

## *STUDENT HANDBOOK*

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*Executive General Manager*

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## WELCOME MESSAGE

Welcome to Skills Lab.

Thank you for choosing Skills Lab to help you to build and further develop your career.

Skills Lab is a SAGE Group company, created specifically to meet the demand for high-quality learning targeting current and future industry needs. Skills Lab utilises a pool of engineers and technicians from within the SAGE Group to draw upon their subject matter expertise; meaning our trainers are industry experts working at the forefront of their field.

We understand that starting or returning to study can be daunting. Skills Lab hopes to make the experience as simple and enjoyable as possible. We are here to help you succeed.

This Student Handbook has been developed to help you navigate through the day-to-day issues that you may encounter whilst studying at Skills Lab.

## QUALITY STATEMENT

Skills Lab is an Australian Skills Quality Authority (ASQA) accredited Registered Training Provider (RTO). This means we must comply with the VET Quality Framework and that many of our courses are nationally recognised. We have also adopted the ASQA **Code of Practice**, see **Appendix 1** to this Handbook.

Skills Lab is committed to providing innovative and exceptional services to our clients and students. We achieve this by integrating quality assurance and continuous improvement processes into our everyday business.

We encourage and value student feedback to assist us to improve our courses, delivery, policies and procedures, facilities, information services and the overall experience at Skills Lab.

On behalf of Skills Lab and SAGE Group, we wish you an enjoyable and rewarding experience with Skills Lab.

If you have any questions or any feedback, please do not hesitate to contact our team.

Laura Mabikafola  
General Manager

## Contents

|  |    |
|--|----|
| USING THIS HANDBOOK .....                            | 5  |
| SKILLS LAB PERSONNEL, FACILITIES AND EQUIPMENT ..... | 6  |
| KEY PEOPLE .....                                     | 6  |
| FACILITIES & EQUIPMENT .....                         | 6  |
| FEES AND CHARGES.....                                | 6  |
| Fees .....   | 7  |
| Cooling Off Period .....                             | 7  |
| Payment.....   | 7  |
| Payment Plans .....                                  | 7  |
| Concession.....                                      | 7  |
| DEFERMENT AND REFUNDS .....                          | 8  |
| Deferment and Refund Entitlements .....              | 8  |
| Claiming a Refund.....                               | 9  |
| Payment of Refund.....                               | 9  |
| STUDYING WITH SKILLS LAB.....                        | 9  |
| APPLYING, ASSESSMENT & ENROLMENT .....               | 9  |
| Applying for a course.....                           | 9  |
| Assessment of Application .....                      | 10 |
| Enrolment.....                                       | 10 |
| INDUCTION AND ORIENTATION .....                      | 10 |
| SKILLS LAB COURSES .....                             | 10 |
| Competency Based Training .....                      | 10 |
| Trainers and Mentoring.....                          | 11 |
| Training Methodology .....                           | 11 |
| COMPLETION AND GRADUATION .....                      | 13 |
| Re-issuing Certificates .....                        | 13 |
| STUDENT RIGHTS AND RESPONSIBILITIES .....            | 14 |
| ACCESS EQUITY AND FAIRNESS.....                      | 14 |
| STUDENT CODE OF CONDUCT.....                         | 15 |
| CHEATING AND PLAGIARISM .....                        | 15 |
| STUDENT RECORDS .....                                | 15 |
| Change of Circumstances .....                        | 15 |
| Accessing Your Personal File .....                   | 15 |
| Privacy .....  | 16 |
| COMPLAINTS, APPEALS AND FEEDBACK.....                | 16 |
| COMPLAINTS PROCESS.....                              | 16 |
| APPEALS PROCESS.....                                 | 16 |
| FEEDBACK/EVALUATION .....                            | 17 |
| LEGISLATION .....                                    | 17 |

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|  |    |
|--|----|
| WORK, HEALTH AND SAFETY.....                                   | 17 |
| ANTI-DISCRIMINATION, HUMAN RIGHTS AND EQUAL OPPORTUNITY .....  | 17 |
| PROTECTION OF CHILDREN AND YOUNG PEOPLE .....                  | 17 |
| VOCATIONAL EDUCATION AND TRAINING.....                         | 17 |
| APPENDIX 1: SKILLS LAB’S CODE OF PRACTICE.....                 | 18 |
| APPENDIX 2: STUDENT CODE OF CONDUCT.....                       | 23 |
| APPENDIX 3: AUTHORITY TO EXCHANGE INFORMATION .....            | 25 |
| APPENDIX 4: ACKNOWLEDGEMENT DECLARATION .....                  | 26 |
| APPENDIX 5: MEDIA AUTHORITY STUDENT TRAINEE .....              | 27 |
| APPENDIX 6: CHANGE OF DETAILS FORM .....                       | 28 |
| APPENDIX 7: DISCLOSURE OF DISABILITY OR MEDICAL CONDITION..... | 29 |

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## USING THIS HANDBOOK

This Student Handbook is a guide to assist you with the day-to-day issues that you may encounter at Skills Lab. It provides you with a summary of the enrolment process, payment of fees, general information about our courses, your rights and responsibilities, and where to find further information.

This Student Handbook also contains a number of forms and documents that you may need to complete as part of your enrolment or at some stage during your time with Skills Lab. These documents include:

- Student Code of Conduct (**Appendix 2**)
- Authority to Exchange Information (**Appendix 3**)
- Acknowledgement Declaration (**Appendix 4**)
- Media Authority Trainee Student (optional)(**Appendix 5**)
- Change of Details Form (**Appendix 6**)
- Disclosure of Disability or Medical Condition (optional)(**Appendix 7**)

This Student Handbook may change from time to time. We will endeavour to notify you of any changes and ensure the current version of the Student Handbook is available on our website. If you are unable to access our website, please contact us.

## SKILLS LAB PERSONNEL, FACILITIES AND EQUIPMENT

### KEY PEOPLE

Below is a list of the key people and their roles at Skills Lab:

- **Executive General Manager:** The Executive General Manager has overall accountability for the management and performance of Skills Lab. The role of the Executive General Manager is to lead and manage the Skills Lab team to ensure Skills Lab delivers high quality training programs to its students.

The Executive General Manager is also the Access and Equity Officer under Skills Lab's Access Equity & Fairness Policy.

- **Senior Trainers:** The Senior Trainers have overall accountability for all education and training courses including:
  - Course design and content
  - Student Safety & Welfare
  - Student Support Services
  - Validation and Moderation
  - Compliance
  - Strategic Planning
  - Industry Consultation
- **Trainers and Assessors:** Trainers and Assessors are responsible for the delivery and assessment of course information to students including the review of learning materials and assessment tools.
- **Administration staff:** Skills Lab administration staff are there to assist you, if you have any queries, questions or concerns.

If you need assistance or have any questions, please contact any Skills Lab staff member and they will assist you.

### FACILITIES & EQUIPMENT

Skills Lab courses are available Australia-wide and we provide services onsite, in our labs and remotely via virtual face-to-face capability. Each Skills Lab premises is *Education and Class 9B* certified under the *Building Code of Australia*.

Skills Lab facilities include:

- Skills Laboratory – for the learning and practice of practical and manipulative skills;
- Modern air conditioned training rooms with good natural light;
- Student study space equipped with computers and access to on-line libraries;
- Private spaces for student counselling and support meetings;
- Dedicated Trainer/Assessor spaces;
- Lunchroom; and
- Amenities.

Each Skills Lab premises is located near public transport, shops and eateries.

### FEES AND CHARGES

A full list of fees and charges applicable for each course can be found on the Skills Lab website.

## Fees

All Skills Lab course fees comprise of:

- **Administration Fee:** Subject to any refunds given for a cancellation during the cooling off period, a non-refundable Administration Fee for all Qualifications and Skill-Set Courses of \$150.00 is payable at time of enrolment and covers the cost of processing the enrolment;
- **Tuition Fees:** These fees relate to the content and delivery of the training course;
- **Materials Fees:** If applicable, this fee relates to the consumable items that Skills Lab provides which become your property (such as text books, uniforms etc).

*Note: Your personal costs such as transport, parking, childcare, accommodation, food etc are NOT included in Skills Lab fees. Any personal costs you incur are your responsibility.*

## Cooling Off Period

Skills Lab provides a 24-hour cooling off period. This period commences on the day that Skills Lab notifies you that you have been successfully enrolled.

During the 24-hour cooling off period, if you change your mind about enrolling at Skills Lab, you can cancel your enrolment by notifying Skills Lab in writing. All monies you have paid to Skills Lab in relation to the cancelled enrolment will be refunded to you apart from the \$150 administration fee.

## Payment

Subject to below, course fees are due and payable on enrolment.

To protect your fees, Skills Lab does not accept payment in advance of more than \$1,500 (inclusive of GST). This means that if your total course fees are:

- **Less than \$1,500 (including GST)**, you must make full payment on enrolment; or
- **Greater than \$1,500 (including GST)**, you must pay \$1,500 on enrolment and the remainder of the fees in periodic instalments across the duration of our course as set in your Statement of Fees or Quote.

Payment methods accepted are: cash, credit card, electronic funds transfer and direct debit. Skills Lab does **NOT** accept cheques.

Payment will be considered received once funds have cleared Skills Lab's bank account.

More information about Skills Lab's fees can be found in our Fees & Refund Policy available on our website.

## Payment Plans

In special circumstances, Skills Lab may negotiate a flexible payment plan for students in financial difficulty. The agreed payment plan will be documented and Skills Lab will issue an invoice based on the agreed plan.

If you are under financial duress and wish to discuss a payment plan, please contact us.

## Concession

If you are eligible for an Australian Government or State Government Concession (applicable to the State where you have enrolled in your Skills Lab program), a concession may be applied to the Tuition Fee component of your course fees.

For more information, please contact us.

## DEFERMENT AND REFUNDS

### Deferment and Refund Entitlements

#### *Deferment*

If you are unable to commence a course you have enrolled in, you may defer your enrolment to the next start date for that course. You must give Skills Lab 14 days written notice (where practicable) requesting such deferment.

If you do not elect (or you are not eligible) to defer your course, you will be deemed to have withdrawn from the course and the 'Student Cancellation' refund policy below will apply.

#### *Student Cancellation*

If you wish to withdraw from a course, you must give Skills Lab written notice as soon as possible.

Where you provide Skills Lab with written notice of withdrawal from a course:

- **within 24 hours of enrolment** (i.e. during the cooling off period), Skills Lab will reimburse all fees paid by you in full (this includes the Administration Fee, Tuition Fee and Materials Fee if the materials have not yet been provided to you);
- **more than 7 days prior to commencement of the course**, Skills Lab will reimburse the amount paid in advance by you for that course (excluding the Administration Fee);
- **between 1 and 7 days' prior to commencement of the course**, Skills Lab will reimburse 50% of the amount paid in advance by you for that course (excluding the Administration Fee); and
- **less than 24 hours before commencement of the course**, Skills Lab will not reimburse any part of the fees paid in advance for that course. However, Skills Lab may hold a position open for you in another course for a period of 12 months (subject to availability).

If you withdraw from a course and have received a discount for enrolling in multiple courses, the fee for each course will revert to the standard rate and the balance (minus any discount) will be reimbursed to you.

#### *Exceptional Circumstances*

In exceptional circumstances, Skills Lab may issue a refund on compassionate grounds. Examples of an exceptional circumstances include an unforeseen serious illness or a traumatic event.

To request a refund on the grounds of exceptional circumstances, please contact us and complete the Refund Request Form including evidence to support your claims of exceptional circumstance (such as a doctor's certificate for illness).

#### *Skills Lab Cancellation*

Skills Lab may cancel courses due to low registration numbers or other unforeseen events.

In the event Skills Lab cancels a course, we will provide all enrolled students with reasonable notice and the opportunity to transfer to another course (which commences within an 8 week period of the cancelled course).

If Skills Lab cannot transfer a student into another course or the student elects for a refund, Skills Lab will refund all fees paid by the student in relation to the course (for clarity, this includes the Administration Fee, Tuition Fee and Materials Fee if the materials have not yet been provided).



## Claiming a Refund

Request for refunds must be made using the Refund Request Form (which is available on Skills Lab website or at reception). The Refund Request Form must be submitted to Skills Lab no later than 14 days from the date you notify Skills Lab of your withdrawal from the particular course.

## Payment of Refund

Skills Lab will issue students with a Refund Statement which sets out the amount of the refund and how it has been calculated.

Refunds will not be paid to a third party. All refunds will be made by direct bank transfer to the account of the person who made the original payment(s) within 28 days of receipt of the Refund Request.

Refunds will only be made after the fees have been cleared through Skills Lab's bank account.

## STUDYING WITH SKILLS LAB

### APPLYING, ASSESSMENT & ENROLMENT

Skills Lab's application, assessment and enrolment process is designed to give equal access and opportunity to all people in accordance with Skills Lab's Access Equity & Fairness Policy.

A copy of the policy is available on our website.

### Applying for a course

If you wish to apply for a course at Skills Lab, you will need to complete an online Application for Enrolment form. This form will be used by Skills Lab to create your student profile and to assess your suitability for the course you have applied for.

When you apply for a course, you will also need to submit the following to Skills Lab:

- Signed Student Code of Conduct;
- Signed Authority to Exchange Information;
- Signed Acknowledgement Declaration;
- Signed Consent form (specific form dependent on whether funding is being sought); and
- ID documents (certified if applicable).

You may also submit a Media Authority and or Disclosure of Disability or Medical Condition Form, however these forms are optional.

Where you have stated that you have previously achieved one or more qualifications, we will require you to provide certified copies of those qualifications or access to your USI transcript. A certified copy is a copy that has been certified by a Justice of the Peace, solicitor, a pharmacist, police officer, nurse or other professional authorised to certify documents.

## Assessment of Application

Skills Lab will assess your application to ensure you meet any applicable eligibility criteria, satisfy any pre-requisites and hold the necessary language, literary, numeracy and computer skills to complete the course you have applied for.

This assessment will be undertaken either in person, in writing or by online assessment, depending on which format is most suitable.

Skills Lab will also interview you to better understand your goals, learning needs and any adjustments that may be required. If the assessment uncovers any issues or areas for support and improvement, Skills Lab will discuss this with you and work with you to develop a plan to assist you to complete your course.

### Pre-requisites

Some courses have pre-requisites to enrolment. These pre-requisites may include:

- appropriate level of computer or digital literacy
- minimum academic requirements
- minimum English language proficiency (if English is your second language)

If the course you have applied for has any pre-requisites, you will be required to provide evidence that you meet these.

To determine whether the course you wish to enrol in has any pre-requisites, please go to the Skills Lab website or contact us.

## Enrolment

On the successful completion of the assessment and interview process, Skills Lab will enrol you in your course and provide you with all the relevant course information including your Unique Student Identifier (USI).

It should be noted that priority for a place within Skills Lab's courses will be given to those students who have made payment of their course fees in accordance with this Handbook and the Fees & Refund Policy.

For more information about the application, assessment and enrolment process, please refer to the Skills Lab Assessment & Selection of Students Policy which is available on the Skills Lab website.

## INDUCTION AND ORIENTATION

On the first day of your course, you will be provided with an induction and orientation. You will be introduced to Skills Lab staff members, provided with a tour of Skills Lab's facilities (if attending in person) and provided with information about the local area as well as other house-keeping matters. You will also be provided with an opportunity to ask questions.

## SKILLS LAB COURSES

### Competency Based Training

All Skills Lab courses are competency-based courses. We have designed and developed our courses to meet the *National Competency Standards* and to ensure our students are competent in their relevant field.

The *National Competency Standards* describe the knowledge, skills and attitudes a person needs to perform in a particular occupation. The *National Competency Standards* are the basis of nationally recognised qualifications and ensure consistency and transferability of qualifications.

The *National Competency Standards* form the basis of each Skills Lab course. Each unit of a course reflects a competency standard. To pass a unit, students must demonstrate that they have the knowledge, skills and attitude required to meet the relevant industry standard.

## Trainers and Mentoring

### *Training / Assessors*

All Skills Lab Trainers and Assessors have:

- Certificate IV in Training and Assessment (TAE40116);
- Demonstrated relevant competencies at least to the level of those being delivered;
- Industry experience that is current and relevant to the particular courses or modules/units of competence that they are involved in delivering.

Course assessments are undertaken by an Assessor. An Assessor's role is to objectively assess and judge a student's competencies.

### *Mentoring students*

Skills Lab provides mentoring to students who are performing below standard, are at risk of failing their course or who have requested assistance or mentoring.

If you require or would like mentoring, we will work with you to develop a mentoring plan to help you achieve your goals at Skills Lab.

For more information about mentoring, please contact us.

## Training Methodology

### *Training Standards*

Skills Lab provides training, resources and facilities that comply with the VET Quality Framework and Australian Qualifications Framework.

Skills Lab strives for excellence and endeavours to provide its services and training in accordance with industry best practice.

### *Blended Learning*

Skills Lab utilises a training delivery method known as blended learning. Blended learning uses diverse delivery methods such as:

- face-to-face;
- cyber-physical training;
- on-line learning;
- workshop (practical learning);
- group activities;

- projects;
- self-paced learning (which allows students to complete assessments and tasks at their own pace);
- workplace learning and assessment.

### *Flexible Learning*

Competency based training allows students to learn and be assessed in a variety of different ways. Training can be both 'formal' and 'informal'.

Informal training includes:

- completing a variety of 'new' tasks, during a normal working routine;
- informal observation and practice with feedback;
- on-job coaching and mentoring.

Formal training includes:

- 'Off Job' Training Sessions conducted outside of the workplace;
- 'Off Job' Training Sessions conducted at the workplace individually or in a group;
- formal observation and practice with real time feedback;
- working through training manual and assessments;
- 'On line' training session via our website.

### *Assessment*

The purpose of assessments is to determine whether or not competency has been achieved in a particular unit. The assessment process involves collecting evidence and making judgements about the extent to which a student demonstrates the knowledge and skills necessary to perform to the standard expected in the workplace.

Skills Lab's assessments are based on the *Australian Qualifications Framework Assessment Guidelines*.

Our Assessors use a variety of methods of assessment to provide you with the opportunity to demonstrate your knowledge and skills, such methods include:

- observation in the workplace with questioning or discussion
- demonstration and simulation
- practical tasks
- projects
- third party reports and witness testimony
- written and verbal tests and discussions

### *Recognition of Prior Learning and Credit Transfer*

Recognition of Prior Learning (RPL) is the assessment and acknowledgement of a person's skills and knowledge acquired through previous informal/formal training, experience in the workplace, voluntary work and social or domestic activity, which may be used to grant status or credit in a unit of competency.

Recognition of Current Competency (RCC) is the assessment of a person's current capacity to perform. It applies if an individual has previously successfully completed the requirement for a unit of competency and is required to be reassessed to ensure that the competence has been maintained.

A Credit Transfer is granting of status or credit to students for modules (subjects) or units of competency completed at the same or another institution or training organisation.

If you wish to apply for RPL, RCC or Credit Transfer, please discuss this with us during your pre-enrolment interview.

For more information about the RPL, RCC or Credit Transfer process (including the applicable fees), please refer to the Skills Lab Assessment and Selection of Students Policy available on our website.

## COMPLETION AND GRADUATION

On successful completion of your course, you will be provided with a testamur (a legal document that includes your name, qualification completed, date of conferral and Skills Lab seal).

If you have achieved competence in some units but not an entire course, Skills Lab will issue you with a statement of attainment.

Skills Lab will provide you with your testamur (or statement of attainment) within 30 days of all course requirements being satisfied (including full payment of course fees). Skills Lab will not issue any certification documents until your course fees have been paid in full and you have a Unique Student Identifier.

Please note that testamurs and statements of attainment will be provided in **hardcopy only**. No certification documents will be issued electronically (i.e. by email).

### Re-issuing Certificates

If you require a duplicate or copy of your testamur or statement of attainment, you can make request to Skills Lab. A duplicate will only be issued if the original is lost or damaged.

When making a request, you will need to provide Skills Lab with the following information:

- your full name (if your name has changed since completing the course at Skills Lab, you will need to provide evidence of your name change);
- your date of birth;
- your current address and your address at the time of the course (if different);
- the course you completed and the dates of when you complete the course;
- if you have lost the testamur or statement of attainment, a Statutory Declaration providing information on the loss;
- if the testamur or statement of attainment is damaged, return of the damaged testamur or statement of attainment to Skills Lab; and

- verification of your identity, so that Skills Lab can confirm that you are the person that completed the course.

Skills Lab will review your request and either:

- issue you a duplicate testamur or statement of attainment (a duplicate is an exact reprint of the original. It will clearly state that it is a duplicate of the original); or
- send you a copy of the testamur or statement of attainment (a copy is a photocopy which will be stamped 'copy')
- contact you requesting further information or to advise you why Skills Lab cannot re-issue your certification.

A fee of \$20.00 applies for each duplicate or copy of a testamur or statement of attainment. This fee is subject to change.

For more information the issuing of **certification documents**, please refer to the Skills Lab Issuance of Certification Policy available on our website.

## STUDENT RIGHTS AND RESPONSIBILITIES

Our objective is to provide a friendly, welcoming and fair learning environment for all of our students.

Skills Lab will not tolerate dishonest, offensive, abusive, harassing or discriminatory behaviour.

This section sets out your rights and responsibilities when training at Skills Lab.

## ACCESS EQUITY AND FAIRNESS

Skills Lab endeavours to provide equal access and opportunity to everyone.

To achieve this, Skills Lab undertakes to:

- promote access to training for all people regardless of gender, socio-economic background, disability, ethnic origin, sexual orientation, age, race or any other characteristic;
- ensure training services are delivered in a non-discriminatory, open and respectful manner;
- train all staff members so that they are appropriately skilled to identify and deal with access and equity issues;
- actively encourage the participation of students from traditionally disadvantaged groups;
- provide culturally inclusive language, literacy and numeracy support to individuals to meet their personal training goals.

In addition to above, our courses are designed to be adaptive and flexible to meet any special needs requirements that our students may have. To assist Skills Lab to provide the best possible learning opportunities and environment, we ask that students requiring special assistance disclose their needs by submitting the **Disclosure of Disability or Medical Condition Form (Appendix 7)**. Whilst this form is optional, it provides Skills Lab with information to assist us in providing the best support for you.

If you believe you are experiencing harassment or discrimination, please contact the General Manager (who is Skills Lab's Access and Equity Officer) as soon as possible.

For further information, please refer to the Skills Lab's Access Equity & Fairness Policy which is available on the Skills Lab website.

## STUDENT CODE OF CONDUCT

All students must comply with Skills Lab's **Student Code of Conduct (Appendix 2 to this Handbook)**. All students are required to read and sign an acknowledgement regarding the Student Code of Conduct.

Any student who breaches the Student Code of Conduct may be removed from the Skills Lab premises, and in certain circumstances may be suspended or expelled from Skills Lab.

## CHEATING AND PLAGIARISM

Skills Lab does not tolerate plagiarism or cheating of any kind.

Cheating means to act dishonestly to gain an unfair advantage in an assessment. Plagiarism is a form of cheating where a person copies someone else's work and passes it off as their own.

Examples of cheating include:

- use notes or other resources without permission during formal assessments;
- submitting someone else's work as your own (with or without that person's permission);
- submitting a completely duplicated assignment;
- take work without the author's knowledge;
- use any part of someone else's work without the proper acknowledgement;
- steal an assessment from a trainer.

If you are suspected of cheating, Skills Lab will conduct an investigation.

Students found guilty of cheating may be suspended or expelled from Skills Lab.

## STUDENT RECORDS

When you enrol at Skills Lab, we create a personal file/student record for you. This file contains your personal information (such as name, date of birth, address, contact number and USI) as well as your student records (i.e. course details, attendance and academic results, and financial information) and any other relevant information.

All records are owned by Skills Lab and kept for a period of 30 years.

### Change of Circumstances

You must notify Skills Lab of any changes to your contact details (including address, email address and phone number) or ability to complete your course, as soon as possible.

### Accessing Your Personal File

You may request access to your personal file at any time.

We will endeavour to provide you with access to your personal file within 3 business days. Photo identification will be required as proof of identity.

If you request a copy of your personal file, we will endeavour to provide you with a copy of your personal file within 5 business days. Photo identification will be required and an administration fee will be payable.

If you find any errors in your personal file, please let us know so that we can make the necessary corrections.

## Privacy

Skills Lab treats all student records strictly confidential. All personal information and sensitive information is handled in accordance with the *Privacy Act 1988* (Cth) and the *Australian Privacy Principles* and the Skills Lab Privacy Policy (which is available on the Skills Lab website).

Skills Lab may share information with the Australian Government to improve education and training throughout Australia. If your program is being funded by the State or Commonwealth Government, your information may be shared with the funding body for compliance purposes.

Skills Lab takes all reasonable steps to protect your personal information and sensitive information from misuse, loss, unauthorised access, modification or disclosure including restricted access to electronic files, secure storage of paper files and secure backup of data.

Your personal details and student records may be made available to:

- any Commonwealth Government agency;
- any State Government agencies;
- Skills Lab Administration and Training staff;
- your employer, if relevant and part of an organisation training agreement.

For further information, please refer to Skills Lab's Privacy Policy.

## COMPLAINTS, APPEALS AND FEEDBACK

### COMPLAINTS PROCESS

If you are not satisfied with the services provided by Skills Lab or feel that you or someone else has been treated unfairly or discriminated against, you can make a formal complaint.

To lodge a complaint, we ask that you complete the Complaints and Appeals Form (available by request from [skills@skillslab.com.au](mailto:skills@skillslab.com.au)).

All complaints will be treated as strictly confidential and treated in a fair and equitable manner.

For more information about the Skills Lab complaints process, please refer to the Complaints Policy which is available on the Skills Lab website.

### APPEALS PROCESS

If you are not satisfied with a decision relating to an assessment or other academic matter, you may appeal the decision and request a review.

To lodge an appeal, we ask that you complete the Complaints and Appeals Form (available by request from [skills@skillslab.com.au](mailto:skills@skillslab.com.au)).

For more information about the Skills Lab appeals process, please refer to the Appeals Policy which is available on the Skills Lab website.



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## FEEDBACK/EVALUATION

Skills Lab is continuously trying to improve its services and training courses. We encourage you to provide feedback at any time during your course.

On completion of your course, we will also provide you with an Evaluation Form. This form gives with the opportunity to provide us with formal feedback about your experience at Skills Lab. The Evaluation Form only takes a few minutes to complete and can be completed anonymously.

## LEGISLATION

Skills Lab complies with all applicable legislation, including in relation to the following:

### WORK, HEALTH AND SAFETY

Under Commonwealth and State laws, Skills Lab has a duty of care to provide a safe environment for its employees, students and any person who attends a Skills Lab premises.

### ANTI-DISCRIMINATION, HUMAN RIGHTS AND EQUAL OPPORTUNITY

Skills Lab is committed to providing an environment free of harassment, victimisation, bullying and discrimination.

Skills Lab does not tolerate any form of harassment or discrimination. A breach of the Student Code of Conduct or the Access, Equity and Fairness Policy may result in suspension or termination.

### PROTECTION OF CHILDREN AND YOUNG PEOPLE

Skills Lab is committed to providing safe physical and online environments where the protection and wellbeing of children and young people is achieved in accordance with the applicable legislation.

A copy of Skills Lab's Child Protection Policy is available on the Skills Lab website.

### VOCATIONAL EDUCATION AND TRAINING

Each State and Territory of Australia has legislation relating to vocational education and training.

Skills Lab complies with all applicable VET related legislation and is a Registered Training Provider under the Australian Vocational Education Training (VET) Quality Framework.

## APPENDIX 1: SKILLS LAB'S CODE OF PRACTICE

Skills Lab has adopted the ASQA Code of Practice for organisations registered to provide training services, assessment services and issue nationally recognised qualifications, with amendments.

The amended Code as applied by Skills Lab is below.

### 1. INTRODUCTION

- 1.1. This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services by Skills Lab, a Registered Training Organisation registered in Australia by the Australia Skills Quality Authority.
- 1.2. For the purposes of this Code 'student' refers to any person participating in education or training delivered by Skills Lab. A 'client' is a person or organisation who may enter into a contract with Skills Lab for the delivery of education and training services.

### 2. PROVISION OF TRAINING AND ASSESSMENT SERVICES

- 2.1. Where Skills Lab's students are directly from industry or the general public, Skills Lab will conduct an appropriate assessment relevant to the qualification the student would undertake to ensure that the student has the greatest opportunity to successfully complete their qualification. Where an applicant student does not meet the requirements of the assessment and Skills Lab is unable to provide the learning required, Skills Lab will assist the student to access a quality and appropriate provider.
- 2.2. Skills Lab has policies and management practices which maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of students and/or clients.
- 2.3. Skills Lab maintains a learning environment that is conducive to the success of students.
- 2.4. Skills Lab has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of students.
- 2.5. Skills Lab monitors and assesses the performance and progress of its students.
- 2.6. Skills Lab ensures that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of students, and provides training to staff as required.
- 2.7. Skills Lab ensures that assessments are conducted in a manner which meets the endorsed components of the relevant Training Package(s) and/or accredited courses, contextualised and can be reasonably adjusted to individual student needs.
- 2.8. Skills Lab is committed to access and equity principles and processes in the delivery of its services.

### 3. ISSUANCE OF QUALIFICATIONS

Skills Lab issues Qualifications and Statements of Attainment to students who meet the required outcomes of a qualification or unit of competency, in accordance with the AQF Implementation Handbook and the Quality VET Framework.

*Skills Lab will not issue the qualification parchment if there are outstanding fees.*

### 4. RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOS

- 4.1. Skills Lab recognises the AQF qualifications and Statements of Attainment issued by other RTOs including TAFE.

- 4.2. Mutual recognition obligations are reflected in Skills Lab's policies and procedures and information provided to staff and clients.

## 5. MARKETING OF TRAINING AND ASSESSMENT SERVICES

- 5.1. Skills Lab markets and advertises its products and services in an honest and ethical manner.
- 5.2. Skills Lab gains written permission from a student or client before using information about that individual or organisation in any marketing materials.
- 5.3. Skills Lab accurately represents recognised training products and services to prospective students and clients.
- 5.4. Skills Lab ensures students and clients are provided with full details of conditions in any contract arrangements with the organisation.
- 5.5. No false or misleading comparisons are drawn with any other training organisation or qualification.

## 6. FINANCIAL STANDARDS

- 6.1. Skills Lab has measures to ensure that students and clients receive a refund of fees for services not provided as a result of the financial failure of Skills Lab or the cancellation of a course by Skills Lab.
- 6.2. Skills Lab has a refund policy that is fair and equitable and this policy is made available to all students and clients prior to enrolment.
- 6.3. Skills Lab ensures that the contractual and financial relationship between the student/client and the organisation is fully and properly documented and copies of the documentation are made available to the student/client.
- 6.4. Documentation includes: the rights and responsibilities of students, costs of training and assessment services and issuance of Qualifications, payment arrangements, refund conditions and any other matters that place obligations on students or clients.

## 7. PROVISION OF INFORMATION

- 7.1. Skills Lab supplies accurate, relevant and up-to-date information to prospective students and clients covering, but not limited to, the matters listed in [Attachment A](#) to this Code.
- 7.2. Skills Lab supplies this information to students and clients prior to enrolment and regularly reviews all information provided to ensure its accuracy and relevance.

## 8. RECRUITMENT

- 8.1. Skills Lab recruits students in an ethical and responsible manner.
- 8.2. Course placement offers are based on an assessment of the qualifications, proficiency and aspirations of the applicant against the training opportunity offered.
- 8.3. Skills Lab ensures that the assessment of an applicant is undertaken by objective and suitably qualified staff.

## 9. SUPPORT SERVICES

Skills Lab provides support services to students to ensure their health, safety and welfare. The types of support provided by Skills Lab include academic mentoring, referral to external counselling, contextualisation, reasonable adjustment and blended delivery.

If you need support, please contact one of our staff members.

## 10. COMPLAINTS & APPEAL MECHANISM

Skills Lab takes complaints and appeals against academic decisions seriously.

Skills Lab has a Complaints Policy and Appeals Policy to ensure that students and clients have their complaints and concerns dealt with fairly and equitably.

For more information, please refer to the Complaints Policy and Appeals Policy which can be found on the Skills Lab website.

### RECORD KEEPING

Skills Lab keeps complete and accurate student and client records including contact details, attendance and academic progress, as well as financial records.

Student and client records are managed in accordance with Skills Lab's Privacy Policy and Records Management and Control Policy. A copy of Skills Lab's Privacy Policy is available on the Skills Lab website.

If you would like a copy of your records, please contact us.

## 11. QUALITY CONTROL

To improve our services, Skills Lab seeks feedback from students and clients about their experience and the services we provide.

Skills Lab actively engages industry experts to contribute to the services provided by Skills Lab, such contribution includes guest lecturers, validators and participation in the design and development of courses.

Skills Lab's Learning & Assessment Committee oversees all learning and assessment activities and resources. The Committee includes industry representatives to ensure relevance, currency and forward planning of services provided by Skills Lab.

## 12. CHILDREN YOUTH & VULNERABLE PEOPLE'S PROTECTION

Skills Lab has a Child Protection Policy that ensures compliance with Child Safety legislation.

The Policy (and legislation) requires that all persons working with children at Skills Lab undertake a Working With Children Check to ensure they are a fit and proper person to work with children.

For more information, please refer to Skills Lab's Child Protection Policy which is available on the Skills Lab website.

## 13. UNIQUE STUDENT IDENTIFIER (AUSTRALIAN STUDENT NUMBER)

From 1 January 2015, under the *Student Identifiers Act 2014*, an RTO must not issue a VET qualification or statement of attainment to an individual unless the individual has been assigned a Unique Student Identifier (USI).

Students are encouraged to apply for their USI themselves. Where a student is unable to apply for themselves Skills Lab, with the student's written permission, will assist the student to acquire one.

Laura Mabikafola  
General Manager

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**ATTACHMENT A to CODE OF PRACTICE****Pre-Enrolment Materials as Per Standard 3****Clause 3.6**

The RTO meets the requirements of the Student Identifier scheme including:

- b) ensuring that it will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the *Student Identifiers Act 2014*;
- c) ensuring that where an exemption described in Clause 3.6 (b) applies, it will inform the student **prior to** either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar;

**Pre-Enrolment Materials as Per Standard 5:****Clause 5.1**

**Prior to** enrolment or the commencement of training and assessment, whichever comes first, the RTO provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies

**Clause 5.2**

**Prior to** enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, **in print or through referral to an electronic copy, current and accurate** information that enables the learner to make informed decisions about undertaking training with the RTO and **at a minimum includes** the following content:

- a) the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register;
- b) the training and assessment, and related educational and support services the RTO will provide to the learner including the:
  - i) estimated duration;
  - ii) expected locations at which it will be provided;
  - iii) expected modes of delivery;
  - iv) name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf; and
  - v) any work placement arrangements.
- c) the RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
- d) the learner's rights, including:
  - i) details of the RTO's complaints and appeals process required by Standard 6; and
  - ii) if the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in;
- e) the learner's obligations:
  - i) in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services;
  - ii) any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product; and
  - iii) any materials and equipment that the learner must provide; and

- f) information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.

### Clause 5.3

Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information **prior to** enrolment or the commencement of training and assessment, whichever comes first, specifying:

- a) all relevant fee information including:
- iii) fees that must be paid to the RTO; and
  - iv) payment terms and conditions including deposits and refunds;
- b) the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- c) the learner's right to obtain a refund for services not provided by the RTO in the event the:
- v) arrangement is terminated early; or
  - vi) the RTO fails to provide the agreed services.

### Clause 5.4

Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

**Skills Lab provides potential students at time of application** with the following information which is compliant with the above standards:

- Application/Enrolment form
- Student Handbook incorporating the following policies:
  - Fees & Refund
  - Appeal
  - Complaints
  - Trainee Support Services
  - Privacy
  - Access, Equity & Fairness
  - Assessment Selection Application & Enrolment
- Course Information including entry requirements
- Training facilities and resources information
- Fees and refund
- Recognition of Prior Learning information and application
- Credit Transfer information and application

## APPENDIX 2: STUDENT CODE OF CONDUCT

### Overview

Skills Lab is committed to providing a friendly, welcoming and fair learning environment for all of our students.

This Code of Conduct details the expectations of behaviour, ethics and integrity to be displayed at all times by Skills Lab students.

### You have the right to:

- be treated fairly, with respect and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status;
- be free from all forms of intimidation;
- learn in a safe, clean, orderly and cooperative environment;
- have personal property (including computer files and your work) and Skills Lab's property protected from damage or other misuse;
- have any disputes settled in a fair and transparent manner;
- learn in an environment that is conducive to success;
- learn in a supportive environment without interference from others;
- apply to have existing skills and knowledge recognised;
- privacy concerning records containing personal information (subject to other statutory requirements and other agreed uses);
- be given information about assessment procedures at the beginning of the unit and progressive results as they occur;
- appeal within ten days of receiving notification of any decision made about late or missed assessment;
- lodge a complaint and have it investigated effectively without fear of retaliation or victimisation;
- express and share ideas and to ask questions.

### You have the responsibility to:

- pay all applicable course fees;
- participate in all learning and assessment tasks as scheduled, honestly and to the best of your ability;
- attend and participate fully in work experience or work placements;
- ensure your personal details are current and correct;
- provide supporting evidence when requested (including but not limited to medical certificates or evidence of extenuating circumstances in support of absenteeism);
- advise Skills Lab **prior** to commencement of the training or work experience/placement day of absenteeism;
- inform Skills Lab if you have any concerns or need for support related to the successful completion of your qualification;
- follow Skills Lab policies and procedures;
- treat all staff and fellow students with respect and fairness. This includes but is not limited to:
  - following reasonable directions from Skills Lab staff members;
  - behaving in a way that does not offend, harass, embarrass or threaten others;

- taking care of facilities by not damaging, stealing, modifying or misusing property;
- acting in a safe manner that does not place you or others at risk.
- not smoking in non-smoking areas;
- not being under the influence of alcohol or illicit drugs;
- participating in the course and allowing others to participate, by sharing, listening and taking turns during discussion;
- recognising that individual learning styles, needs and points of view bring and add value to the classroom.

**Skills Lab does not tolerate the following behaviour:**

- smoking in non-smoking areas
- being disrespectful to other students or Skills Lab staff (including continuous unwarranted interruptions)
- harassment, discrimination, intimidation, threats, violence of any kind (verbal, written, innuendo, physical, sexual etc.)
- acting in an unsafe or careless manner placing yourself or others at risk
- refusing to participate in group activities
- absenteeism
- being under the influence of alcohol or illegal drugs
- lack of personal hygiene
- bringing weapons onto Skills Lab premises
- plagiarism (taking someone else's work or ideas and passing them off as one's own) or any other form of cheating

Breaches of this Student Code of Conduct may result in disciplinary action, including but not limited to suspension and/or expulsion.

**Student Acknowledgement**

I have read, understand and accept the conditions of the above Code of Conduct. I understand that a breach of this Code of Conduct may result in disciplinary action, including but not limited to suspension and/or expulsion from Skills Lab.

\_\_\_\_\_  
Student Full Name

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date



**APPENDIX 3: AUTHORITY TO EXCHANGE INFORMATION**

For purposes directly related to my training and/or training contract and assessments as a student,

I .....  
*Please print your name*

authorise Skills Lab to:

1. share information directly related to my training and assessment with my employer;
2. gather information from previous employers or training providers which will assist in developing the most appropriate training plan or RPL process;
3. share academic or previous training information with other learning institutions I have attended;
4. to allow State and Commonwealth Government Departments and Authorities access to my records as may be required from time to time;
5. retain my training records for a period of 30 years. I acknowledge and agree that in the event that Skills Lab ceases to operate or changes ownership, that my records will be transferred to either the new owners of Skills Lab (in which case the records will be continue to be stored securely and confidentially) or the Australian Skills Quality Authority (or the regulatory body at the time);
6. take my photograph for identification purposes only. If Skills Lab wishes to use my photograph for any other purpose, it must obtain my written consent;
7. collect and store my personal information and training records in accordance with the *Skills Lab Privacy Policy*, the *Privacy Act 1988 (Cth)* and *Australian Privacy Principles*; and
8. I authorise Skills Lab to discuss my training, progress and information with my parent/s and/or legal guardian until I attain the age of 18 years, at which time this authority to communicate with them will immediately cease:

NAME OF PARENT/GUARDIAN .....

**STUDENT**

NAME ..... SIGNATURE .....

DATE OF BIRTH .....

IF UNDER 18 YEARS OF AGE PARENT/GUARDIAN MUST SIGN

NAME ..... SIGNATURE .....

ADDRESS ..... RELATIONSHIP .....

.....

.....

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**APPENDIX 4: ACKNOWLEDGEMENT DECLARATION**

I (name).....,

of (Address) .....

acknowledge and confirm that:

- I have read and understand the policies, procedures and guidelines contained and referred to in the Student Handbook. I agree to abide by these and any other policies which are provided to me during my enrolment (including any external work experience and or placement) with Skills Lab;
- I understand and accept Skills Lab’s course fee structure and refund policy;
- I understand that if I undertake work experience or work placement as part of my course, the provider of that experience or placement may have its own policies and procedures that I must comply with. In the event that the policies and procedures of the work experience or work placement provider is inconsistent with any of Skills Lab’s policies or procedures, I must comply with the policy/procedure that imposes the highest standards;
- I have had the opportunity to discuss and clarify any queries, issues or concerns that I have about the contents of this Student Handbook, any Skills Lab policy or procedure or guidelines, or studying at Skills Lab generally with a Skills Lab representative.

\_\_\_\_\_  
STUDENT NAME

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

**APPENDIX 5: MEDIA AUTHORITY STUDENT TRAINEE**

I (name).....,

of (Address) .....

give permission to Skills Lab to:

- take and electronically store one or more images of myself;
- produce one or more articles about myself, my business or other training/business related issue;
- produce one or more advertisements about myself, my business or other training/business related issue.

My permission is given with the following conditions:

- materials are to be used solely for the purposes of Skills Lab advertising/promotional materials and for no other purpose;
- a proof of all productions will be shown to me prior to use;
- all images, recordings etc will be stored securely in an electronic form by Skills Lab;
- all images, recordings etc will be managed as per the requirements of the *Privacy Act 1988*;
- the duration of this consent is 24 months from the date it is signed;
- the permission can be rescinded by me in writing at any time.

.....  
STUDENT/PARTICIPANT SIGNATURE

.....  
SKILLS LAB WITNESS SIGNATURE

.....  
SKILLS LAB WITNESS NAME

.....  
DATE

## APPENDIX 6: CHANGE OF DETAILS FORM

Information collected by Skills Lab is collected, used and stored solely for the purposes of Skills Lab business purposes and in accordance *Australian Privacy Principles* and *Privacy Act 1988* (Cth).

| 1. PARTICIPANT   |  |
|--|--|
| Name   |  |
| Address  |  |
| Suburb   | Postcode:  |
| Phone Number   | Email:   |
| Mobile Phone No  | Date of Birth:   |
| 2. PARENT/GUARDIAN (If Participant is under 18 years of age)   |  |
| Name   |  |
| Address  |  |
| Suburb   | Postcode:  |
| Phone Number   | Email:   |
| Mobile Phone No.   | Fax No:  |
| 3. EMERGENCY CONTACT   |  |
| Name   |  |
| Phone Number   | Mobile Phone No:   |
| 4. QUALIFICATION/COURSE DETAILS  |  |
| Course Title   |  |
| Course Code  |  |
| Commencement Date  | Termination/Completion Date:   |
| Payment Method   | Cash <input type="checkbox"/> Credit Card <input type="checkbox"/> EFTPOS <input type="checkbox"/> Direct Bank Transfer <input type="checkbox"/> ( <i>contact Skills Lab for details</i> ) |
| 5. Authorisations <span style="float: right;">Completion of this section is mandatory</span>   |  |
| <p>I _____ authorise Skills Lab to collect, store and use my personal information within the limitations of the Australian Privacy Principles contained in the <i>Privacy Act 1988</i> (Cth).</p> <p>Name: _____ Date:                    /                    /</p> <p>Signature: _____</p> <p><i>If under the age of 18 years, parent/guardian must sign:</i> _____ Date:                    /                    /</p> <p>Name: _____ Relationship: _____</p> <p>Signature: _____</p> |  |
| Office Use Only  |  |
| Participant Ref Number   | : _____  |
| Commencement Date  | : ____/____/____      Termination/Completion Date:      ____/____/____   |
| Competency Completion Details Entered By:  | _____ Date: ____/____/____   |

APPENDIX 7: DISCLOSURE OF DISABILITY OR MEDICAL CONDITION

CONFIDENTIAL

If you have an illness, disability or other condition that may require special arrangements or assistance, we encourage you to complete this form. Completion of this form is NOT compulsory but it will assist Skills Lab to make appropriate arrangements and build-in supports to assist you during your time at Skills Lab.

Failure to notify Skills Lab of any illness, disability or other condition may affect Skills Lab’s ability to provide a safe work and training environment for you and others at Skills Lab.

Skills Lab (including its personnel, volunteers, related bodies corporate and partner organisation) accepts no liability arising out of or in connection to any arrangement, support, assistance, treatment or care provided to a student for any illness, injury, accident, emergency or other condition or circumstance.

Skills Lab (including its personnel, volunteers, related bodies corporate and partner organisation) accepts no liability arising out of or in connection with a student’s undisclosed illness, disability or other condition (including but not limited to physical or mental illness) being exacerbated or being directly related to an accident or incident or circumstance arising in the ordinary course of training, excursion or placement/work experience.

The completed form should be forwarded in a sealed envelope marked to the attention of the General Manager who will determine the appropriate Trainer/Assessor to assist you. The Trainer/Assessor will be happy to discuss appropriate arrangements with you in confidence. The form will then be placed on your secure personal file and only available on a need to know basis to Skills Lab staff.

NAME: .....

COURSE:

COURSE DATE: .....

SKILLS LAB/ON-JOB:.....

TYPE OF CONDITION:.....

ASSISTANCE REQUIRED (if any): .....

.....

EMERGENCY CONTACT PERSON WHO MAY BE CONTACTED IN AN EMERGENCY, IF DIFFERENT TO YOUR ENROLMENT FORM:

NAME: ..... RELATIONSHIP.....

ADDRESS: .....

.....

Phone (Work): ..... (After hours) .....

NAME: ..... SIGNATURE: DATE:.....

Should your circumstances change, please complete a new form to provide us with your updated details.