

STUDENT HANDBOOK

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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.

In line with the Revised Standards for RTOs (2025), Skills Lab is committed to incorporating learner voice in key decision-making processes. We provide structured opportunities for student consultation and feedback to inform course design, delivery methods, and support services and welcome your contribution and thoughts throughout your course to support this. Learner perspectives are considered during reviews of training strategies, assessment tools, and major policy updates.

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

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

Laura Mabikafola
Executive General Manager

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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, literacy, numeracy (LLN) and digital skills to complete the course you have applied for. This assessment will be conducted either in person, in writing or online, depending on what is most appropriate for your circumstances.

As part of this process, Skills Lab will also interview you to understand your career goals, preferred learning styles, and any personal circumstances or barriers that may impact your learning. If the assessment identifies any specific learning needs or areas requiring additional support, Skills Lab will work with you to develop a Personalised Learning Plan (PLP). This plan may include reasonable adjustments to training and assessment.

Your PLP will be documented, monitored, and reviewed periodically throughout your course to ensure you are supported to successfully complete your training.

Reasonable adjustment

Reasonable adjustment refers to the measures or modifications made to training and assessment processes to ensure that all students—regardless of disability, learning difficulty, medical condition, or other individual needs—have equal opportunity to succeed. These adjustments are designed to support access and participation without compromising the integrity of the training or the assessment outcomes.

Reasonable adjustments can help students via:

- Providing alternative formats for learning and assessment resources (e.g., large print, audio, or printed versions)
- Modified assessment tasks or extended timelines.
- Assistive technologies or support personnel (e.g., interpreters, readers, scribes)
- Adjusting delivery methods (e.g., online learning for students with mobility issues)

These adjustments are made on a case-by-case basis, ensuring that each student's unique circumstances are considered while maintaining the competency standards required by the training package or accredited course.

Requesting reasonable adjustment

We are committed to protecting your privacy and dignity. If you believe you may need a reasonable adjustment, you can follow this confidential process:

1. Initial Disclosure

Speak with your trainer or the Compliance Manager. You are encouraged to disclose any condition or circumstance that may impact your learning or assessment experience. You may be asked to provide supporting documentation (e.g., a medical certificate or learning assessment).

2. Assessment and Planning

Our Compliance Manager will review your request in consultation with relevant staff. We will work with you to identify appropriate adjustments that meet your needs and align with training requirements.

3. Implementation and Review

Once agreed upon, the adjustments will be implemented. We will monitor their effectiveness and make changes if needed, always in consultation with you.

All information shared will be treated in strict confidence and used only for the purpose of supporting your learning journey.

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.

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.

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

Skills Lab Trainers and Assessors have:

- Certificate IV in Training and Assessment (TAE40116, TAE40122, or its successor);
- 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.

Skills Lab Trainers completing TAE40122, deliver training and conduct assessment under the supervision of either the Training and Operations Manager or the Executive General Manager. Trainers under supervision are not permitted to make final assessment judgements.

To ensure our training and assessment strategies remain relevant and effective, Skills Lab adheres to a validation and moderation cycle. These processes are informed by feedback from trainers, students, and active industry representatives.

Our Training and Assessment Strategies (TAS) are updated regularly to reflect:

- current industry standards and technologies;
- national training package updates;
- outcomes of validation and moderation activities;
- employer and learner feedback; and
- regulatory guidance and best practice models.

Skills Lab engages in structured industry consultation to ensure training delivery reflects contemporary workplace requirements. Industry partners may also contribute to resource development, validation meetings, and advisory panels.

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;

- online 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 resources and assessments;
- 'Online' training sessions via our Student Management System.

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, including:

- 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.

Skills Lab recognises that individuals may have developed skills and knowledge through formal or informal learning, work experience, or other life experiences. These may be used to gain recognition towards a unit or qualification through RPL, RCC, or CT.

How to Apply

- Indicate your interest in RPL or Credit Transfer during your pre-enrolment interview or at any stage of your course by speaking to your Trainer/Assessor or Student Support Officer.
- Complete the RPL or Credit Transfer Application Form, available in the Skills Lab online enrolment application or from administration.
- Provide supporting evidence (e.g. previous qualifications, work samples, third-party reports). If needed, Skills Lab can assist you in gathering and preparing this evidence.

Support Available

- A dedicated staff member will guide you through the RPL or Credit Transfer process on enrolment.
- You will receive advice on the type of evidence required and how to address competency criteria.

Fees and Timeframes

- RPL assessments may attract an application or assessment fee, which will be confirmed at the time of enquiry and listed in the Fee Schedule in the RPL application.
- There is no fee for Credit Transfer.
- Once your application and evidence are submitted, an assessment decision will be made within 30 calendar days.

Communication of Outcome

- You will receive written notification of the outcome of your application.
- If additional evidence is required, your assessor will work with you to complete the process.
- If recognition is granted, your student record will be updated, and this may reduce your course duration or fees.

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

SUCCESS AND WELLBEING SERVICES (SWS)

At Skills Lab, we understand that learning success is about more than just the classroom. Life, work, and personal challenges can all impact your ability to participate in training. That's why we promote and encourage access to Success and Wellbeing Services (SWS) - a free support service available to all eligible students.

SWS can help with:

- Managing stress or anxiety
- Time management and study strategies
- Accessing support for financial or housing issues
- Family and personal matters
- Building confidence and motivation
- Connecting with other specialist services

We talk about SWS during your enrolment process to help you see it as a normal and useful part of your training journey. Support is confidential, and accessing these services will not affect your course or funding in any negative way.

You can find more information:

- On our website under the Resources section
- By speaking with your trainer or the Compliance Manager
- By attending one of the information sessions hosted by SYC (our SWS provider)

Remember – asking for support is a strength. SWS is here to help you succeed in training and beyond.

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.

Re-issuing Certificates

If you require a duplicate or copy of your testamur or statement of attainment, you can make a 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); 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 on 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 the 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.

Use of Artificial Intelligence (AI) Tools

Skills Lab recognises the value of generative AI tools for supporting student learning, but these tools must be used responsibly and ethically. Students are expected to adhere to the Skills Lab's AI Policy, which outlines acceptable use, disclosure requirements, and academic integrity expectations.

Misuse of AI, including submitting AI-generated work as your own without acknowledgement, is considered academic misconduct. Please refer to the full AI Policy available via the Skills Lab website.

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. Personal details can be updated in the Learner Portal.

Accessing Your Personal File

You can access your personal file at any time via the Learner Portal. 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 on the Skills Lab website.

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).

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

Skills Lab encourages constructive feedback at any stage - not just complaints or appeals. We use this feedback to ensure our policies, procedures, and course content remain relevant, inclusive, and student-centred.

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).

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

FEEDBACK/EVALUATION

Skills Lab values ongoing feedback from students as a vital part of improving the quality and relevance of our training and support services.

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.

In addition to end-of-course evaluations, we actively seek structured feedback at multiple stages of your learning journey – including early-stage and mid-course check-ins – through surveys, informal discussions, and focus groups.

We are committed to ensuring student voices contribute meaningfully to Skills Lab's continuous improvement processes. Where appropriate, students will also be invited to participate in curriculum reviews, pilot activities, and policy consultations to help shape future programs and learner services.

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.

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.
- 2.9. Skills Lab is committed to maintaining the currency and relevance of its training and assessment strategies. Our TAS's are:
 - 2.9.1. Reviewed through formal validation and moderation;
 - 2.9.2. Informed by industry input, ensuring alignment with current workplace practices and technologies;
 - 2.9.3. Updated when training packages change or regulatory guidance is amended; and
 - 2.9.4. Continuously improved based on student, trainer, and employer feedback.

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.
- 7.3. Where training and assessment services are delivered by a third party, Skills Lab retains responsibility for quality, compliance, and learner protection, and will clearly disclose third-party arrangements to students prior to enrolment.

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.

11. 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.

12. 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 will maintain documented, meaningful industry and community consultation in accordance with Outcome Standards 2025 Standard 1.2, including recording actions taken in response to feedback.

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. The Learning and Assessment Committee will formally review code of practice adherence annually and integrate any improvements into Skills Lab's quality management system.

13. 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.

Skills Lab is committed to the National Principles for Child Safe Organisations and relevant state-based working with children legislation.

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

14. 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
Executive General Manager

ATTACHMENT A TO CODE OF PRACTICE

PRE-ENROLMENT MATERIALS IN ACCORDANCE WITH OUTCOME STANDARDS 2025, STANDARD 3 (LEARNER PROTECTION AND CERTIFICATION)

Student Identifier Requirements

- Skills Lab will not issue AQF certification documentation to an individual without a verified Unique Student Identifier (USI), unless an exemption applies under the Student Identifiers Act 2014.
- Where an exemption applies, Skills Lab will inform the learner prior to enrolment or commencement of training and assessment (whichever occurs first) that results of training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

PRE-ENROLMENT MATERIALS IN ACCORDANCE WITH OUTCOME STANDARDS 2025, STANDARD 2 (FAIRNESS, EQUITY AND LEARNER PROTECTION)

Learner Information Requirements

Prior to enrolment or the commencement of training and assessment (whichever comes first), Skills Lab will provide accurate, current, and sufficient information to enable the learner to make an informed decision about undertaking training. This will include, at a minimum:

- a) the code, title, and currency of the training product as published on the National Register
- b) details of the training and assessment, and related educational and support services to be provided, including:
 - estimated duration
 - expected locations
 - expected modes of delivery
 - name and contact details of any third party delivering training or assessment services on Skills Lab's behalf
 - any work placement arrangements
- c) Skills Lab's obligations to the learner, including:
 - ensuring the quality of training and assessment
 - compliance with the Outcome Standards 2025
 - responsibility for issuing AQF certification documentation
- d) the learner's rights, including:
 - details of the Skills Lab complaints and appeals process
 - protections in the event of closure of Skills Lab or a third party ceasing to deliver training
- e) the learner's obligations, including:
 - any debt repayment requirements under VET Student Loans or other funding agreements
 - entry requirements and expectations for successful completion
 - materials and equipment to be supplied by the learner
- f) information on the implications of government funding, training entitlements, or subsidy arrangements.

PRE-ENROLMENT MATERIALS IN ACCORDANCE WITH OUTCOME STANDARDS 2025, STANDARD 3 (CONSUMER PROTECTION AND FEES)**Fee Information Requirements**

Where Skills Lab collects fees from the learner, either directly or through a third party, it will provide or refer the learner to information prior to enrolment or the commencement of training and assessment, including:

- a) all relevant fee information, including:
 - amounts payable to Skills Lab
 - payment terms and conditions including deposits and refund policies
- b) the learner's consumer rights, including any statutory cooling-off period if applicable
- c) the learner's right to a refund for services not provided if:
 - the agreement is terminated early
 - Skills Lab fails to deliver agreed services
- d) where there are any changes to agreed services, Skills Lab will inform learners as soon as practicable, including:
 - new third party arrangements
 - changes in ownership
 - changes to existing third party arrangements

Skills Lab will provide potential students at time of application with the following information to meet these requirements:

- Application/Enrolment Form
- Student Handbook including:
 - Recognition of Prior Learning (RPL) information and application form
 - Credit Transfer information and application form
- Access to the following via the Skills Lab website:
- Fees & Refund Policy
- Complaints and Appeals Policy
- National Learner Wellbeing and Support Needs Assessment Procedure
- Privacy Policy
- Access, Equity & Fairness Policy
- Assessment and Selection Policy
- Course Information, including entry requirements

APPENDIX 1: 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 – presenting another person’s work, ideas, or generated content (including that produced by Artificial Intelligence) as your own, without proper acknowledgment. This includes any breach of the AI Use Policy for Students or other forms of academic dishonesty. (taking someone else's work or ideas and passing them off as one's own, including aligning with the AI Use Policy for Students) 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 2: 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

.....

.....

APPENDIX 3: 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 4: MEDIA AUTHORITY STUDENT APPROVAL

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 5: 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"/> (contact Skills Lab for details)
5. Authorisations Completion of this section is mandatory	
<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 6: 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.

APPENDIX 7: PERSONALISED LEARNING PLAN (PLP)**CONFIDENTIAL****Student Name:** _____**Student ID:** _____**Course Title:** _____**Trainer/Assessor:** _____**Date of Initial Interview:** _____**1. Learner Goals and Background****Goal/Reason for Study**☐ Employment outcome☐ Upskilling☐ Career change☐ Other: _____**Describe student goals:**

Previous education/qualifications:

Relevant work/life experience:

2. Identified Learning Needs / Barriers

Area of Need	Identified?	Notes
Language, Literacy, Numeracy (LLN)	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____
Digital literacy	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____
Access to technology	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____
Disability or medical condition	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____

Area of Need**Identified? Notes**Mental health or wellbeing ☐ Yes ☐ No _____Other (e.g. work/family commitments) ☐ Yes ☐ No _____**3. Support Strategies / Adjustments****Learning Need Support/Adjustment Provided /Responsibility / Timeframe**

Example: LLN Referral to LLN support program Student Support Officer Term 1

4. Technology and Access**Does the student have access to: Yes No Notes**A reliable computer/device ☐ ☐Internet connection ☐ ☐Assistive technology (if required) ☐ ☐**5. Review and Monitoring****Date /Comments /Adjustments Needed /Reviewed By****6. Signatures****Student:**

I understand and agree to the personalised support plan outlined above.

Signature: _____ Date: _____

Trainer/Assessor:

Signature: _____ Date: _____

Student Support Coordinator (if applicable):

Signature: _____ Date: _____