way means your assessor cannot verify your competence and your assessment may not be accepted.

What Happens if You Breach the Policy

If your assessor or Student Support team believes your work has been generated by AI, you may be asked to explain your submission.

The process is as follows:

Breach Level	What Happens	Outcome
First Breach	You will be contacted by Student Support for counselling and receive a formal warning email with advice on how to correct your work.	You remain enrolled. Monitoring of future work.
Second Breach	You'll receive a Show Cause email and have seven (7) working days to explain why the issue continues.	May risk withdrawal from the affected unit.
Third Breach	Treated as serious academic misconduct.	Possible withdrawal from your enrolment.

You have the right to **appeal any decision** under the *Grievances, Complaints and Appeals Policy*.

Getting Help

If you're unsure how to use AI properly:

- Ask your trainer or assessor before using an AI tool.
- Contact Student Support for clarification or assistance.
- Check your Assessment Instructions, they'll tell you if AI use is allowed.

Remember:

AI can support your learning, but it must never do the work for you.

Your qualification reflects your own skills and knowledge, and that's what makes it valuable

Appendix D - Transparency Statement - How we use AI

Transparency Statement - How we use Artificial Intelligence (AI) at Aurora Training & Professional Services

What we do

- We use AI tools to help our staff be more efficient, for example to draft documents, summarise legislation, create generic training scenarios and improve our internal systems.
- We make sure humans always make the final decisions. AI helps, but it does *not* replace your trainer or assessor's competency judgements.
- We do not upload or use your personal data in external public AI tools. Your name, address, assessment work/results, feedback, are not entered into public AI tools.
- If we ever use AI in a way that impacts you more directly, we'll let you know.

What this means for you

- You'll get learning materials and assessment tasks that are developed thoughtfully; AI may have helped behind the scenes for resource development.
- Nothing you submit will be used where your personal data is uploaded into external AI tools without your consent.
- If you ever have questions about how your data is used, you can ask us.
- If you plan to use AI for study (e.g., chatbots, writing tools), you must still ensure your own learning and work follows our academic integrity rules found in the Use of Generative AI in Student Assessments policy and procedure.

Some quick FAQ

- **Can I use AI to write my answers?**
You may use AI for idea generation or to check your grammar, but your answer must be your own original work, and you must cite or flag any use of AI.
- **Will you ever use AI to assess me?**
No. Your assessment will be marked by a human assessor. AI may assist staff behind the scenes but will not replace humans.
- **What happens to my personal data?**
We protect it under our Privacy Policy. We don't use your identifying data in public AI tools.
- **What if I disagree with something or suspect misuse?**
Let us know. We have a complaints / feedback mechanism.

In short, we use AI to help staff be efficient. Your personal data stays protected. A human assessor always reviews your work. You must still do your own work.

Appendix E - Consumer Protection Statement

Our Consumer Protection Statement outlines how we protect your rights as a student. We are committed to:

✓ **Providing accurate information**

You will receive clear, honest information about your course, fees, support services, training delivery and your rights before you enrol.

✓ **Fee transparency and protection**

You will not be charged hidden fees. Refunds, withdrawals and payment options are clearly explained.

✓ **Withdrawals and refunds**

If you decide to withdraw, we have fair processes in place. Refunds are handled according to our Fees, Charges and Refunds Policy.

✓ **Complaints and appeals**

If something goes wrong, you can make a complaint or appeal without fear of disadvantage. We respond quickly and fairly, and you can escalate your concern externally if needed.

✓ **Customer feedback**

Your feedback helps us improve. You can provide compliments, suggestions or concerns at any time.

✓ **Privacy and confidentiality**

We collect personal information for education, administration, legal and reporting obligations, employer updates, and to ensure duty of care. Your privacy is protected under the **Australian Privacy Principles** and relevant laws. You may access or correct your personal information at any time.

✓ **Training continuity**

If your course is discontinued, we will help you complete or transition to another provider, where possible.

This statement aligns with:

- *Standards for NVR Registered Training Organisations 2025*
 - *Compliance Standards; DIVISION 1 - INFORMATION AND TRANSPARENCY*
- *Australian Consumer Law – Consumer Rights Disclosure*
- *Smart and Skilled NSW – Mandatory consumer protection obligations*



Student Handbook 2025

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